

**COUNTY OF LOS ANGELES
COURT-REFERRED COMMUNITY SERVICE PROGRAM (CRCS)
POLICIES AND PROCEDURES**

1.0 Background and Purpose: On August 1, 2017, the Board of Supervisors (Board) of the County of Los Angeles (County) approved a motion authorizing the creation of the Court-Referred Community Service (CRCS) Program for the Superior Court of California, County of Los Angeles (Court). This motion was a joint recommendation by the County, acting by and through its agent the Community Development Commission of the County of Los Angeles, now referred to as the Los Angeles County Development Authority (LACDA), and the Court to fulfill a critical need for community service program oversight. All references to the County shall also refer to the LACDA, acting as the agent of the County. The County shall establish uniform rules and program oversight over the various Community Service Referral Agencies (CSRAs) providing service to Court defendants; create a unified list of program-approved CSRAs to be utilized throughout the County; and establish a robust and proactive monitoring program to ensure that all participating CSRAs operate in compliance with the established CRCS policies and procedures.

2.0 Definitions:

- 2.1 The State of California (State) is a state in the Pacific region of the United States of America (United States). It is the most populous state in the United States and the third largest in area.
- 2.2 The County of Los Angeles (County) is one of the State's original 27 counties and has the largest population of any county in the nation - nearly 10 million residents who account for approximately 27% of California's population. The County is charged with providing numerous services that affect the lives of all residents, including (but not limited to) code and law enforcement, tax collection, public health protection, public social services, elections, and flood control.
- 2.3 The Countywide Criminal Justice Coordination Committee (CCJCC) is an advisory body established in 1981 by the Board of Supervisors of the County of Los Angeles. The 59-member committee brings together virtually all the top leaders in criminal justice and local government to form a unique policy-level forum whose overall purpose is to strengthen interagency coordination, communication, and cooperation.
- 2.4 Superior Court of California, County of Los Angeles (Court) is one of the Superior Court of California's trial courts located in the State's 58 counties. The Court serves the people of the County with courtrooms spread throughout the 4000 square mile county - from Pomona to Santa Monica and from Lancaster to Long Beach.
- 2.5 The Los Angeles County Development Authority (LACDA) is administering CRCS, on behalf of the County.

- 2.6 Court Volunteer is a defendant ordered by the Court to perform community service in lieu of all or a part of a fine or incarceration for infractions, misdemeanors, and felonies.
- 2.7 CSRA is a non-profit organization that provides community service referral services to Court defendants ordered to complete a specified number of hours of community service in lieu of paying a fine or incarceration. The CSRA may only assign Court Volunteers with Service Providers (see Section 2.8) that the CSRA has established a partnership agreement with that, at a minimum, meets the guidelines set forth in these CRCS Policies and Procedures. CSRAs are independent agencies that are not a part of or officially affiliated with the County or Court. Likewise, CSRA staff are not employees, officers, or agents of the County or Court.
- 2.8 Service Provider is a 501(c)(3) non-profit organization that provides community service assignments to Court Volunteers referred by CRCS-approved CSRAs. Regarding community service performed within the County, CSRAs may only refer Court Volunteers to Service Providers with which they have established a partnership agreement. The partnership agreement, at a minimum, must meet the guidelines set forth in these CRCS Policies and Procedures. CSRAs may partner with Service Providers located anywhere in the United States provided that the CSRA and Service Provider operate in full compliance with these Policies and Procedures.
- 2.9 CRCS List of Approved CSRAs (CSRA List) provides the Court, Court customers, and the public with a list of County approved CSRAs that are to provide services to the Court Volunteers through its Service Providers. The CSRA List is a publication maintained by the County and is updated as needed to provide an accurate list. The CSRA List is distributed to the Court and made available to the public via the Internet at <http://www.lacommunityservice.com>, which is owned and operated by the County. Pursuant to the Court's Local Court Rule 8.22, the Court shall use the CSRA List when referring Court Volunteers to community service. Except as provided in Local Court Rule 8.22, the Court shall require community service to be performed through a CSRA that appears on the most current version of the CSRA List.

3.0 Policies and Regulation Compliance:

- 3.1 CRCS Policies and Procedures Compliance: Each CSRA – and by extension, the CSRA's partnering Service Providers (including out-of-County Service Providers and referral agencies the CSRA assigns Court Volunteers to) – shall follow the most current CRCS Policies and Procedures set forth by the County. The County may change or modify the CRCS Policies and Procedures at any time at its discretion to further CRCS program goals. The County shall publish and announce all changes to the CRCS Policies and Procedures to the Court and to all approved CSRAs electronically (via e-mail) and via postal mail.

3.2 Local, State, and Federal Law Compliance:

- A. Each CSRA – and by extension, the CSRA’s partnering Service Providers (including out-of-County Service Providers and referral agencies the CSRA assigns Court Volunteers to) – shall comply with all applicable State, and Federal laws, and all local laws and regulations. CSRAs shall also provide verification of compliance with such specific laws and ordinances within 14 days from the date of request from the County, the Court, or any law enforcement organization.
- B. Compliance With New Laws and Regulations: Depending on the nature or extent of new applicable State, Federal, or local laws and regulations, the County may grant a time extension for the CSRA and its partnering Service Providers to comply with new laws and ordinances, provided that the CSRA respond to the request for verification of compliance from the County, Court, or law enforcement within the 14 business day deadline stating that (1) they are aware of the new laws and regulations; (2) are in the process of bringing their operations to compliance with the new laws and regulations; and (3) request a reasonable time extension to accommodate their compliance efforts.

4.0 Community Service Standards:

- 4.1 Court-ordered community service must be performed through a Service Provider that is non-profit under 501(c)(3) of the Internal Revenue Code. Each CSRA that partners with a Service Provider for Court Volunteer assignment purposes is responsible for verifying the 501(c)(3) non-profit status of each of their partnering Service Providers. CSRAs shall also keep on file documents verifying the 501(c)(3) non-profit status of each of their partnering Service Providers.
- 4.2 Quid Pro Quo Prohibited: Partnerships between CSRAs and Service Providers must be mutually voluntary and free of any *quid pro quo* arrangements. This includes, but is not limited to, the exchange of any compensation or gifts – monetary or non-monetary – for Court Volunteer referrals/assignments.
- 4.3 In-County CSRA/Service Provider Partnership Agreement Required: The CSRA shall establish and execute with each partnering Service Provider within the County a Partnership Agreement (Partnership Agreement) in order to assign Court Volunteers to community service. The Partnership Agreement must include clauses requiring Service Providers to operate in compliance with these CRCS Policies and Procedures. The Partnership Agreement must also require the Service Provider to maintain commercial general liability insurance and provide proof of this insurance coverage. The Partnership Agreement shall be amendable in order to incorporate any changes made to the CRCS Policies and Procedures that would apply to the Service Provider. As part of the CSRA Application for CRCS approval, the CSRA shall provide to the County a boilerplate copy of

its Partnership Agreement. **Under no circumstances shall a CSRA assign a Court Volunteer with an organization or agency within Los Angeles County that the CSRA does not have a fully-executed Partnership Agreement.**

4.4 Court Volunteers may only perform work that benefits a Service Providers' community service operation. It is the responsibility of the CSRA to ensure that Court Volunteers assigned by their agency are **not** assigned to conduct or engage in the following activities as any part of their community service:

- A. Any type of religious, sectarian, or political activities.
- B. Any illegal or immoral activities.
- C. Serve as a staff member of the CSRA or Service Provider.
- D. Conduct tasks of a private or personal nature that does not benefit the CSRA's or Service Provider's community service operation.
- E. Door-to-Door solicitation.
- F. Telemarketing.
- G. Cash handling.
- H. Supervising Service Provider staff or other Court Volunteers.
- I. Operating a motor vehicle, be it owned by the Court Volunteer, the CSRA, the Service Provider, or a rental vehicle. (Court Volunteers may, however, be passengers in vehicles operated by Service Provider staff)
- J. Operating heavy machinery, industrial machinery, construction machinery, machine tools, or any power tools.
- K. Handling hazardous and/or toxic materials/substances.
- L. Child care.
- M. Any activity that exposes or requires the Court Volunteer to handle alcoholic beverages or drugs.
- N. Being shared with another Service Provider.
- O. Working in an unauthorized worksite or on an unauthorized assignment.

4.5 CSRA's may NOT assign a Court Volunteer to perform their community service with the following:

- A. Any organization or agency owned, operated, or managed by the Court Volunteer.
- B. The Court Volunteer's employer(s), regardless if the employment is part- or full-time, or on a contractual basis.
- C. Any agency or organization owned or operated by a member of the Court Volunteer's family.
- D. Any agency or organization from which the Court Volunteer or a member of the Court Volunteer's immediate family receives any monetary or non-monetary

compensation, benefits, or services (i.e. an agency where the Court Volunteer's wife is an employee).

- 4.6 Supervision of Court Volunteers: CSRA's must ensure that Court Volunteers are supervised always by Service Provider staff designated as a Supervisor to the Court Volunteers (Court Volunteer Supervisor). Court Volunteer Supervisors shall ensure that Court Volunteers adhere to safety rules, are provided a safe environment for the Court Volunteers to do their work, and that each Court Volunteer is performing their work assignment(s). Additionally, Court Volunteer Supervisors must ensure that Court Volunteers work no more than nine (9) hours per day, and that Court Volunteers who work five or more hours per day take a half-hour lunch break that does not count toward community service hours. As part of a CSRA's Partnership Agreement with a Service Provider, the Service Provider must provide a list of authorized Court Volunteer Supervisors that includes the Court Volunteer Supervisors' names, titles, and signatures.

4.7 Safety Briefing and Safety Briefing Acknowledgement Form for Court Volunteers:

- A. **Safety Briefing**: CSRA's must ensure that the Service Provider's Court Volunteer Supervisors and/or other staff working with Court Volunteers provide a comprehensive orientation and safety briefing for Court Volunteers prior to starting their community service work (Safety Briefing). The Safety Briefing may be included as part of the hours worked on the first day of service.
- B. **Safety Briefing Acknowledgment Form Template Use**: To ensure that all CSRA's use a properly formatted Safety Briefing Acknowledgment Form, the County shall make available a template of the Safety Briefing Acknowledgment Form, as illustrated in Exhibit A. The CSRA shall use the template and add its name and contact information. The CSRA is encouraged to use their logos to distinguish its form from similar forms used by other CSRA's. Use of Safety Briefing Acknowledgment Forms that do not use the template provided by the County or otherwise significantly deviate from the format illustrated in Exhibit A is prohibited and shall not be approved by the County for use.
- C. **Document Size and Printing**: The Safety Briefing Acknowledgment Form shall be printed on paper no smaller than 8.5"x 11". No more than one (1) form shall be printed on each page.

4.8 Court Volunteer Sign-In Log:

- A. The CSRA shall require each partnering Service Provider to maintain a sign-in log for Court Volunteers who have been assigned to the Service Provider by the CSRA (Court Volunteer Sign-In Log). Other Court Volunteers – including Court

Volunteers referred to the Service Provider by another CSRA – must not sign in on the CSRA's Court Volunteer Sign-In Log. If a Service Provider employs Court Volunteers referred by more than one (1) CSRA, the Service Provider shall maintain a separate Court Volunteer Sign-In Log for each CSRA and their Court Volunteers.

- B. **Court Volunteer Sign-In Log, Sign-In Log Template Use:** To ensure that all CSRAs use a properly-formatted Court Volunteer Sign-In Log, the County shall make available a template of the log, as illustrated in Exhibit B. The CSRA shall use the template, adding its contact information and any logos used by the CSRA to distinguish its form from similar forms used by other CSRAs. Use of Court Volunteer Sign-In Logs that do not use the template provided by the County, or otherwise significantly deviate from the format illustrated in Exhibit B is prohibited and shall not be approved by the County for use.
- C. **Document Size and Printing:** The Court Volunteer Sign-In Log shall be printed on paper no smaller than 8.5"x 11". No more than one (1) form shall be printed on each page.

4.9 Accident and Incident Reporting: Service Providers must report all community service-related accidents and incidents to the CSRA within one (1) business day of the accident or incident occurring. CSRAs shall have in effect and enforce policies and procedures for partnering Service Providers to report accident and incidents involving Court Volunteers to the CSRA.

4.10 Unacceptable Service Provider Conduct for Community Service: The following conduct, if committed by the Service Provider, should be considered a serious violation of CRCS Policies and Procedures. Such incidents must be reported by the CSRA to the County within 48 hours of the CSRA being made aware of the conduct:

- A. Signing off on hours that were not completed by the Court Volunteer.
- B. Soliciting, offering, or accepting bribes, money, or other items of value for any reason including, but not limited to, signing off on hours not completed by the Court Volunteer.
- C. Mistreatment of Court Volunteers including, but not limited to, harassment or abuse of any kind.
- D. Charging Court Volunteers any fees for performing community service.
- E. Soliciting donations from Court Volunteers performing community service.
- F. Employing Court Volunteers for any work or activities that would violate Section 4.4.
- G. Exposing Court Volunteers to alcoholic beverages or drugs.

- H. Allowing Court Volunteers to work past their Court due date without a Court-granted extension acknowledged by the CSRA.
- I. Retaining Court Volunteer timesheets past the Court Volunteer's Court due date.
- J. Prematurely destroying, mishandling, or otherwise failing to retain Timesheets or Safety Briefing Acknowledgement Forms for a minimum of five (5) years.
- K. Suspension or removal from anything other than active status from the California Secretary of State (Business Entities) or Department of Treasury (Internal Revenue Service).
- L. Failure to report absence, loss, or suspension of non-profit status pursuant to Section 4.1 to the CSRA.
- M. Continuing to accept or utilize CSRA Court Volunteers despite a loss or suspension of non-profit status pursuant to Section 4.1.
- N. Failure to report an accident or incident to the CSRA on the day of the accident or incident.
- O. Not maintaining the necessary liability insurance, workers' compensation insurance, or any other insurance policies required by law.

4.11 Unacceptable Court Volunteer Conduct for Community Service: The following conduct, if committed by a Court Volunteer, should be considered a severe violation of CRCS Policies and Procedures. Such incidents must be reported by the CSRA to the County within 48 hours of the CSRA being made aware of the conduct:

- A. Soliciting or offering bribes, money, or other items or services of value for any reason – including, but not limited to, having Service Provider staff sign off on hours not actually performed by the Court Volunteer.
- B. Mistreatment of CSRA Staff, Service Provider staff, or other Court Volunteers – including, but not limited to harassment or abuse of any kind. Non-cooperative behavior, such as failure to keep to assigned work schedule, unsatisfactory work performance, tardiness, or other forms of inappropriate behavior.
- C. Being under the influence of drugs or alcohol when reporting or performing community service assignment.
- D. Suspected forgery.
- E. Violence or any physical altercation.

4.12 CSRA-Administered Community Service:

- A. CSRAs that assign Court Volunteers to their own non-profit program(s) shall, as with all partner Service Providers, abide by all provisions in Section 4.0 except for Sections 4.3 and 4.15(A).

- B. **CSRA-Administered Community Service Administrative Information:** CSRA's that assign defendants to their own non-profit program(s) shall maintain as record and submit to the County upon request the following information regarding each of its Court Volunteer-eligible non-profit programs:
1. Name of CSRA Non-Profit Program (ex. School Supply Distribution, Food Bank).
 2. Description of duties/work for Court Volunteers assigned to the Non-Profit Program.
 3. CSRA Non-Profit Program worksite location address(es).
 4. Name and contact information of Manager/Administrator overseeing the CSRA Non-Profit Program. This person must be knowledgeable of and have organizational authority to address any matters relating to the CSRA Non-Profit Program.
 5. Name of secondary/alternate contact for the CSRA Non-Profit Program. This person must be knowledgeable and able to answer questions regarding the CSRA Non-Profit Program.
 6. A list of Court Volunteer Supervisors – pursuant to Section 4.6 – overseeing Court Volunteers assigned to the CSRA Non-Profit Program who are authorized to sign off on timesheets. This list shall include Court Volunteer Supervisor names, titles, and signatures, and shall be updated as needed to reflect any changes in Court Volunteer Supervisor staff.
 7. Proof of the necessary liability insurance, workers' compensation insurance, or any other insurance policies required by law.
- C. Under no circumstances shall a CSRA assign a Court Volunteer to perform any work relating to the CSRA's Court Volunteer referral operations – including, but not limited to, housekeeping, janitorial services, or building maintenance of the CSRA business location where Court Volunteer referral operations take place. Additionally, the CSRA may not assign a Court Volunteer to perform any work near or in the same workspace where Court Volunteer referral operations take place (i.e. office clean-up; filing, scanning, or destruction of Court Volunteer management documents).
- D. **Dedicated Staff/Separate Operations:** The CSRA shall ensure that its community service referral services and its own non-profit community service programs that utilize Court Volunteers are operated separately and independent from one another without any staff working both operations at any capacity. Additionally, if the CSRA operates more than one (1) non-profit community service program that uses Court Volunteers, each of the CSRA's community service programs shall be operated separately with separate staff. Staff supervising and verifying Court Volunteer participation in CSRA-Administered Community Service cannot be

shared with or serve as staff with the CSRA's community service referral operations.

- E. The CSRA shall be responsible for securing its Court Volunteer referral operations and equipment (i.e. stamps, embossers, completion certificates, workstations) from Court Volunteers or any other unauthorized persons.
- F. Consistent with Section 4.10(D), the CSRA shall not charge the Court Volunteer a fee to perform their community service hours with the CSRA's Non-Profit program. This does not preclude a CSRA from charging a Court Volunteer for intake and assignment performed by its community service referral operations.

4.13 Service Provider Stamp:

- A. CSRAs are responsible for ensuring that their partnering Service Providers – regardless of location – and their own non-profit worksites for Court Volunteers each maintain and use a uniquely-designed Service Provider Stamp to verify Court Volunteer community service timesheets, pursuant to Section 6.1. CSRAs shall also maintain and keep current examples of their partnering Service Provider Stamps as reference for timesheet verification.
- B. **Securing Service Provider Stamps:** To help prevent community service fraud or other misuse of the Service Provider Stamp, CSRAs shall require partnering Service Providers to safeguard their Service Provider Stamp(s). Access to the Service Provider Stamp(s) should be restricted to Court Volunteer Supervisors or other staff authorized by the Service Provider to verify and sign off on Court Volunteer timesheets. CSRAs shall also maintain and keep current a list of Court Volunteer Supervisors and other Service Provider staff authorized to sign off and stamp Court Volunteer timesheets.
- C. **Compromised Service Provider Stamp:**
 - 1. Notification of Compromised Service Provider Stamp: CSRAs shall require each partnering Service Provider to provide them notice when a Service Provider Stamp has been lost, stolen, or otherwise compromised on the same day the Service Provider Stamp was discovered to be lost, stolen, or otherwise compromised. If a Service Provider has failed to notify the CSRA of a compromised Service Provider Stamp as described above, the CSRA shall provide notice to the County regarding the Service Provider within 24 hours of the CSRA being made aware of the compromised Service Provider Stamp.

2. Replacement of Compromised Service Provider Stamp: CSRA's shall ensure that their partnering Service Providers replace any compromised Service Provider Stamps with a new Service Provider Stamp pursuant to Section 4.13(A) that is clearly distinct from any previously used Service Provider Stamps, including those which have been compromised.
- D. **Notification of Elective Change of Service Provider Stamp:** CSRA's shall require each partnering Service Provider to provide the CSRA notice within 30 days prior to the Service Provider utilizing a new Service Provider Stamp design made due to change of Service Provider name, changes in Service Provider logo, or reasons other than those specified in Section 4.13(C).
- 4.14 Requests for Information to Service Providers: The Court or County may request information or documents directly from Service Providers for monitoring purposes. Service Providers that fail to comply with information or documentation requests from the Court or the County shall be considered non-compliant and may be subject to disciplinary action, as described in Section 22.5.
- 4.15 CSRA Enforcement of Community Service Standards: At a minimum, CSRA's must implement the following to enforce CRCS Community Service Standards:
- A. **Partnership Agreement Clauses:** Pursuant to Section 4.3, the Partnership Agreement established between the CSRA and the Service Provider must include clauses requiring Service Providers to operate in compliance with these CRCS Policies and Procedures.
 - B. **CSRA Training for Service Providers:**
 1. CSRA's shall administer and require the attendance and participation of partnering Service Provider staff to Court Volunteer Intake Training. This training shall cover CRCS Policies and Procedures regarding Community Service Standards, CSRA protocol regarding the handling of community service-related documentation and information requests (at minimum, Sections 3; 4.1-4.11; 4.13-4.14; 22.4; and 22.5), as well as other CSRA-required practices and standards. The CSRA shall keep a record of attendees to its Service Provider trainings.
 2. At minimum, CSRA's shall administer Court Volunteer intake training to Service Provider staff for the following:
 - a. To train Service Provider staff following the establishment of a partnership with a Service Provider.

- b. To train new Service Provider staff designated to work with, supervise, and/or verify community service hours of Court Volunteers.
- c. To address substantive changes made to CRCS Policies and Procedures that would affect how Service Providers handle Court Volunteers or community service-related documentation.
- d. Re-training as a corrective action pursuant to CSRA or County monitoring findings.

C. CSRA Monitoring and Auditing of Partnering Service Providers:

- 1. In addition to monitoring and records auditing of partnering Service Providers requested by the County or the Court pursuant to CRCS administration, each CSRA must actively conduct routine monitoring and record auditing of all the CSRA's active partnering Service Providers to ensure that community service is being conducted in compliance with these CRCS Policies and Procedures.
- 2. The CSRA's court referral operations shall actively conduct routine monitoring and records monitoring of the CSRA's own non-profit community service programs that utilize Court Volunteers to ensure that those community service programs comply with CRCS Policies and Procedures.
- 3. At a minimum, the CSRA shall conduct monitoring and audits of records for 20 of their partnering Service Providers per year. If the CSRA has less than 20 active partnering Service Providers, the CSRA shall monitor and audit all their active partnering Service Providers on an annual basis. If the CSRA has more than 20 active partnering Service Providers, the CSRA shall monitor and audit 20 active Service Providers that had not been monitored or audited in the previous year(s) until all partnering Service Providers have been monitored and audited; after which the CSRA shall conduct monitoring and record audits of Service Providers in previous years.

- D. Complaint/Issue Reporting:** CSRA's shall have procedures to receive, analyze, and investigate community service-related complaints or issues submitted to them from Court Volunteers, Service Providers, the Court, or the County. CSRA's shall also have established disciplinary measures if CSRA-conducted monitoring has found non-compliance.

5.0 **Court Volunteer Intake Procedure:**

- 5.1 **Acceptable Forms of Court Volunteer Identification:** To verify the identity of the Court Volunteer throughout the Court-ordered community service process, acceptable forms of Court Volunteer Identification shall include third-party-issued photo ID (i.e. government-issued driver's license or non-driver identification card, passport, immigrant visa, military or national identification card, official school-produced student identification card), or the same form of identification accepted by the Court.
- 5.2 **Court Volunteer Interview and Assessment:** Prior to collecting any fees from a Court Volunteer or assigning the Court Volunteer to a community service assignment, the CSRA shall conduct an in-person interview of each Court Volunteer to obtain sufficient information for the CSRA to consider in determining an appropriate community Service Provider and assignment for the Court Volunteer. The CSRA shall verify the identity of the Court Volunteer using an acceptable form of Court Volunteer identification, pursuant to Section 5.1. In addition, the CSRA shall obtain from the Court Volunteer the following information:
- A. Case type (i.e. Felony, Misdemeanor, Infraction).
 - B. Nature of offense (i.e. domestic violence, D.U.I., traffic infraction, robbery).
 - C. Number of community service hours assigned by the Court.
 - D. Court Volunteer's availability to perform community service.
 - E. City or Zip code where the Court Volunteer would prefer to perform his/her/their community service hours.
 - F. Court Volunteer's limitations.
 - G. Court Volunteer's ability to pay CSRA fees for Court Volunteer assignment and processing, and/or Court Volunteer's eligibility for a fee payment plan, sliding scale fee, or fee reduction, if such payment/fee reduction options are available.
- 5.3 **Court Volunteer Interview Scheduling:** A CSRA may utilize telephone, e-mail, or a CSRA-operated website to schedule Court Volunteer appointments and gather preliminary information from a Court Volunteer – including the Court Volunteer information listed in Section 5.2 – provided that the CSRA requires the Court Volunteer to report to a CSRA location in-person to verify Court Volunteer information, assess the Court Volunteer for community service assignment, pay their community service assignment fee, and finalize the Court Volunteer's community service assignment. **Under no circumstances shall a CSRA conduct and finalize the Court Volunteer Interview and Assessment described in Section 5.2 entirely via telephone, e-mail, or the Internet, and without an in-person interview and assessment. Additionally, under no circumstances shall a CSRA collect fees from a Court Volunteer via telephone, e-mail, or the Internet.**

- 5.4 Should the Court Volunteer indicate that he/she/they has a limitation pursuant to Section 5.2(F), prior to assigning the Court Volunteer to community service, the CSRA shall require the Court Volunteer to provide the CSRA with a statement from the Court Volunteer's physician indicating their limitation.
- 5.5 In evaluating the Court Volunteer's ability to pay CSRA fees pursuant to Section 5.2(G), the CSRA shall consider the Court Volunteer's (1) income; (2) benefits derived from General Relief, Cal Works, Temporary Assistance for Needy Families (TANF), a residential treatment program, a Homeless Shelter, Supplemental Security Income (SSI), State Disability Insurance (SDI), Unemployment; and (3) employment status.
- 5.6 Following the initial Court Volunteer interview and assessment, if the CSRA is **unable** to provide the Court Volunteer with a suitable community service assignment through a partner Service Provider, the CSRA shall refer the Court Volunteer to the CSRA List and direct the Court Volunteer to contact another CRCS-approved CSRA to arrange their community service. **The CSRA shall not charge a fee for referring a Court Volunteer back to the CSRA List.**

6.0 **Court Volunteer Management:**

6.1 **Timesheet:**

- A. Following the initial Court Volunteer interview and assessment, if the CSRA is able to provide the Court Volunteer with a suitable community service assignment through a partner Service Provider, **AND** the Court Volunteer agrees and completes the necessary forms required by the CSRA for community service assignment (i.e. intake and agreement form, medical release form, community service work questionnaire, work environment acknowledgement form, sexual harassment policy form) the CSRA shall process the Court Volunteer and issue a timesheet that conforms to the format illustrated on Exhibit C.
- B. **Timesheet Form Template Use:** To ensure that all CSRAs use a properly-formatted Timesheet form, the County shall make available a template of the form, as illustrated in Exhibit C. The CSRA shall use the template, adding its contact information and any logos used by the CSRA to distinguish its form from a similar form used by another CSRA. Use of Timesheets that do not use the template provided by the County, or otherwise significantly deviate from the format illustrated in Exhibit C is prohibited and shall not be approved by the County for use.
- C. **Document Size and Printing:** Timesheets shall be printed on paper no smaller than 8.5"x 11". No more than one (1) timesheet may be printed on each page.

- D. **Court Volunteer's Photo:** A photo of the volunteer must be included on the timesheet. A digital photo may be placed in the designated box of the timesheet as illustrated on Exhibit C. If a digital photo cannot be provided, a clear photocopy of an acceptable form of identification – pursuant to Section 5.1 – shall be provided on the back of the timesheet.

6.2 Community Service Progress Report:

- A. Should the Court Volunteer require a community service progress report (Progress Report) to provide to the Court and/or Probation, the CSRA shall issue the Court Volunteer a Progress Report that conforms to the formatting illustrated on Exhibit D.
- B. **Progress Report Form Template Use:** To ensure that all CSRAs use a properly-formatted Progress Report Form, the County shall make available a template of the form, as illustrated in Exhibit D. The CSRA shall use the template, adding its contact information and any logos used by the CSRA to distinguish its form from a similar form used by another CSRA. Use of Progress Reports that do not use the template provided by the County, or otherwise significantly deviate from the format illustrated in Exhibit D is prohibited and shall not be approved by the County for use.
- C. **Document Size and Printing:** Progress Reports shall be printed on paper no smaller than 8.5"x 11". No more than one (1) Progress Report may be printed on each page. If additional space is needed to report all the Service Providers the Court Volunteer has been assigned to, the CSRA shall issue separate Progress Reports as needed.

6.3 Community Service Completion Certificate:

- A. The Court will only accept community service completion certificates (Completion Certificates) from CRCS-approved CSRAs. The Completion Certificate must conform to the formatting illustrated on Exhibit E.
- B. **Completion Certificate Form Template Use:** To ensure that all CSRAs use a properly-formatted Completion Certificate Form, the County shall make available a template of the form, as illustrated in Exhibit E. The CSRA shall use the template, adding its contact information and any logos used by the CSRA to distinguish its form from a similar form used by another CSRA. Use of Completion Certificates that do not use the template provided by the County, or otherwise significantly

deviate from the format illustrated in Exhibit E is prohibited and shall not be approved by the County for use.

- C. **Document Size and Printing:** Completion Certificates shall be printed on paper no smaller than 8.5"x 11". No more than one (1) Completion Certificate may be printed on each page.

7.0 Court Volunteer Transfer Policy:

- 7.1 In-County CSRA-to-CSRA Transfer: Pursuant to Section 5.6, if a CSRA cannot provide a Court Volunteer with a suitable community service assignment, the CSRA must refer Court Volunteers back to the most-current CSRA List or another CSRA that is listed on the most-current CSRA List. **No fees shall be charged to a Court Volunteer for any in-County transfers.**

- 7.2 Out-of-County CSRA-to-CSRA or CSRA-to-Service Provider Transfer:

- A. Regardless of where a Court Volunteer resides or works, the Court Volunteer shall arrange his/her/their community service through an approved CSRA from the CSRA List, pursuant to the Court's Rule of Court 8.22.
- B. In the event that a Court Volunteer requests to complete his/her/their community service outside of the County (including outside of the State of California), where the CSRA does not have an active partnering Service Provider pursuant to Sections 2.8 and 4.3, the CSRA may refer the Court Volunteer to a CSRA or 501(c)(3) Service Provider outside of the County.
- C. **Adherence to CRCS Policies and Procedures:** It is the responsibility of the CSRA to ensure that community service performed outside of the County by their Court Volunteers follow the guidelines set forth in the CRCS Policies and Procedures. CSRAs shall be responsible for vetting Out-of-County CSRAs or Out-of-County Service Providers and determining whether these organizations are capable of following CRCS Policies and Procedures. CSRAs shall be held responsible for non-compliance, fraud, or any other unacceptable activity defined in the CRCS Policies and Procedures that involve any of their Court Volunteers, including those who have been assigned community service outside of the County. CSRAs found responsible for such violations may be subject to disciplinary action – up to and including removal from CRCS.

D. Fees for Out-of-County/Out-of-State CSRA Transfers:

1. Out-of-County/Out-of-State CSRA Fees: An Out-of-County or Out-of-State CSRA may charge a fee for assigning a Court Volunteer transferred from a CRCS-approved CSRA that is separate from the CRCS-approved CSRA's fees. The fee must cover the cost of processing the Court Volunteer, assigning the Court Volunteer to a community service assignment, verifying completed community service hours, and providing progress report(s) and completion information to the referring CRCS-approved CSRA. This fee may also include fees for the number of community service hours to be performed, provided that the referring CRCS-approved CSRA does not charge fees for community service hours to be performed.
2. CRCS-Approved CSRA Out-of-County/Out-of-State Fees: The CRCS-approved CSRA may charge a fee to the Court Volunteer for utilizing a partner CSRA for both Out-of-County and Out-of-State community service assignment. This fee shall not exceed \$50.00. Additionally, the CRCS-Approved CSRA cannot charge fees for community service hours to be performed if the Court Volunteer will need to pay these fees to the Out-of-County/Out-of-State CSRA the Court Volunteer will be assigned to.
3. Fee Notification: Prior to referring a Court Volunteer to a partnering out-of-county CSRA for transfer, the CRCS-approved CSRA must disclose these fees to the Court Volunteer and offer the Court Volunteer to opt-out of an Out-of-County/Out-of-State transfer.

E. Verification of Community Service Performed through Out-of-County CSRA: CRCS-approved CSRA's that utilize an Out-of-County/Out-of-State CSRA or Service Provider to arrange community service for a Court Volunteer shall verify documentation from the Out-of-County/Out-of-State CSRA or Service Provider prior to issuing the Court Volunteer any community service progress report or community service completion certificate.

F. Issuance of CSRA Progress Reports or Completion Certificates for Out-of-County/Out-of-State Court Volunteers: Upon verification of the Court Volunteer's completed community service hours arranged by the Out-of-County/Out-of-State CSRA or Service Provider utilized by the CRCS-approved CSRA pursuant to Section 7.2(B), the CRCS-approved CSRA is required to issue a progress report or completion certificate using its approved progress report pursuant to Section 6.2, or completion certificate pursuant to Section 6.3 to the

Court Volunteer, as appropriate. **The Court will not accept any progress report or completion certificate from a CSRA that does not appear on the CSRA List. This includes Out-of-County CSRAs used by CRCS-approved CSRAs pursuant to Section 7.2(B).**

7.3 Transfer Form:

- A. In the event a CSRA refers a volunteer to an Out-of-County CSRA or Out-of-County Service Provider, pursuant to Section 7.2(B), the CSRA shall use the Out-of-County Community Service Transfer Form (Transfer Form). The Transfer Form shall conform to the formatting illustrated on Exhibit F.
- B. **Transfer Form Template Use:** To ensure that all CSRAs use a properly-formatted Transfer Form, the County shall make available a template of the form, as illustrated in Exhibit F. The CSRA shall use the template, adding its contact information and any logos used by the CSRA to distinguish its form from a similar form used by another CSRA. Use of Transfer forms that do not use the template provided by the County, or otherwise significantly deviate from the format illustrated in Exhibit F is prohibited and shall not be approved by the County for use.
- C. **Document Size and Printing:** The Transfer Form shall be printed on paper no smaller than 8.5"x 11". No more than one (1) form may be printed on each page.

8.0 Public Agency or Non-Profit Organization:

- 8.1 CSRAs must be a public agency, or a 501(c)(3) non-profit organization – as defined by the Internal Revenue Code – that has been in operation and in good standing for a minimum of two (2) consecutive years as a 501(c)(3) prior to applying for CRCS approval. CSRAs that are not public agencies must provide to the County proof of their 501(c)(3) non-profit status.
- 8.2 Notice of Suspended or Revoked 501(c)(3) Status: If a CSRA that is not a public agency has had its 501(c)(3) non-profit status suspended or revoked, the CSRA shall inform the County immediately regarding its suspended or revoked 501(c)(3) status. Failure on the part of the CSRA to notify the County as stipulated in this Section may be subject to disciplinary action up to and including removal from CRCS and the CSRA List.

9.0 Open Hours:

- 9.1 Given the significant role of Court-ordered community service as an alternative sentencing option for the Court and defendants and to better serve their community service-related needs, CSRAs are highly encouraged to provide offices open to the public

during the same hours as the day courts in the County, Monday through Friday from 8:00 AM to 4:30 PM, Pacific Time, except as necessary for lunch hour, illness, scheduled vacation, emergency, or in observance of Court-observed holidays, as listed on <http://www.lacourt.org/holiday/ui/index.aspx>.

- 9.2 CSRA's shall provide the County with information regarding the business hours of each of the CSRA's business locations that process Court-referred defendants/Court Volunteers. The information should also include holidays observed and scheduled seasonal breaks during which the business location shall be closed. In the event that a CSRA needs to change their business location's open hours, the CSRA shall inform the County of this change no later than one (1) week prior to the effective date of the new business hours.
- 9.3 CSRA's located at a courthouse shall be open within the same open hours as the day court hours of the courthouse on the days the CSRA business location is open.
- 9.4 Prescheduled Business Location Closures: If a CSRA business location will be closed temporarily outside the business hours submitted to the County pursuant to Section 9.2, the CSRA shall inform the County of the closure and its duration no more than 30 calendar days prior to the closure. Additionally, prior to the business location closure, the CSRA shall post a conspicuously-displayed notice at the temporarily closed CSRA location that specifies the duration of the closure. This displayed notice must be posted as described no less than two weeks prior to the closure.
- 9.5 Emergency Business Location Closure: If a CSRA business location must be temporarily closed due to illness or emergency, the CSRA shall notify the County of the closure in advance or as soon as reasonably possible. Additionally, the CSRA shall post a conspicuously-displayed notice at the temporarily closed CSRA location that specifies the duration of the closure.
- 9.6 Continuous Customer Service via Telephone, E-mail, and Internet: Regardless of the hours of operation for the CSRA business locations, the CSRA shall provide live real-time customer service accessible via telephone, and either e-mail or Internet. Live customer service shall be provided Monday through Friday from 8:00 AM to 4:30 PM, Pacific Time, except as necessary for lunch hour, illness; scheduled vacation; emergency; or in observance of Court-observed holidays, as listed on <http://www.lacourt.org/holiday/ui/index.aspx>.

10.0 CSRA Business Location Standards:

- 10.1 Primary Business Office: All CSRA's must maintain a primary business office located within the County. The CSRA's primary business office must be open pursuant to Section 9.1,

and shall be accessible to the County, the Court, or their designated representatives upon request for administrative or monitoring purposes.

- 10.2 Branch Offices: CSRA's may maintain branch offices to serve Court customers in more than one (1) location throughout the County. All CSRA branch offices shall be open to the public during the Court's day business hours pursuant to Section 9.0.
- 10.3 Signage: The CSRA shall post signage that provides the information listed below at its primary business location and any branch locations where the CSRA processes defendants for community service assignment and verification:
- A. CSRA Name
 - B. CSRA Telephone Number
 - C. Business Hours
 - D. A CSRA help line number and e-mail address available to Court customers to report a community service-related problem or complaint to the CSRA.
 - E. An up-to-date schedule of fees charged by the CSRA for community service assignment – including, but not limited to fees for hours of community service, out-of-county transfer, extension, reassignment, reactivation, duplicate certificate of completion, and HAM/other community service/labor programs (i.e. Caltrans). Should any of these fees change, the CSRA shall post an updated fee schedule within seven (7) days from the active date of the changed fees.
- 10.4 Display of Required Licenses: At each business location operated by the CSRA, the CSRA shall post its business license and any other licenses required to operate, in accordance with Federal, State, or local laws.
- 10.5 Should the Court prohibit the CSRA from posting the required signage per Section 10.3 or required licenses pursuant to Section 10.4 in CSRA offices located within a courthouse, the CSRA shall submit to the County a written notice of the Court's prohibition of posting of signage. Upon receipt of this notice, the County shall confirm with the Court the prohibition and may work with the Court and CSRA to develop a plan or arrangement to provide CSRA contact and business information indicated on signage and/or licenses to Court defendants.
- 10.6 Monitoring Availability: Each CSRA primary business office and branch location must be accessible for monitoring, inspection, and/or legal action by the Court, County, or law enforcement upon request.
- 10.7 Knowledgeable Staff: Each CSRA primary business office and branch location shall have staff who are sufficiently knowledgeable of the CSRA operations to assist customers, the

Court, and the County. At minimum, knowledgeable CSRA staff shall be available during Court business hours pursuant to Section 9.0.

- 10.8 Residential-based Offices and Branches Prohibited: CSRA primary business offices and branch locations shall not be in a residence.
- 10.9 State and Local Ordinances: All CSRA primary business offices and branch locations shall comply with all state and local ordinances including, but not limited to, health and safety ordinances.
- 10.10 ADA Compliance: All CSRA primary business offices and branch locations shall comply with the Americans with Disabilities Act of 1990.
- 10.11 Change of Primary Business Location or Branch Location:
- A. **Elective Change of Primary Business Location or Branch Location**: If a CSRA wishes to move its primary business location or an existing branch location to a different address, the CSRA shall provide the County with advance notification in writing no more than 30 days prior to the move. This written notification shall include the following:
 - 1. A letter regarding the change of primary business location or branch location that includes the address, business hours, and contact phone number for the location. This letter must be signed by the CSRA owner or executive staff operating the CSRA's community service referral operations.
 - 2. Proof of insurance coverage for the new primary business location or branch location pursuant to Section 16.1.
 - 3. A copy of all required business licenses for the new location.
 - B. **Relocation of Primary Business Location or Branch Location due to Emergency**: If a CSRA must relocate their primary business location or branch location due to an emergency – such as a fire, flood, other natural disaster, or a civil disturbance – the CSRA shall notify the County of the relocation as soon as possible, but no more than 48 hours of the relocation. In notifying the County, the CSRA shall provide information on the reason for the relocation and the duration (if determined) the CSRA will be operating at the new location.
 - C. **Addition of Branch Location**: Should a CSRA wish to open a new branch location to process Court Volunteers and/or store community service related records, the CSRA shall provide the County with advance notification in writing within 30 days

prior to the date business operations at the new branch location will commence. This written notification shall include the following:

1. A letter regarding the new branch location that includes the address, business hours, contact phone number, name of contact(s) at the new branch location, and the date the branch location will begin business operations. This letter must be signed by the CSRA owner or executive staff operating the CSRA's community service referral operations.
 2. Proof of insurance coverage for the branch location pursuant to Section 16.1.
 3. A copy of all required business licenses for the new branch location.
- D. **County Verification of New or Relocated CSRA Business Locations:** Prior to making any changes to the CSRA List to reflect a new or relocated CSRA business location, the County shall first verify the new or relocated CSRA business location to ensure that the location conforms to Sections 10.1 through 10.10. Pursuant to the Court's Local Court Rule 8.22, the CSRA must not contact any Judicial Officer or Trial Court employee regarding inclusion on or removal from the CSRA list.

11.0 CSRA Organization and Administration:

- 11.1 Non-Profit CSRA Organization Information: As part of the CSRA Application Process, and as requested by the County for monitoring purposes, all non-profit-operated CSRAs shall provide the following CSRA information to the County:
- A. State Board of Equalization Tax Number
 - B. Taxpayer Identification Number
 - C. California Secretary of State Partnership/Corporation Number, or proof of fictitious firm registration.
- 11.2 Non-Profit CSRA Administration Organizational Chart: As part of the CRCS CSRA application, and as needed by the County for monitoring purposes, all non-profit-operated CSRAs shall provide the County an organizational chart that includes the following staff:
- A. CSRA's President and/or Chief Executive Officer (or equivalent).
 - B. CSRA's Program Director or General Manager for community service referral operations.
 - C. CSRA District or Regional Managers (if applicable)
 - D. Any key staff involved in the CSRA's community service referral operations including, but not limited to, office managers.

11.3 Non-Profit CSRA Administrative Information: For all the individuals identified in its CSRA Administration Organizational Chart, as per Section 11.2, the CSRA shall provide the County the following information:

- A. Name (last, first, middle)
- B. Title (e.g. Chief Executive Officer, Program Director, Director of Operations)
- C. Primary Business Address
- D. Business Telephone Number (with extension if applicable)
- E. A clear photocopy of current drivers' license

11.4 Public Agency-Operated CSRA Information:

- A. Public Agency CSRA Organization Information: Public Agency-operated CSRAs shall provide the County with the following organization information:
 - 1. Name of CSRA/Community Service Program
 - 2. Parent department within public agency or municipality (i.e. Public Works, Parks and Recreation, Police Department), if applicable
 - 3. Business Address
 - 4. Business Telephone Number (with extension, if applicable)
 - 5. State Board of Equalization Tax Number
 - 6. Taxpayer Identification Number
- B. Public Agency-Operated CSRA Organizational Information: As part of its CRCS CSRA application, CSRAs operated by a public agency shall provide organizational and contact information for the CSRA's Program Manager or Director, main program operator(s), and program supervisors.

11.5 CSRA Authorized Signers:

- A. Each CSRA shall have designated staff authorized to verify and sign-off on Court Volunteer documents on behalf of the CSRA including, but not limited to, Progress Reports and Completion Certificates. The CSRA shall provide the County with a completed Authorized Signers Form. The Authorized Signers Form shall conform to the formatting illustrated on Exhibit G.
- B. **Authorized Signers Form Template Use:** To ensure that all CSRAs use a properly-formatted Authorized Signers Form, the County shall make available a template of the form, as illustrated in Exhibit G. The CSRA shall use the template, adding its contact information and any logos used by the CSRA to distinguish its form from a similar form used by another CSRA. Use of Authorized Signers forms that do not use the template provided by the County, or otherwise significantly deviate

from the format illustrated in Exhibit G is prohibited and shall not be approved by the County for use.

- C. To ensure business continuity should an Authorized Signer be absent – due to scheduled days off (i.e. vacation, requested days off) or unscheduled absences (i.e. emergencies, illness, family care) – the CSRA shall designate a sufficient number of Authorized Signers that takes into consideration the CSRAs business locations and staffing needs.
- D. **Updates to the CSRA's Authorized Signers:** Should the CSRA make any changes to their Authorized Signers, the CSRA shall furnish the County with updated Authorized Signers Form within seven (7) days of the changes going into effect; preferably as soon as possible to help avoid any delays in the Court or County authenticating Court Volunteer documents. Should staff be removed as Authorized Signers, the CSRA shall provide the names of the staff no longer serving as Authorized Signers.
- E. **Removal of Authorized Signer Due to Fraud or Non-Compliance:** Should the CSRA remove or dismiss an Authorized Signer due to program non-compliance, suspicion, finding of fraud, or any other act of impropriety, the CSRA shall provide notice to the County immediately regarding the removed Authorized Signer.

11.6 Independent Agency: A CSRA is an independent agency, and is not part of, or officially affiliated with the Court or the County. Additionally, the CSRA and its employees shall not be employees, officers, or agents of the Court, or the County. The CSRA shall not make any claim that it or its employees are either part of or affiliated with the Court or the County and shall not use the name of the Court or the County in its name or advertising.

12.0 CSRA Name:

12.1 The County reserves the right to deny or withdraw approval status for any CSRA that has an inappropriate or misleading organization or doing-business-as (DBA) name.

12.2 CSRA Name Standards: The County shall deny approval to any CSRA that either:

- A. Has a name or operates under a name that uses the Court or the County as part of its name; or
- B. Has a name or operates under a name that implies a connection between the CSRA and the Court or County; or
- C. Has a name that includes extra spacing, punctuation marks, symbols, numbers, or letters that are not used in accordance with standard accepted practices of English writing; or

- D. Has a name that is configured in a manner as to give an obvious unfair advantage on the CSRA List.

12.3 All community service-related documents issued by the CSRA shall prominently display the CSRA's name and, if applicable, CSRA logo. These documents include, but are not limited to, community service completion certificates, progress reports, referral forms, court volunteer intake agreements, court volunteer policy acknowledgements, court volunteer medical forms, Court Volunteer timesheets, Court Volunteer sign-in sheets, and CSRA correspondence stationary.

12.4 Change of CSRA Name:

- A. If a CSRA wishes to change its name, the CSRA shall notify the County in writing of the proposed name change along with a copy of a Fictitious Business Name Filing. Upon finalization of the name change, the CSRA shall notify the County in writing, and include documents or records indicating the finalization of the name change.
- B. It is the responsibility of the CSRA to ensure that its new/changed business name complies with Section 12.2 **prior to** proceeding with a Fictitious Business Name Filing. The County reserves the right to deny the CSRA's use of a business name that does not conform to these Policies and Procedures, even if the CSRA has already proceeded with moving forward with a Fictitious Business Name Filing with a non-compliant CSRA name.
- C. The County shall not approve the use of a new CSRA name or edit the CSRA List to reflect the CSRA's new name, until it has received the documentation described in Section 12.4(A) from the CSRA and has verified that the new CSRA name conforms to Section 12.2.

13.0 Advertising and Marketing:

13.1 All CSRAs, including those that maintain a main business location or branch location within a courthouse, are prohibited from engaging in any marketing within Court grounds. This includes, but is not limited to, putting up posters of any kind, handing out any marketing materials, or distributing flyers and forms not sanctioned by either the Court or the County. This prohibition does not preclude or excuse a CSRA from posting required business/branch location signage, as described in Section 10.3.

13.2 CSRAs are prohibited from contacting any judicial officer or trial court employee regarding approval or distribution of CSRA advertisements, non-standard referral forms, or any listing of approved CSRAs instead of or in addition to the CSRA List as described in Section 2.9.

14.0 CSRA Stamps and Embossers:

- 14.1 Completed CSRA Completion Certificates and Progress Report/Proof of Enrollment forms must have both an official stamp and embossed seal from the CSRA to be accepted by the Court. The CSRA stamp and seal shall include the CSRA's name. The official CSRA stamp and embossment should be affixed within the box on those forms for "CSRA OFFICIAL SEAL AND STAMP." CSRA Completion Certificates or Progress Report/Proof of Enrollment Forms that do not have both the CSRA stamp and embossed seal will not be accepted by the Court.
- 14.2 The County reserves the right to deny use of a seal or stamp design for reasons including, but not limited to the following:
- A. Design is indistinguishable or difficult to distinguish from one used by another CRCS-approved CSRA.
 - B. Design contains inappropriate words or images.
 - C. Design includes misleading language.
- 14.3 CSRA Stamp and Embossment Sample: As part of the CSRA Application for CRCS Approval, the CSRA shall provide the County with a sample of (1) the CSRA's Completion Certificate; and (2) Progress Report/Proof of Enrollment Form, both of which should feature the CSRA's official stamp and embossed seal. These samples must be clear and legible, as they may be used for authentication purposes by either the Court or the County.
- 14.4 Safekeeping of CSRA Stamps and Embossers: The CSRA is responsible for the securing and maintaining of its official stamps and embossers. To help prevent misuse, as much as possible, access to CSRA stamps and embossers should be restricted to CSRA staff authorized to sign and issue their Completion Certificates and/or Progress Report/Proof of Enrollment forms.
- 14.5 Change of CSRA Stamp or Embossed Seal Design:
- A. **Advance Notification for Elective Change of CSRA Stamp or Embossed Seal Design:** If the CSRA decides to change the design of either their official stamp or embossed seal, the CSRA shall provide notification of the design change – along with clear samples of the new design(s) – to the County no more than 30 days prior to using the new seal. The County reserves the right to deny use of a new CSRA stamp or seal design, pursuant to Section 14.2.
 - B. **Notification for Necessary Change of CSRA Stamp or Embossed Seal Design:** In the event that a CSRA needs to change the design of its CSRA stamp or embossed seal (i.e. due to theft; loss/misplacement of stamp or embosser; fraud; corrective

action recommendation by the County), the CSRA shall notify the County of the design change as soon as possible, but no more than one (1) business day from the date of the change. The notification must include a clear sample of the new design(s). The County reserves the right to deny use of a new CSRA stamp or seal design, pursuant to Section 14.2.

15.0 Records Keeping: Each CSRA – for a period of five (5) years – shall retain copies of forms and documents pertaining to the processing, progress tracking, verification, and certification of each Court Volunteer processed by the CSRA. These forms and documents include, but are not limited to:

- A. Court Volunteer Intake/Referral Forms.
- B. Safety Briefing Acknowledgement Forms.
- C. Service Provider Sign-In Logs.
- D. Correspondence, forms, or documents regarding Accident and Incident Reporting.
- E. Correspondence or documents regarding expulsion of Court Volunteers from Community Service for cause.
- F. Court Volunteer Timesheets.
- G. Community Service Progress Reports for Court Volunteers.
- H. Community Service Completion Certificates for Court Volunteers.

16.0 Insurance:

- 16.1 CSRAs that are not self-insured public entities shall have commercial general liability insurance that names the Court and the County as an additional insured, in an amount of \$1 Million per occurrence, covering liabilities arising out of premises; operations; independent contractors; products and completed operations; personal and advertising injury. This insurance shall be kept current at all times, and proof of insurance shall be provided to the Court or the County upon request.
- 16.2 CSRAs that are not self-insured public entities that do not have current commercial general liability insurance as described in Section 16.1 shall be considered non-compliant and may be subject to disciplinary action, up to and including immediate suspension or removal from CRCS and the CSRA List.

17.0 Surety Bond:

- 17.1 For the purpose of covering costs or damages incurred by the County as a result of the CSRA's or CSRA's staff's failure to fully and faithfully comply with the CRCS Policies and Procedures, the laws of the State of California, or any local laws or ordinances wherein the CSRA is operating, the CSRA shall procure and keep current an acceptable surety bond

in the amount of \$25,000, naming the CSRA as the principal, and the County and the Court as obligees. No additional obligees may be added to the surety bond. The CSRA must secure the above-mentioned Surety Bond within 10 business days of notification of application approval from the County.

- 17.2 “Costs and damages”, as mentioned in Section 17.1, shall include, but may not be limited to, the cost incurred by the County for reassigning a CSRA’s Court Volunteer to a CRCS-approved CSRA in good standing for the remainder of the Court Volunteer’s Court-ordered community service sentence; costs and damages incurred by the County’s investigation of the CSRA’s non-compliance; or legal costs and fees incurred by the County or the Court due to the CSRA’s non-compliance.
- 17.3 CRCS Bond Certification Form: To help ensure an acceptable surety bond, the CSRA shall use and complete the CRCS Bond Certification Form illustrated in Exhibit H of these CRCS Policies and Procedures. The County shall make available to all CSRAs an electronic version of the CRCS Bond Certification Form.
- 17.4 If a CSRA moves its primary business location pursuant to Section 10.11, or changes its name pursuant to Section 12.4, the CSRA and its Surety company shall forward a completed and notarized CRCS Bond Certification Form reflecting the new primary business location or new CSRA name within 30 days prior to the business location move or CSRA name change.
- 18.0 Indemnification:** The CSRA shall indemnify, defend, and hold harmless the Court and the County (collectively referred to in this Section as “Public Agencies”), and each of their officers, officials, representatives, employees, and agents (collectively referred to in this Section as “Agents”) from and against any and all liability, demands, damages, claims, causes of action, fees, and legal costs, and expenses (including reasonable attorney’s fees and expert witness’ fees) included, but not limited to, claims for bodily injury, property damage, and death (collectively referred to in this Section as “Liabilities”), arising from or connected with the CSRA’s acts, errors, and/or omissions arising from and/or relating to its community service referral operations. The CSRA shall not be required to indemnify, defend, and hold harmless the Public Agencies and their Agents from any Liabilities that arise from the sole negligence or willful misconduct of the Public Agencies. These indemnification provisions shall remain in full force and effect and survive the termination of the CSRA’s participation in CRCS.
- 19.0 Notice of Suit:** Each CSRA must provide the County with notice within five (5) business days of knowledge of any legal action filed against the CSRA, its owners, officers, administrators, or any staff that relates to or might concern the operation of the CSRA. This notice must include a date-stamped copy of the complaint, petition, or other pleading initiating the action.

20.0 CSRA Application for CRCS Approval:

- 20.1 CSRA Application for CRCS Approval: To ensure that all CSRAs participating in CRCS meet the requirements set forth in the CRCS Policies and Procedures, the County shall establish a process through which CSRAs may apply for approval into CRCS as an approved CSRA.
- 20.2 CSRA Application Period: The County shall establish an application period during which CSRAs may apply for approval into CRCS. In establishing the CSRA Application process, the County shall establish the application deadlines, application fee, and a mandatory meeting for all applicant CSRAs to go over the application forms and requirements..
- 20.3 CSRAs that were preliminarily approved prior to January 1, 2018 shall be required to submit a CRCS Application by a deadline set forth by the County. CSRAs that fail to submit a complete CRCS Application – per Section 20.4(C) – by the established deadline shall be considered “non-responsive” and promptly removed from CRCS and the CSRA List.
- 20.4 Application and Approval Process:
- A. **Approved Application Forms:** All new and renewal applicants to CRCS must use the most current CRCS Application form, which will be posted by the County, and made available on the LACDA website (<http://www.lacda.org>) at least 30 calendar days prior to the open date for CRCS Application Submittal through the application deadline described in Section 20.2.
 - B. **Formatting:** With exception to wet signatures and initials – which must be written by hand – information provided in application forms and other required documents must be typed-in, using a clear, sans serif, and readable font in a reasonable font size no less than 11pt. Application forms submitted to the County for review must be printed on standard letter-sized (8.5” x 11”) 20 lb.-24 lb. white printer paper.
 - C. **Completion of Application:** A CRCS Application must satisfy the following requirements in order for it to be considered “complete”:
 - 1. Application Documents: Applicants must complete ALL application documents; pursuant to the type of application they are filing (New or Renewal). If a portion of the application does not apply to the applicant, the applicant must write “N/A” or “Not Applicable” on the fields that are not applicable. In some instances, applicants writing “N/A” or “Non-Applicable” on a field must also provide an explanation as to why the field is not applicable.

2. Business Procedures: Applicants must complete all sections requesting information explaining certain aspects of their court referral operations to demonstrate that their operations meet requirements set forth in the CRCS Policies and Procedures. CSRA's should provide clear and thorough responses and provide exhibits/attachments as needed for reference purposes.
 3. Required Attachments: Applicants shall provide all requested documents as an attachment to their application. These required documents include, but are not limited to, clear photocopies of permits and licenses; non-profit status; and proof of insurance.
 4. CSRA-Executed County/CSRA Monitoring Agreement as specified in Section 20.6.
 5. CRCS Application Fee: Each CRCS Application submitted - whether it be for the approval of a new CSRA or for the renewal of a previously-approved CSRA in good standing at the time of renewal – shall include payment of a non-refundable application fee made payable to “The Los Angeles County Development Authority,” indicating “CRCS Application Fee” in the “Memo” line (CRCS Application Fee). The Application Fee amount shall be determined by the County and must be paid in full – no partial payment will be accepted. Applications submitted without payment shall be considered “incomplete” and will be held for no more than 30 days by the County and will not be reviewed or considered for approval until the CRCS Application Fee has been received by LACDA. If at the end of 30 days the CRCS Application Fee has not been paid, the CRCS Application will be disposed of and not returned to the applicant CSRA. Additionally, any “incomplete” CRCS Application awaiting payment of the CRCS Application Fee after the application deadline (pursuant to Section 20.2) shall be discarded and not returned to the applicant CSRA.
- 20.5 Compliance Verification Inspection: As part of the CSRA Application process, the County shall schedule a business location inspection of each of the CSRA's business locations to ensure that each business location and the CSRA's business operations meet the requirements and standards set forth in the CRCS Policies and Procedures. Should the County determine from their compliance verification inspection that the CSRA does not satisfy CRCS requirements, or that the County finds practices or aspects of the CSRA business operations to be inconsistent with the information provided by the CSRA in their application, the County may deny the CSRA's approval into CRCS.

20.6 County/CSRA Monitoring Agreement:

- A. An un-executed County/CRCS Monitoring Agreement (Monitoring Agreement) shall be included in the CRCS Application packet. A “completed” application pursuant to Section 20.4(C) must include an executed Monitoring Agreement that has been reviewed, initialed, and signed with notarization by the CSRA Chief Executive Officer or CSRA Program Director authorized to sign on behalf of the CSRA. The Monitoring Agreement shall specify the obligations of the CSRA as a participant in CRCS including, but not limited to, periodic reporting to the County of community service-related information, reporting of community service-related incidents to the County, and availability of and County access to CSRA facilities and records for monitoring purposes. **No CSRA shall be approved for CRCS without a fully executed Monitoring Agreement with the County.**
- B. In executing the Monitoring Agreement, the CSRA acknowledges that it has reviewed and understands the CRCS Policies and Procedures and agrees that the CSRA shall operate in compliance with the most-current version of the CRCS Policies and Procedures.
- C. **Modifications to Monitoring Agreement Language Prohibited:** Except for the necessary write-in dates, signatures, initials, and notarization needed to execute the Monitoring Agreement, under no circumstances shall a CSRA alter the County-approved and standardized Monitoring Agreement form or language. Monitoring Agreements received by the County that have been found to be altered or otherwise deviates from the standard County-approved Monitoring Agreement shall not be accepted, and the applicant CSRA may be denied CRCS approval.

20.7 Availability Upon Approval: The CSRA must be ready to provide its full services to the Court and Court Volunteers upon notification of its approval from the County.

20.8 Term of Approval: Each CSRA shall be approved for a term of two (2) years commencing on the date of execution of the Monitoring Agreement by both the CSRA and the County. At the end of this term, the CSRA – if it is in good standing (not suspended or removed) at the end of its term – shall submit to the County an application for CRCS CSRA Approval Renewal.

20.9 CSRA Application Processing:

- A. The County shall process **complete** CSRA applications – as described in Section 20.4(C) – in the order they were received by the County. Incomplete CSRA applications received by the County that remain incomplete after the due date

for CSRA Application submissions shall not be considered and shall not be returned to the applicant, including the non-refundable application processing fee pursuant to Section 20.4(C)(5).

- B. CSRA Application Denial: If the County, after processing or attempting to process a CSRA Application determines that an applicant CSRA does not meet CRCS standards, the County shall notify the applicant CSRA of their application denial in writing, stating the reasons for the application denial.
- C. Finality of Decision: The County's application decision shall be considered final and not subject to further review.

21.0 Monitoring:

21.1 CSRA Site, Records, and Customer Services: The County may monitor any CRCS-approved CSRA at any time without prior notice. This monitoring may include, but is not limited to the following:

- A. In-person visit and physical inspection of CSRA business location(s), during which photos may be taken.
- B. Physical inspection of CSRA business records, including, but not limited to all licenses, permits, and proofs of insurance.
- C. Physical inspection of other CSRA community service-related records regarding Court Volunteers.
- D. Evaluation of the CSRA's customer service operations.
- E. Physical inspection of CSRA Service Provider monitoring documents and reports.

21.2 The County may conduct clandestine monitoring of CSRA operations as needed.

21.3 CSRA Quarterly Report:

- A. The County shall provide each CSRA with an electronic template of the Court-Referred Community Service Program Quarterly Report, as illustrated in Exhibit I. The figures reported should cover the entire CSRA; filing a separate Quarterly Report for each CSRA business location is not required.

- B. **CSRA Quarterly Report Submission and Due Dates:** Quarterly Reports must be submitted for each calendar quarter and must be received by the County on or before the 30th calendar day of the month following the reported quarter.
 - C. A CSRA that fails to submit a Quarterly Report by the due date shall be considered non-compliant with Section 21.3(B) and may be subject to disciplinary action.
 - D. Upon request from the Court, the County may furnish the Court with copies of CSRA Quarterly Reports.
- 21.4 Violations Notice: Should the County find a CSRA to be operating in violation of the CRCS Policies and Procedures, the County shall provide the CSRA with a Violations Notice in writing. When applicable, the Violations Notice may include a proposed Corrective Action Plan (CAP) to eliminate the violation(s) identified.
- 21.5 CAP Response: In response to a Violations Notice that includes a County-proposed CAP, the CSRA shall submit to the County a response in writing that outlines the steps the CSRA has taken to correct the violations cited in the Violations Notice (CAP Response). The CAP Response must be signed by the CSRA Owner or Executive Director and must be received by County no more than 15 business days from the date of the Violations Notice requiring the CAP Response.
- 21.6 Administrative Conference:
- A. The County may require the attendance of a CSRA's owner, executive director, and other CSRA management staff to an administrative conference with County staff to address serious or persistent violation of CRCS Policies and Procedures on the part of the CSRA, or other critical issues identified by the County (Administrative Conference).
 - B. Administrative Conferences shall be scheduled by the County and shall take place at the LACDA business office. The County shall notify the CSRA of the scheduled Administrative Conference in writing.
 - C. If CSRA management/ownership cannot attend the scheduled Administrative Conference as described in Section 21.6(B), the CSRA must notify the County in writing of their inability to attend the Administrative Conference along with a detailed reason for cancelling or postponing the Administrative Conference. This written notification must be submitted in time for the County to receive it no more than five (5) business days from the date of the Administrative Conference letter regarding the scheduled Administrative Conference, pursuant to Section 21.6(B). Upon receipt of the CSRA's response, the County shall consider the

CSRA's response and determine if the reason of the cancellation/postponement of the Administrative Conference is acceptable. The County shall notify the CSRA of its decision in writing.

- D. If CSRA management/ownership refuses, declines, or fails to attend a scheduled Administrative Conference without providing the County with a written notice pursuant to Section 21.6(C), the CSRA shall be considered non-responsive and subject to disciplinary action as described in Section 22.0.

21.7 Forwarding Information to Law Enforcement: If the County finds a CSRA, Service Provider, or individual to have engaged in or is engaging in possible criminal activity, the County may forward all pertinent information to law enforcement, Court, or District Attorney.

22.0 Disciplinary Actions:

22.1 Pursuant to Section 3.0 of these CRCS Policies and Procedures, all participating CSRAs and partnering Service Providers must comply with the most current CRCS Policies and Procedures and all applicable local and Federal laws. In the event of a serious violation of; multiple or repeated violations of; or persistent non-compliance, the County may, at its discretion, suspend or permanently remove a CSRA or Service Provider from CRCS for cause. Additionally, individuals found to have seriously or persistently violated CRCS Policies and Procedures, or who have been found guilty of any crime of moral turpitude may be permanently removed and disqualified from serving as staff for a CSRA or Service Provider participating in CRCS.

22.2 Suspension from CRCS:

- A. **Suspension Notification**: The County shall notify the CSRA of its suspension from CRCS in writing, via electronic and/or postal mail. This notification shall provide the reasons for the CSRA's suspension; the duration of suspension; and the conditions to be met by the CSRA for reinstatement. Additionally, the County shall send a copy of this notification to both the Court and CCJCC.
- B. Upon notification of suspension, the CSRA shall immediately suspend its issuance of community service completion certificates and intake of new Court Volunteers.
- C. Upon notification of suspension, the CSRA shall forward to the County the following information:
 - 1. A list of Court Volunteers registered with the CSRA at the date of the written suspension notice from the County. This list must include the contact information, case number, and community service status for each of the Court Volunteers.

2. Court Volunteer intake information for the Court Volunteers appearing on the list pursuant to Section 22.2(C)(1).
 3. A list of Court Volunteers who were issued a community service completion certificate by the CSRA. This list must cover a time frame of three (3) months prior to the date of the written suspension notice from the County.
- D. For the duration of its suspension, the CSRA shall refer all defendants in need of community service assignment to the most current CSRA List, as described in Section 2.9 of the CRCS Policies and Procedures. **The Court will not accept a completion certificate from a suspended CSRA. Suspended CSRAs that continue to assign and process defendants/Court Volunteers during their suspension may be subject to additional disciplinary action, up to and including permanent removal from CRCS.**
- E. Upon notification of suspension, the CSRA shall contact all its current Court Volunteers who have not completed their community service hours to inform them of the CSRA's suspended status. The suspended CSRA shall direct these Court Volunteers to arrange community service assignment for the remainder of the Court Volunteer's community service hours with another CRCS-approved CSRA appearing on the most current version of the CSRA List.
- F. For the duration of its suspension, the CSRA shall refer its Court Volunteers to the County for information regarding their community service status.
- G. **Compliance Verification:** Prior to reinstatement of the CSRA, the County shall verify that the CSRA has corrected all violations. This verification may require submission of information and documentation from the CSRA to the County, CSRA site inspection conducted by the County, and/or an Administrative Conference pursuant to Section 21.6. No suspended CSRA shall be reinstated without compliance verification from the County.
- H. **Finality of Decision:** The County's decision to suspend a CSRA from CRCS for cause shall be considered final and not subject to further review.

22.3 Permanent Removal from CRCS:

- A. A CSRA may be permanently removed from CRCS due to serious or excessive non-compliance with CRCS Policies and Procedures, at the discretion of the County.

Examples of serious or excessive non-compliance with CRCS Policies and Procedures include, but are not limited to, the following:

1. CSRA is selling or knowingly permitting the sale of community service completion certificates.
 2. CSRA is issuing community service completion certificates without first authenticating Court Volunteer timesheets and community service hours performed.
 3. Persistent violations of CRCS Policies and Procedures and/or applicable Federal, State, or local laws and ordinances.
 4. CSRA is conducting community service referral operations in a business location not approved by the County.
 5. CSRA is utilizing Court Volunteers to operate or aid their community service referral operations (including, but not limited to, maintenance, construction, records management, or housekeeping-type activities).
 6. Any conduct deemed by the County or Court to be of a criminal nature and/or unethical business practices.
- B. **Notification of Permanent Removal:** The County shall notify the CSRA of its permanent removal from CRCS in writing, via electronic and/or postal mail. This notification shall provide the reasons for the CSRA's permanent removal from CRCS. The County shall transmit a copy of this notification to both the Court and the CCJCC.
- C. Upon notification of permanent removal, the CSRA shall immediately cease issuance of community service completion certificates and cease intake of new Court Volunteers. The CSRA shall refer all defendants in need of community service assignment to the most current version of the CSRA List. The CSRA shall also contact all its current Court Volunteers who have not completed their community service hours to inform them that the CSRA has been permanently removed from CRCS. The CSRA shall direct these Court Volunteers to contact the County to be assigned to a CRCS-approved CSRA appearing on the most current version of the CSRA List.
- D. Upon notification of permanent removal, the CSRA shall forward to the County the following information:
1. A list of Court Volunteers registered with the CSRA at the date of the written permanent notice from the County. This list must include the contact information, case number, and community service status for each of the Court Volunteers.

2. Court Volunteer intake information for the Court Volunteers appearing on the list pursuant to Section 22.3(D)(1).
 3. A list of Court Volunteers who were issued a community service completion certificate by the CSRA. This list must cover a time frame of three months prior to the date of the written permanent removal notice from the County.
- E. With the exception of Court Volunteers who appear on lists pursuant to Section 22.3(D)(1), the Court shall not accept any community service completion certificate or progress report from the permanently removed CSRA. Additionally, appearance on a list pursuant to Section 22.3(D)(3) does not obligate or guarantee that the Court or the County will accept or consider valid a community service progress report or completion certificate from a listed Court Volunteer.
- F. **Finality of Decision:** The County's decision to permanently remove a CSRA from CRCS for cause shall be considered final and not subject to further review.

22.4 Individual Disqualification from CRCS:

- A. The County may disqualify an individual from participation as a staff member at any capacity for a CRCS-approved CSRA or partnering Service Provider for committing serious or excessive non-compliance with CRCS Policies and Procedures. Examples of serious or excessive non-compliance committed by an individual includes, but is not limited to:
1. Selling, soliciting, or coordinating the sale of community service completion certificates.
 2. Knowingly permitting the sale of community service completion certificates while serving in a managerial, supervisory, or another administrative-level capacity with the CSRA.
 3. Repeated or serious violation of CRCS Policies and Procedures resulting in the CSRA being suspended or permanently removed from CRCS.
 4. Having been found guilty in a court of law of any crime of moral turpitude.
 5. Any conduct deemed by the County or Court to be of a criminal nature and/or unethical business practices.
- B. CSRAs who hire or retain the employment of a disqualified individual, pursuant to Section 22.4(A) may be considered non-compliant and subject to disciplinary action – up to and including permanent removal pursuant to Section 22.3.

- C. Service Providers who hire or retain the employment of a disqualified individual, pursuant to 22.4(A) may be considered non-compliant and subject to disciplinary action – including suspension pursuant to Section 22.5. CSRAs shall be notified by the County of any Service Provider suspension or termination. CSRAs who continue to refer Court Volunteers to a suspended or terminated Service Provider following notice from the County may be considered non-compliant and subject to disciplinary action - up to and including permanent removal pursuant to Section 22.3.
- D. To help ensure the integrity of the CSRA's community service referral operations and maintain good standing in CRCS, CSRAs are strongly encouraged to manage and monitor their staff and to monitor their partnering Service Providers to ensure compliance with CRCS Policies and Procedures. CSRAs are further encouraged to report to and work with the County regarding any serious or persistent non-compliance committed by their staff or Service Provider staff; however, all decisions regarding the employment of individuals as CSRA or Service Provider staff are considered by the County as business decisions completely at the discretion of the CSRA and Service Provider respectively.
- E. **Notification of Individual Disqualification:** The County shall make every reasonable effort to provide every disqualified individual with written notification regarding their disqualification, via electronic and/or postal mail, using contact information the County has or can obtain from the Court, a Service Provider, or a CSRA. This notification shall provide the reasons for the individual's disqualification from participating pursuant to Section 22.4(A). The County shall also provide notification to all CRCS-approved CSRAs of the disqualified individual.
- F. **Finality of Decision:** The County's decision to disqualify an individual from participating as a staff member for a CSRA or Service Provider shall be considered final and not subject to further review.

22.5 Service Provider Suspension:

- A. At the discretion of the County, all CRCS-approved CSRAs may be directed to remove and discontinue assigning Court Volunteers to a Service Provider that has committed or is committing serious or excessive non-compliance with CRCS Policies and Procedures regarding community service standards. Examples of serious or excessive non-compliance committed by a Service Provider includes, but is not limited to:

1. Selling, soliciting, or coordinating the false reporting of community service hours performed or not actually performed by the Court Volunteer.
2. Knowingly permitting the activities described in Section 22.5(A)(1).
3. Failure to report incidents involving Court Volunteers to the appropriate partnering CSRA.
4. Failure to provide timesheets, log-in sheets, and other Court-ordered community service-related documents to either the appropriate partnering CSRA, the Court, or the County.
5. Mishandling or loss of timesheets, log-in sheets, and other Court-ordered community service-related documents, including the untimely destruction of such documents contrary to Court- or CSRA-required retention periods.
6. Repeated or serious violation of CRCS Policies and Procedures resulting in the CSRA being suspended or permanently removed from CRCS.
7. Having on as staff an individual who is currently under investigation or has been found guilty in a court of law of any crime of moral turpitude.
8. Any conduct deemed by the County or Court to be of a criminal nature and/or unethical business practices.

B. Suspension Notifications:

1. The County shall notify the Service Provider of its suspension from CRCS in writing, via electronic and/or postal mail. This notification shall provide the reasons for the CSRA's suspension; and the conditions to be met by the Service Provider for reinstatement. The County shall send a copy of this notification to both the Court and CCJCC.
2. The County shall send written notification regarding the Service Provider's suspension to all CRCS-approved CSRAs. CSRAs who have an active partnership agreement with the suspended Service Provider shall discontinue using the suspended Service Provider for Court Volunteer assignment purposes. CSRAs who do not have an active partnership agreement with the suspended Service Provider shall refrain from partnering with the suspended Service Provider. If this written notification requests a response, the CSRA shall submit their response within the deadline specified in the written notification.
3. CSRAs who continue to refer Court Volunteers to a suspended Service Provider following receipt of the Suspended Service Provider notification pursuant to Section 22.5(B)(2) shall be considered non-compliant and

C. **Finality of Decision:** The County's decision to suspend a Service Provider from participation with CRCS-approved CSRA's for cause shall be considered final and not subject to further review.

Los Angeles County Development Authority
Traffic Administration Services
700 W. Main St.
Alhambra, CA 91801

[illegible]

EXHIBIT A

[CSRA NAME]
[CSRA ADDRESS, CITY, STATE, ZIP CODE; TELEPHONE NUMBER]
SAFETY BRIEFING ACKNOWLEDGMENT FORM

Name of service provider: _____

Name of person conducting briefing: _____

Signature of person conducting briefing: _____

Date of briefing: _____

ACKNOWLEDGEMENT: By signing below, "I hereby acknowledge that on the date indicated above, I completed a safety briefing regarding my community service assignment. I also acknowledge that I was given ample opportunity to ask questions, and that I understand the safety information that I have received. In addition, I understand that it is my responsibility to ask questions concerning safety that may arise in the future. I agree to follow all practices and procedures that were addressed in the briefing and obey all safety rules in the performance of job duties."

ATTENDANCE ROSTER:

	COURT VOLUNTEER'S PRINTED NAME	COURT VOLUNTEER'S SIGNATURE
1		
2		
3		
4		
5		
6		
7		
8		
9		
10		
11		
12		
13		
14		
15		

NOTE: If additional signature space is needed, please use a separate Safety Briefing Acknowledgement Form.

CSRA
NAME/LOGO

[CSRA Name]
[CSRA Address, City, State, Zip Code; Telephone number]
COURT VOLUNTEER SIGN-IN LOG

EXHIBIT B

Service Provider Name: _____

Service Provider Address: _____

No.	Date	Court Volunteer's Name	Case Number	Start Time	Lunch Out	Lunch In	End Time	Total (Excludes lunch)	Court Volunteer's Signature	Court Volunteer Supervisor's Signature
1										
2										
3										
4										
5										
6										
7										
8										
9										
10										
11										
12										
13										
14										
15										
16										
17										
18										
19										
20										

NOTE: If additional space is needed, please use a separate Court Volunteer Sign-In Log.

CSRA
NAME/LOGO

[CSRA NAME] TIMESHEET

EXHIBIT C

COURT VOLUNTEER INFORMATION

Name (first, middle, last): _____
Street Address: _____
City, State, Zip: _____
Phone Number: _____
Case Number: _____

Court Volunteer's
Photo

COMMUNITY SERVICE INFORMATION:

Intake Date: _____
Due Date: _____
Extension Due Date: _____
Hours Assigned: _____
Hours Remaining: _____
Offense: _____

SERVICE PROVIDER INFORMATION:

Service Provider Name: _____
Address: _____
Contact Name: _____
Phone Number: _____
Operating Hours: _____

Volunteer Rules: Any hours completed with a Service Provider other than the one identified on this timesheet will not be valid. When requesting an extension, you must return to [CSRA NAME] before going to Court. Upon completion of hours, you MUST return to [CSRA NAME] before going to the Court. **All attempted briberies and forgeries will be reported to Court officials.**

Service Provider Rules: Service Providers must comply with all Federal, State, and local labor laws as they apply. The Court Volunteer may only perform a maximum of nine (9) hours per day. Court Volunteers must have a minimum half-hour break if performing five (5) or more hours in a day, and MUST be supervised at all times by your organization's staff. Credit can only be given for hours completed. The Service Provider name and address on this timesheet MUST match that of your organization. Upon completion of hours, or when the Court Volunteer needs to return to Court, this timesheet MUST be stamped, signed by an authorized Court Volunteer Supervisor, and all the empty spaces below the last entry MUST be crossed out. All accidents MUST be immediately reported to [CSRA NAME].

Date (MM/DD/YY)	Hours Performed	Total Hours	Court Volunteer Supervisor's Signature	Date (MM/DD/YY)	Hours Performed	Total Hours	Court Volunteer Supervisor's Signature
	to				to		
	to				to		
	to				to		
	to				to		
	to				to		
	to				to		

I DECLARE UNDER PENALTY OF PERJURY, UNDER THE LAWS OF THE STATE OF CALIFORNIA, THAT THE FOREGOING IS BOTH TRUE AND CORRECT. (PERJURY IS PUNISHABLE BY IMPRISONMENT, FINE, OR BOTH.)

SIGNATURE OF AUTHORIZED STAFF

PRINT NAME

DATE

SERVICE PROVIDER
STAMP

CSRA
NAME/LOGO

[CSRA NAME]
COMMUNITY SERVICE
☐ **PROGRESS REPORT**
☐ **PROOF OF ENROLLMENT**
(Please check one of the above)

EXHIBIT D

DEFENDANT INFORMATION:

Name (first, middle, last):

Street Address:

City, State, Zip Code:

Phone Number:

Date of Birth:

Driver's License/ID #:

Case Number:

Referring Court:

Court Dept./Div:

COMMUNITY SERVICE INFORMATION:

Intake Date:

/ /

of Hrs. Required:

Due Date:

/ /

of Hrs. Completed:

Extension Due Date:

/ /

Offense:

SERVICE PROVIDER NAME

SERVICE SITE LOCATION ADDRESS
(STREET ADDRESS, CITY, STATE, ZIP CODE)

HOURS
COMPLETED

DATE HOURS
COMPLETED

COMMENTS:

To be completed by authorized staff of [CSRA NAME]:

I DECLARE UNDER PENALTY OF PERJURY, UNDER THE LAWS OF THE
STATE OF CALIFORNIA, THAT THE FOREGOING IS TRUE AND CORRECT.
(PERJURY IS PUNISHABLE BY IMPRISONMENT, FINE, OR BOTH.)

SIGNATURE OF AUTHORIZED STAFF

DATE

[CSRA NAME]
[CSRA ADDRESS]
[CSRA PHONE #]

CSRA OFFICIAL SEAL AND STAMP

CSRA
NAME/LOGO

[CSRA NAME]
COMMUNITY SERVICE
COMPLETION CERTIFICATE

EXHIBIT E

DEFENDANT INFORMATION:

Name (first, middle, last): _____

Street Address: _____ City, State, Zip Code: _____

Phone Number: _____ Date of Birth: _____

Driver's License/ID #: _____ Case Number: _____

Referring Court: _____ Court Dept./Div: _____

COMMUNITY SERVICE INFORMATION:

Intake Date: _____ / _____ / _____ # of Hrs. Required: _____

Date Service Began: _____ / _____ / _____ # of Hrs. Completed: _____

Due Date: _____ / _____ / _____ Offense: _____

Extension Due Date: _____ / _____ / _____

SERVICE PROVIDER NAME	SERVICE SITE LOCATION ADDRESS (STREET ADDRESS, CITY, STATE, ZIP CODE)	HOURS COMPLETED	DATE HOURS COMPLETED
1.			
2.			
3.			

To be completed by authorized staff of [CSRA NAME]:

I DECLARE UNDER PENALTY OF PERJURY, UNDER THE LAWS OF THE
STATE OF CALIFORNIA, THAT THE FOREGOING IS TRUE AND CORRECT.
(PERJURY IS PUNISHABLE BY IMPRISONMENT, FINE, OR BOTH.)

SIGNATURE OF AUTHORIZED STAFF

DATE

[CSRA NAME]
[CSRA ADDRESS]
[CSRA PHONE #]

CSRA OFFICIAL SEAL AND STAMP

CSRA
NAME/LOGO

**OUT-OF-COUNTY COMMUNITY SERVICE
TRANSFER FORM**
[CSRA NAME]
[CSRA ADDRESS]
[CSRA PHONE NUMBER]

EXHIBIT F

REFERRAL INFORMATION

[CSRA NAME] Representative:		Date Referred:	
Phone Number:		Fax Number:	

RECEIVING AGENCY INFORMATION

Agency Name:								
Phone Number:				Fax Number:				
Street Address:								
City:			State:		Zip Code:		County:	

COURT VOLUNTEER INFORMATION

Court Volunteer's Name:							
Street Address:							
City:			State:			Zip Code:	
Date of Birth:				Phone Number:			
Case Number:				Sentencing Date:			
Offense:				Court Due Date:			
Hours Assigned:							
Program Type:	☐ Caltrans ☐ Community Labor ☐ Community Service ☐ Graffiti Removal ☐ HAM						

Instructions for Receiving Agency (court dates, extension request process, reporting instructions, etc.):

This section is to be completed by the Service Provider where community service hours were performed:

Service Provider Name:		
Service Site Address(es):		
Total Hours Completed:	Date Hours Completed:	
Comments:		
Hours Certified By:		
Print Name:	Signature:	Date:

CSRA
NAME/LOGO

**[CSRA NAME]
AUTHORIZED SIGNERS**

EXHIBIT G

The following designated staff are authorized to verify and sign-off on Court Volunteer documents on behalf of [CSRA Name]:

Pursuant to Court-Referred Community Service Program Policies and Procedures, Section 11.5C, should the Community Service Referral Agency (CSRA) make any changes to Authorized Signers, the CSRA shall furnish the County with updated information regarding the changes within seven (7) days of the changes going into effect.

Print Name:		Title:	
Signature:		Initials (handwritten):	
Primary Business Address:			
Business Phone Number:			
Print Name:		Title:	
Signature:		Initials (handwritten):	
Primary Business Address:			
Business Phone Number:			
Print Name:		Title:	
Signature:		Initials (handwritten):	
Primary Business Address:			
Business Phone Number:			
Print Name:		Title:	
Signature:		Initials (handwritten):	
Primary Business Address:			
Business Phone Number:			
Print Name:		Title:	
Signature:		Initials (handwritten):	
Primary Business Address:			
Business Phone Number:			



EXHIBIT H

The County of Los Angeles Court-Referred Community Service (CRCS) Program BOND CERTIFICATION

KNOW ALL PERSONS BY THESE PRESENTS:

That we, _____
[Principal names(s) and DBA]
doing business as a Community Service Referral Agency (CSRA) under the authority of the County of Los Angeles (County),
whose address is _____
[Principal's Address]
as PRINCIPAL, and _____, a
[Surety Company]
corporation under the laws of _____ and authorized to transact a general surety business in the
[State of Incorporation]
State of California, whose address for service is _____
[Surety Service Address]
as SURETY, are held firmly bound to the People of the State of California in the penal sum of TWENTY-FIVE THOUSAND DOLLARS (\$25,000), for which payment we bind ourselves, our heirs, executors, administrators, successors and assigns jointly and severally, firmly by these presents.

Each certify as follows:

1. The above-named Surety and the above-named Principal shall be liable in the amount of up to twenty-five thousand dollars (\$25,000), jointly and severely for any costs or damages incurred by the (1) Superior Court of California, County of Los Angeles; and (2) the County, which includes the Los Angeles County Development Authority acting as the agent of the County, as a result of failure of the Principal to fully and faithfully comply with the CRCS Program Policies and Procedures, and the laws of the State of California, and of any local jurisdiction wherein the Principal is operating.
2. This Bond Certification term shall begin on _____ and may only be terminated upon
[Bond Effective Date]
at least 30 days prior written notice to the **Los Angeles County Development Authority, Traffic Administration Services, 700 W. Main St., Alhambra, CA 91801.**
3. If the Bond Certification is terminated, the Principal will forthwith cease all operations as a CRCS Program Referral Agency unless and until a replacement Bond Certification has been accepted and approved by the County.
4. The persons signing this agreement certify that they are authorized agents of the entitled for which they have signed this document.
5. The Surety identified herein is licensed and admitted to do business in the State of California and to provide bonds of the type contemplated herein.

Date: _____
[Notarized signature of Principal/CSRA President/
CEO with full authority for agency operations] [Print Name]

Date: _____
[Notarized signature of Surety Agent]



**COUNTY OF LOS ANGELES
COURT-REFERRED COMMUNITY SERVICE (CRCS) PROGRAM
QUARTERLY REPORT**

EXHIBIT I

Instructions: Pursuant to Section 21.3 of the CRCS Policies and Procedure, each Community Service Referral Agency (CSRA) is required to provide a quarterly report on figures regarding their community service referral operations. The figures should cover the entire CSRA; filing a separate quarterly report for each CSRA business location is not required. The County must receive this report no later than the due date indicated below. Failure to submit a quarterly report in a timely manner may be considered non-compliant with the CRCS Policies and Procedures, and may subject the CSRA to disciplinary action, up to and including removal of the agency from CRCS. Please submit form and attachments electronically to CRCS@lacda.org or fax form to 626-943-3821.

CSRA Name:	
Street Address:	
City, State, Zip Code:	
CSRA Phone Number:	

REPORTING YEAR _____ FOR CALENDAR QUARTER OF (Check one box):

- | | | |
|--|-------------------------|------------------|
| ☐ 1 st Quarter | January 1 - March 31 | (due April 30) |
| ☐ 2 nd Quarter | April 1 - June 30 | (due July 30) |
| ☐ 3 rd Quarter | July 1 - September 30 | (due October 30) |
| ☐ 4 th Quarter | October 1 - December 31 | (due January 30) |

COURT-REFERRED VOLUNTEER FIGURES:

1. Number of Court Volunteers assigned to a Service Provider by your agency:	
2. Number of Court Volunteers referred by your agency who completed community service:	
3. Number of Court Volunteers issued fee waivers or fee reduction by your agency:	
4. Number of Court Volunteers whose community service was terminated for cause by your agency:	
5. Number of community service-related incidents/accidents reported involving Court Volunteers assigned by your agency (Pursuant to Section 4.9 of the CRCS Policies and Procedures):	
6. Number of complaints received by your agency (Pursuant to Section 4.15D of the CRCS Policies and Procedures):	
7. Number of active Service Providers your agency is currently partnered with:	
8. Number of Service Providers monitored by your agency during the quarter (Pursuant to Section 4.15C of the CRCS Policies and Procedures):	
9. Number of Court Volunteers transferred to an out-of-county CSRA (Pursuant to Section 7.2 of the CRCS Policies and Procedures):	

REQUIRED ATTACHMENTS:

List any Court Volunteer Intake Trainings conducted during the quarter. Please include the date, time, and location of the trainings as well as a list of attendee names and the names of their organizations.

Identify the names of Service Providers monitored in figure #8 (above). Please include the date(s) of the monitoring and identify areas of noncompliance, if any.

Please note that in monitoring all CRCS-approved CSRAs, the County may ask for additional information regarding your agency's submitted quarterly report information.

CERTIFICATION (to be completed by authorized CSRA staff):

I DECLARE UNDER PENALTY OF PERJURY, UNDER THE LAWS OF THE STATE OF CALIFORNIA, THAT THE FOREGOING IS TRUE AND CORRECT. (PERJURY IS PUNISHABLE BY IMPRISONMENT, FINE, OR BOTH.)

PRINTED NAME OF AUTHORIZED STAFF _____

SIGNATURE OF AUTHORIZED STAFF _____

DATE _____