RESOLUTION APPROVING AND AUTHORIZING CHAIRMAN TO SIGN REQUEST FOR QUALIFICATION (RFQ) PAPERWORK IN ORDER FOR THE JUVENILE JUSTICE CENTER TO PROVIDE TRACKER SERVICES FOR JUVENILE PROBATION

WHEREAS, pursuant to Neb. Rev. Stat. §23-104(6) (Reissue 2012), the County has the power to do all acts in relation to the concerns of the County necessary to the exercise of its corporate powers; and,

WHEREAS, pursuant to Neb. Rev. Stat. §23-103 (Reissue 2012), the powers of the County as a body are exercised by the County Board; and,

WHEREAS, the Nebraska Administrative Office of Probation issued a Request for Qualification ("RFQ") in order to qualify providers to deliver Tracker Services for Juveniles; and,

WHEREAS, an RFQ has been completed by the Juvenile Justice Center (see attached).

NOW, THEREFORE, BE IT RESOLVED, By the Sarpy County Board of Commissioners that the RFQ is hereby approved and the Board Chairman is hereby authorized to sign it on behalf of the Board, along with any other related documents, the same being approved by the Board.

The above Resolution was approved by a vote of the Sarpy County Board of Commissioners at a public meeting duly held in accordance with applicable law on the 12th day of April, 2016.

Sarpy County Board Chairman

Sarpy County Clerk
MEMO

To: Sarpy County Board

From: Lisa A. Haire

Re: Request for Qualifications from the Juvenile Justice Center for Tracker Services

On April 12, 2016 the County Board will be asked to authorize the Chairman to sign the Request for Qualifications paperwork in order for the Juvenile Justice Center to provide Tracker Services for Juvenile Probation. In the past, Juvenile Probation collaborated with the Juvenile Justice Center without the need to submit the Request for Qualifications paperwork. However, Probation is now requiring all providers to submit this documentation.

If you have any questions, please do not hesitate to contact Tami Steensma at 402-537-7000 or Michelle Siders at 402-537-7012.

April 8, 2016

cc: Mark Wayne
    Brian Hanson
    Scott Bovick
    Tami Steensma
    Michelle Siders
    Deb Houghtaling
APPENDIX A
SUBMITTAL LETTER

Michele Lueders
Juvenile Intake & Detention Alternatives Specialist
Nebraska Supreme Court
Administrative Office of Probation
521 S. 14th, Suite 500
Lincoln, Nebraska 68508

Dear Ms. Lueders:

In response to your Request for Qualification (RFQ), response is submitted for the following service area(s) Tracker Program.

In submitting this response, I hereby certify that:

1. the RFQ has been read and understood;
2. Provider will comply with the requirements and expectations set forth in the RFQ;
3. the materials requested by the RFQ are enclosed;
4. all information provided is true, accurate, and complete to the best of my knowledge;
5. this response is submitted by, or on behalf of, the party that will be legally responsible for service delivery should they be selected for an award.

[Signature]
Name of Signatory: Don Kelly, Chairman

Provider: Patrick J. Thomas Juvenile Justice Center
Title: Tracker Program Phone: 402-537-7000
Address: Patrick J. Thomas Juvenile Justice Center
9701 Portal Road
Papillion, NE 68046

Federal Employer ID# or SSN#: 47-6006504
APPENDIX B
PROVIDER PROFILE

Provider's Legal Name: Patrick J. Thomas Juvenile Justice Center

1. List Provider's physical address (es), mailing address (es), telephone number(s), and fax number(s) of all office locations.

Patrick J. Thomas Juvenile Justice Center
9701 Portal Road
Papillion, NE 68046
402-537-7000 phone
402-537-7080 fax

2. Who will be the primary point of contact (must be authorized to negotiate a contract) during the evaluation process? Please provide name, title, direct phone number, e-mail address, fax number, and mailing address (es).

Director Tami Steensma
9701 Portal Road
Papillion, NE 68046
402-537-7000 phone
402-537-7022 office
402-537-7080 fax

3. Provide a brief history of Provider's business.

History of the JJC
9701 Portal Road
Papillion, NE 68046

In March of 2003, Sarpy County opened the Patrick J. Thomas Juvenile Justice Center (JJC), a 36-bed staff-secure housing center for juveniles. In addition, the building included an alternative school (SCEP), Assessment Center, juvenile court suite, visitation area, as well as administrative offices.

Juveniles are brought to the JJC for the booking process and the Juvenile Probation Office determines the involvement needed by the courts. Possible detention at the JJC is also examined. A screening conducted by the staff at the JJC includes mental health issues, substance abuse, suicide risk, strength-based youth assessment, and strength-based parent or caregiver assessment. The court can direct further evaluations be conducted for mental health issues, a personality assessment, a home study and family assessment, education needs, a trauma review psychiatric evaluation, psychological testing, and physical health and lab assessments.

Both Day and Evening Reporting Centers are located at the JJC which includes teachers, tutors, strength based classes, parenting classes and medical and mental health services are available as needed.
SCEP (Sarpy County Education Program) is an alternative school in Sarpy County designed for those juveniles who have been charged with a law violation and expelled from school. SCEP can be used by a school district as well as being court ordered by a Juvenile Court Judge. Juveniles enrolled in the SCEP report to the JJC during normal school hours.

Juveniles may also be placed under the C.A.R.E. Program (Children At Risk Education) which is a structured supervision program. Electronic monitoring may be utilized while on this program. This program is highly structured and is used as an alternative to detention. The P.A.S.S. Program (Prevention Achieves School Success) supervises youth who have not been attending school and identifies the issues resulting in non-attendance. Services offered if needed would include tutoring to catch up on lost credit and possibly attending the Day Reporting Center. The purpose of the P.A.S.S. Program is to assist the juvenile in attending school on a daily basis. The Tracker Program is a low level supervision program without the use of electronic monitoring. The purpose of the program is to provide one-on-one interaction with a staff person which includes ensuring daily school attendance, providing support in education to include tutoring, abiding by curfew, mentoring and following probation guidelines as well as to give the youth’s parents/guardian assistance.

The name of the facility, Juvenile Justice Center, was chosen for a specific reason so that “least restrictive services” would be provided to assist youth in changing behavior and these would be alternatives to detention.

4. **Indicate the total number of employees and their distribution by function.**

The Patrick J. Thomas Juvenile Justice Center employs approximately fifty-three staff due to the wide ranges of services provided as described above in the Providers brief history.

The Tracker Program is structured below: Title, number of staff assigned, description.

**Director** (1) Full time employee – Works under the supervision of the Sheriff and Chief Deputy, performs a variety of highly skilled administrative, professional and supervisory work related to the Patrick J. Thomas Juvenile Justice Center in its entirety of services and programs. Complete resume and job description attached.

**Deputy Director** (1) Full time employee – Works under the direct supervision of the Director, performs a variety of skilled administrative, professional and supervisory work related to the Patrick J. Thomas Juvenile Justice Center in its entirety of services and programs. Complete resume and job description attached.

**Coordinator of Support Services** (1) Full time employee - Works under the supervision of the Deputy Director in conjunction with the Director performing supervisory and administrative duties necessary in managing the Programming Services provided by the Patrick J. Thomas Juvenile Justice Center. Complete resume and job description attached. Complete resume and job description attached.
**Supervisor** (3) – Full time employee - Works under the supervision of the Support Service Coordinator in conjunction with the Deputy Director and Director. The Supervisor is responsible for the day to day supervision and services provided to youth and families assigned to the Tracker Program. The Supervisor is responsible for day to day activities and supervision of Juvenile Service Officers and Youth Attendants assigned to provide services for youth assigned to the Tracker Program. The Supervisor ensures communication between the Tracker Program and Juvenile Probation is being maintained, along with attending all weekly meetings with Juvenile Probation. In addition, ensures all professional reports are prepared and attendance at court hearings. Complete resume and job description attached.

**Juvenile Service Officers** (3) – Full time employee - Works under the direction of the Supervisor providing direct supervision, referral services, educational support and mentoring to youth whom are placed on the Tracker Program. Complete resume and job description attached.

**Youth Attendant** (3) – Part Time employee - Works under the direction of the Supervisor providing direct supervision, referral services, educational support and mentoring to youth whom are placed on the Tracker Program. Complete resume and job description attached.

* All Tracker Program staff is responsible for performing all essential functions listed in the assigned job descriptions and possessing the knowledge, skills and abilities required to ensure successful and beneficial services are being provided to youth and families.

5. **Comment on any partnership(s) with other Providers.**

Staff at the Patrick J. Thomas Juvenile Justice Center collaborates daily with professionals working in the best interest of families. Many of these professionals are providers for Juvenile Probation and may include therapists, psychologists, or psychiatrists. Tracker Program staff often collaborate with Treatment Providers such as Addiction Behavioral Health, by meeting youth at their facility on a weekly basis to discuss youth progress. In addition, staff collaborates with mentors, IFP workers, and educational support staff assigned to work as a team to assist the youth and family with success.

6. **Has Provider had a contract or account within the last five (5) years that was lost/cancelled or terminated for cause due to breach or similar failure to comply with the terms of the contract? If yes, please provide detailed explanation.** No
7. **Outline the hiring qualifications / procedure for employees or subcontractors (including any substitutes that you will use to cover vacation or sick time).**

   See Attached:
   Hiring procedures are outlined in:
   Rule 2: County Employment
   - Regulation 1: Selection Process
   - Regulation 2: Employment Lists

   Standard Operating Procedure G-5200
   Employee Hiring and Separation

   III. Procedures
   B: Hiring Non-Sworn Employees

   Standard Operating Procedure G 5210
   Pre-Employment Background Investigation

   IV. Non-Sworn Applicants
   Applicant Level for a Tracker Program employee is Sheriff Non-Sworn Level 2

8. **Include Provider’s Drug Testing Policy and any Policies relating to background checks.**

   See Attached:
   Drug Testing and Background Checks:
   Rule 2: County Employment
   - Regulation 4: Background Checks and pre-employment & post-employment Screens
   - Regulation 5: Job Offers, Employment Conditions and Rehires

   Standard Operating Procedure G 5210
   Pre-Employment Background Investigation

   IV. Non-Sworn Applicants
   Applicant Level for a Tracker Program employee is Sheriff Non-Sworn Level 2

9. **Provider will be responsible for obtaining and maintaining general and professional liability insurance at $1,000,000 per occurrence and $3,000,000 aggregate levels while providing services to Probation.**  

   Provider agrees: **Yes**
10. Provide the job description(s), resume(s) of personnel or subcontractors that will be responsible for direct service provision (provide attachments as necessary).

**See Attached: Resumes with Job Descriptions**

Director: Tami Steensma  
Deputy Director: Michelle Siders  
Coordinator of Support Services: Kelley Robidoux  
Supervisors: Todd Fraendorfer, Krystal Stallings and Mark Beles  
Juvenile Service Officers: Clarence Harris, Marlo Wofford, and Josh Smith  
Youth Attendants: Darlene Harris-Hogan, Davonna Conard and Douglas Clark

**Tracker Employee Training**

Tracker Employees complete the Juvenile Services Employee Training which is comprised of One hundred-Sixty (160) hours of instructional and practical training, in addition to Eighty (80) hours of Tracker Program training.  
Juvenile Services Employee Training Components consists of but is not limited to:

- Standard Operating Policies and Procedures
- Defensive Driving
- Transports
- Supervision
- Urinalysis Retrieval and Testing
- Searches
- Medication Aid
- Medical Protocol
- Emergency Protocol
- Overview of Juvenile Justice Court System
- Fuel-Cell Alco Sensor Certification
- MAYSII-II Scoring and Assessment
- Report Writing

Tracking Program Training Components consist of but is not limited to:

- Practical interviews and supervision checks with youth and family
- Practical information sharing/collaboration with parents, school officials, therapeutic team/court officials
- Statistical Analysis/Data Entry
- Community Outreach/Advertising with businesses and community
- Outreach to youth and their families

Additionally, all employees receive the following training:

- CPR and First Aid – Four (4) hours
- Mandt- Eight (8) hours - Verbal de-escalation and supportive skills training
- PPCT-Eight (8) hours - Defensive Tactic Skills Training
- PREA- Eight (8) hours - Prison Rape Elimination Act Training
- Mental Health Informed Trauma Informed Care Training Eight (8) hours
11. **Provide the name and physical location of personnel that will be providing direct service provision (provide attachments as necessary).**

   Supervisors: Todd Frauendorfer, Krystal Stallings and Mark Beles  
   Juvenile Service Officers: Clarence Harris, Marlo Wofford, and Josh Smith  
   Youth Attendants: Darlene Harris- Hogan, Davonna Conard and Douglas Clark

   The only physical location for the Tracker Program is:  
   Patrick J. Thomas Juvenile Justice Center  
   9701 Portal Road  
   Papillion, NE 68046  
   402-537-7000 phone  
   402-537-7080 fax

12. **Has Provider provided service(s) to Probation in the past? If so, list the service(s) and how long Provider has delivered such service(s)?**

   Staff Secure Detention Services – July 1997 to current  
   C.A.R.E. - Children At Risk Education Program/Electronic Monitoring – May 1991 to current  
   Evening Reporting Center – January 2007 to current  
   P.A.S.S. – Prevention Achieves School Success/Truancy Program - August 2011 to current  
   Day Reporting Center – April 2014 to current  
   Tracker Program – July 2014 to current

13. **Is Provider a registered service provider with the Nebraska Office of Probation Administration?** Yes
APPENDIX C
REFERENCES

Provider shall provide three (3) professional letters of recommendation/reference. Only one of the letters will be accepted from a Probation representative.
March 29, 2016

To Whom It May Concern,

Please accept this letter of support for monitoring and tracker services offered through our Sheriff's Office. I can say, without reservation, that the most important resource for us over the years has been our C.A.R.E. Program and now the tracker program. The success of this program has been acknowledged by many including the parents and families we serve. As a result, coupled with professional and engaging probation officers, we have been able to prevent these youth from going deeper into the system.

We are enormously appreciative of these efforts and hope you will give this request full support. I would be happy to answer any questions or concerns you may have.

Very truly yours,

Lawrence D. Gendler, Judge
Separate Juvenile Court

LDG:po
To Whom It May Concern:

Please accept this letter of support for monitoring and tracker services offered through our Sheriff’s Office. Our CARE program has been instrumental in keeping young people from going deeper into the juvenile justice system. It has also resulted in keeping young people at home where they are best able to work on those issues with their families and the community. The program serves as a model program for the rest of the state.

We are enormously proud of these efforts and deeply appreciate continued support. Please contact me if you have any questions.

Sincerely,

[Signature]
Robert B. O'Neal, Judge
Separate Juvenile Court

RBO/cf
March 29, 2016

To whom it may Concern:

I am writing this letter of support for the staff at the Juvenile Justice Center and the C.A.R.E. Program here in Sarpy County Nebraska. Over the last several years, we have been working collaboratively on juvenile behavior change and doing what is in the best interest for the juvenile and families of Sarpy County. There has been several times in which Probation and the JJC staff have worked in conjunction to meet the needs of the juveniles and families.

If you have any further questions of concern, please feel free to contact me. My phone number is 402-593-4421 and my e-mail address is: jeff.jennings@nebraska.gov.

Regards,

Jeff Jennings
Chief Deputy Probation Officer
District #2 Probation
DISTRICT(S): SARPY COUNTY

COUNTIES OUTSIDE OF DISTRICTS SPECIFIED ABOVE IN WHICH YOU CAN PROVIDE SERVICE: NONE

SERVICE REQUIREMENTS
TRACKER SERVICES
Tracker Services are community-based and aid the Probation Officer in case management functions. Tracker Services provide one-on-one aided supervision and support to Juveniles under the supervision of Probation through the development of a mentoring relationship with a positive role model (Tracker). Tracker services provide the opportunity for face-to-face contacts in addition to contact with the Probation Officer, parent(s)/guardian, and other collateral contacts such as school officials, therapists, etc. Increased contact with the Juvenile facilitates accountability and provides enhanced aided supervision.

It is Probation’s expectation that there will be one assigned continuous Tracker per youth.

1. The Provider must be able to provide all services related to Tracker Services 365 days per year, 24 hours per day.

Tracker Program staff are scheduled to provide Tracker services daily from 8am to midnight, 365 days a year. Overtime is granted as needed. During times when Tracker staff are not present, additional Patrick J. Thomas Juvenile Justice Center (JJC) staff are available to assist with services as needed.

2. Tracker will have experience, knowledge, and education or a combination thereof, in the following:

- Assessing Actuarial Risk/Needs
- Enhancing Intrinsic Motivation
- Targeted Intervention
- Risk Principle
- Need Principle
- Responsivity Principle
- Dosage
- Skill Training with Directed Practice
- Increasing Positive Reinforcement
- Engaging Ongoing Support in Natural Communities
- Positive Youth Engagement
- Family Engagement
- Adolescent Development
- Community Resources and Ability to Collaborate
Sarpy County Operates a broad-based collaborative approach to juvenile justice, prevention and intervention, which includes Juvenile Court, the Sarpy County Attorney's Office, Juvenile Probation, Juvenile Diversion, Superintendents and Counselors from areas school districts, area law enforcement representatives, Patrick J. Thomas Juvenile Justice Center and County agencies. In order to work with the established system, Sarpy County utilized facility space, trained staff, current communication among agencies and school districts to support the Patrick J. Thomas Juvenile Justice Center Programs, to include the Tracker Program.

All staff at the Patrick J. Thomas Juvenile Justice Center (JJC) receive a minimum of 160 hours of training to work with the youth at the facility. The staff will then have an additional 80 hours of training to work with the youth on the Tracker Program. The staff will then complete a minimum of twenty hours a year training to maintain proficiency.

Additional training attended by staff include Mandt Training (de-escalation and crisis control) and Think Trauma (Training presented by mental health to recognize and respond to behavior related to past trauma). In addition to training, many staff members attend outside conferences to include the Heartland Juvenile Service Association Conference, the National Juvenile Justice Association Conference, Juvenile Alternatives to Detention Initiative Conferences and attend learning opportunities and conferences held in the community. Staff members at the JJC attend training to meet the Criminogenic hours requested by Probation Administration and provide documentation of these training hours.

Staff at the JJC are encouraged and trained to utilize evidence-based practices when providing Tracker Services in the home. Our staff consists of a team of individuals that can be utilized to best meet the needs of the youth and family. This team of professionals include the Tracker Program Supervisor, Juvenile Service Officers, a licensed Educational Instructor, a Registered Nurse and a Licensed Mental Health Professional.

With the wide variety of training and experience held by the diverse team, the Tracker Program is able to tailor the approach to meet each youth’s individual needs.

3. Tracker will be able to address the following Criminogenic Risk/Need Factors for Juvenile(s)

<table>
<thead>
<tr>
<th>Risk</th>
<th>Need</th>
</tr>
</thead>
<tbody>
<tr>
<td>Antisocial cognition</td>
<td>Develop less risky thinking</td>
</tr>
<tr>
<td>Antisocial peers</td>
<td>Reduce association with criminal others</td>
</tr>
<tr>
<td>Family discord</td>
<td>Reduce conflict, build positive relationships</td>
</tr>
<tr>
<td>Poor school performance</td>
<td>Enhance performance, rewards</td>
</tr>
<tr>
<td>Low engagement in leisure or recreation activities</td>
<td>Enhance outside involvement</td>
</tr>
</tbody>
</table>

The Patrick J. Thomas Juvenile Justice Center (JJC) utilize the 40 Developmental Assets for Adolescents. The Search Institute has defined 40 Developmental Assets for Adolescents as
building blocks to help young people grow up healthy, caring and responsible. The Programs offered at the JJC has identified five Developmental Assets they will target.

1. Support: Parent Involvement in Schooling
   Parent involvement is a key asset in helping youth succeed in school. Parents must take an active role in a child’s learning and education. Research has shown increased parental involvement in school enables students to achieve higher grades and test scores, improves student attendance, improves student conduct and attitude, and increases the chance of a child going on to higher education. The Tracker Program will instruct and implement a plan that assists families in providing a supportive environment that encourages youth to attend and succeed in school. The Tracker Program involves parents at every level through the incorporation of weekly visits with parents to discuss school progress.

2. Commitment to Learning: Achievement Motivation
   In order for youth to be successful in school, there must be a commitment to learning and the motivation to want to learn. The Tracker Program makes school attendance the responsibility of the youth and the parents through a signed contract that requires communication in the event a youth plans to be absent from school. This Contract also provides daily access to school attendance, homework and grades. Through monitoring, students are encouraged to turn in assignments; make-up missed work, and attend classes daily. Monitoring of student’s progress will decrease as students demonstrate appropriate progress in school. Various incentives and sanctions will be utilized to help achieve motivation and responsibility.

   Youth must learn to accept and take personal responsibility for their actions including accepting consequences and realizing rewards. Positive values will be reinforced to provide necessary structure and guidance helping students to develop the skills to interact appropriately within the family, community and school setting. This may include adult mentoring, tutorial services, and/or involvement in school activities.

   According to the Search Institute, young people need to know how to plan ahead and make good choices. The Tracker Program will provide classes through the Juvenile Reporting Center and individual instruction in decision-making, peer-pressure, cultural diversity, conflict management and interpersonal relationships. Empowering youth to make decisions helps self-esteem and an understanding of how their actions affect others in the community.
The purpose of the Tracker Program is to provide youth with the knowledge and skills to become successful at home, in the community and at school. Youth need to feel that they are in control of what happens to them. It is important for youth to learn that if they want control over their life, they must accept responsibility for decisions, actions and consequences. The Tracker Program will help youth to brainstorm possible solutions to problems helping them feel empowered to succeed.

Incorporating these five Assets, along with the staff training and experience, the Tracker Program has helped to engage youth in their daily decision making, education process and family dynamics by empowering youth with the tools necessary to be successful.

Tracker staff work with each youth and their parent to identify the youth's risks and needs. Staff utilize a variety of resources to individualize the approach used with that youth and their family. Staff work with the family to create ways to minimize the youth’s transgressions and reward their successes.

Tracker staff try to involve the youth’s family as much as possible, and encourage open communication between the youth, parent and Tracker staff. Tracker also strives to build positive relationships with the youth by including them in incentive programs. Staff use incentives like bowling, getting ice cream and participating in YMCA activities to build a rapport with the youth, encourage positive interaction with other peers and build positive self-esteem with the youth.

4. Tracker will provide the following:

A. Supervision: Tracker will provide monitoring and supervision guided by the Probation Officer for Juveniles on Probation through multiple scheduled and unscheduled face-to-face contacts, as well as telephone and text contacts. Services are based on the individualized needs of the Juvenile, as determined by the Probation Officer and in consultation with the service team. Random, unannounced and announced checks on the Juvenile may be completed at various times to include school, employment sites, Juvenile’s home, and other locations within the community.

The Tracker Program staff will have several contacts with Tracker youth throughout the week. The Tracker Program staff work closely with Probation, the courts, the youth’s school and parents as well as any other treatment providers. Staff will have contact with the youth in multiple settings, both face-to-face, as well as by phone.

B. Skill Building and Personal Development: Tracker will develop a positive relationship with the Juvenile and provide positive guidance to affect behavior change. The Tracker will address the Juvenile’s independent living skills, emotional stability, and self-esteem. Additionally, the Tracker will assist the Juvenile with integrating back into family and community after out-of-home placement or detention. The Tracker will help the Juvenile develop positive decision-making, relationship and communication skills. The Tracker will work closely with the Probation Officer and other
community providers to address the probation plan and develop individualized programming and goals (addressing Risk Factors and Needs detailed above).

Tracker Program staff spend a great deal of time working with the youth and their families to address the youth’s needs and provide support as the youth develops positive decision making, coping skills and responsible behavior. The Tracker will work closely with our mental health staff, court professionals and the available Reporting Center classes to give the youth the skills and support he or she needs to build independence and emotional stability.

C. Case Coordination and Collaboration: Tracker will provide a case coordination process to provide systematic, holistic, and coordinated delivery of services to the Juvenile and his/her family. Successful coordination with the family and other systems is required. Tracker should participate in regularly scheduled family team meetings consisting of information-sharing, evaluation of goals, and planning for the future.

Tracker staff have regular contact with the youth’s school, Probation Officer and other professionals involved in the youth’s services. Tracker staff currently meet with Juvenile Probation weekly and attend all home visits when they are invited to participate. Tracker staff also meet regularly with education professionals and treatment providers.

Tracker staff also coordinate services available at the JJC for the youth. Tracker staff may set up meetings with a licensed therapist at the JJC Monday through Saturday. The youth may also meet with the nursing staff. Tracker staff may also set up tutoring or mentoring for the youth. Staff may also coordinate programing in the Reporting Center, to include a variety of classes offered.

D. Parent and Family Involvement: Tracker will engage the family in all parts of aided case management and supervision. Parents are an important part of the team. Family involvement is encouraged to discuss concerns and frustrations, and to collaborate with the Tracker on issues involving their child. Parents have the most important information about their child’s needs and goals. Interventions in the family environment include mediation, assistance with setting limits, establishing home rules, problem-solving techniques, and resource referral.

Tracker staff take an active approach to working with family and professionals involved in the youth’s progress. Tracker staff stay in continuous contact with the youth’s parents and discuss successes and failures of the youth. The parents are involved in the decision making process when a youth is eligible to move levels or if they are receiving consequences. The Tracker Program encourages the parents to participate as much as possible, and the Tracker works with the parent and youth to create an environment that empowers both to actively participate in the youth’s personal development.

The Tracker Program can also coordinate a meeting with a Licensed Mental Health professional if needed during a crisis or stabilization. Boys Town Common Sense Parenting Classes are also provided at no cost to parents who chose to participate.

E. School: Tracker will collaborate and coordinate efforts with teachers, administrative personnel, and school counselors to address school-related problems. The Tracker will also perform scheduled and unscheduled drop-ins to monitor truancies and grades, attend district suspension meetings, or
provide wake-up calls and transportation to and from school. The Probation Officer, Juvenile, parents, teachers, and Trackers work closely as a team to develop interventions designed to reduce the risk of an unsuccessful school term.

The Tracker Program has daily contact with the youth's school. Daily attendance and grades are obtained and reported to the family. Any issues, or successes, with school is discussed with the youth and parent. The Tracker may also attend meetings at the school to collaborate with education professionals.

If a youth is not in attendance at school, efforts will be made to contact the youth and parent to learn why the youth is not present. The Tracker may assist in transporting the youth to school on a case by case basis, depending on other youth in need of services and attention, and staffing availability.

Tutoring is also made available for all youth on the Tracker Program.

F. Transportation and Daily Schedule Support: Tracker will provide transportation as needed to ensure the Juvenile attends school, court hearings, drug testing appointments, and Probation and other community appointments.

There is no transportation services offered by the Tracker Program. However, transportation will be provided to youth on a case by case basis, depending on the other youth in need of services and assistance, and staffing availability. The Tracker Program does have a minivan that is utilized to assist in transporting youth to tutoring, school and other court order requirements as needed.

G. Restorative Justice: Tracker will facilitate the Juvenile’s involvement in community service requirements by matching the Juvenile with service opportunities within local businesses and organizations. Tracker will problem-solve with the Juvenile about the negative effects of their law violation(s) on themselves, their families, and the community.

The Tracker Program will encourage and support all Community Services set up by the Sarpy County Community Services Department. The Tracker Program will also promote and encourage community service activities/opportunities arranged at the Reporting Center. The Tracker Program will also assist in documenting and reporting hours obtained at the Reporting Center.

H. Leisure and Recreational Activities: Tracker may assist Juveniles with participation in appropriate recreational and leisure activities and may accompany Juvenile to activities in order to reduce any possible anxiety. Tracker may introduce Juvenile to a variety of free or low cost pro-social activities in the community that are safe and drug and alcohol free.

The Tracker Program supports and encourages all court ordered activities. In addition, the Program encourages youth to participate in school activities, school and community sports, religious activities/ceremonies, and all outside opportunities available for safe and appropriate fun.

The Program also offers its own leisure and recreational opportunities for groups of Tracker youth and staff, with outings to Wild Cat Lanes Bowling Alley, Dairy Queen or the Sarpy County YMCA. These activities are grant funded and offered at no cost to the youth.
1. **Identification of Support Systems:** Tracker will facilitate the process of establishing and maintaining appropriate informal support systems. This support network may include positive peers, trusting adults, family members, and community activities.

The Tracker Program assists Probation in establishing appropriate supports for the youth and the family. The Program maintains a long lasting relationship with Release Ministries, and at the request of the youth and parent, the Program will request Release Ministries to match a mentor to the youth.

Tracker staff also work with the youth and parent to assist in identifying appropriate peer and family support.

5. **Tracker shall document all contacts (including face-to-face and non-face-to-face contacts) and must include the following information on the provider referral page in Probation’s case management/information system:**

The Tracker Program staff document each interaction they have with a youth, youth’s parent and youth’s providers. The staff detail their interaction, the progress and set backs of each youth, and future plans for each youth’s care. Changes in the youth’s status, strategies, risk/need factors, progress and barriers are documented as they are identified and discussed. These contacts are conducted and documented 7 days a week.

In cases where a parent is in need of an interpreter, Tracker Program staff will work with the Juvenile Probation office or courts to make arrangements for the families interpreting needs.

The Tracker Program is currently a provider for Sarpy County Juvenile Probation and utilizes the voucher system. Documentation of each contact has been provided as expected since the Program began in July of 2014. The Tracker program regularly emails Juvenile Probation to update them on all daily phone and home visits. In addition to emails and voucher entries, Sarpy County Juvenile Probation Officers have access to the Tracker Program shared folder that contain all of the daily narratives for each youth.

*If Provider’s documentation does not meet the requirements specified above, at Probation discretion, payment may be denied, delayed, or reduced. (Example: If the Juvenile is referred to the High Intensity Tracker Voucher and the contacts do not meet the requirements for that level of Service, Probation may lower the rate of pay to the Low/Mid Intensity Tracker Voucher level.)*

6. **Tracking services will continue during breaks in the academic calendar (such as Spring break, Winter break, etc.).** If school is not in session, the Tracker should continue meeting with the Juvenile and engaging other relevant members of the Juvenile’s support system. If there are clear periods of time when tracking services are not being provided, such as during a significant break from school or Provider absence, these will not be considered reimbursable days as no services are being delivered.

The Tracker Program has a staff member assigned every day.
7. **Curfew checks shall be done in-person.** Any requests for exceptions to this requirement must be reviewed and approved by Probation.

*Staff currently provide daily telephone curfew checks on all youth assigned to this services on the Tracker Program and Sarpy Count Drug Court. Face to Face curfew checks may be periodically or done on a case by case basis, depending on other youth in need of services and attention, and staffing availability.*

8. If a Tracker has a foreseeable absence, such as a planned vacation, the Tracker/Provider needs to make arrangements for another qualified Tracker to provide coverage to ensure there are no gaps in services.

*The Tracker Program has a staff member assigned every day.*

9. Unless specifically requested by the Probation Officer and approved by Probation, tracking services will be temporarily suspended during periods of detention, hospitalization, or other facility placement to avoid duplication of services and unnecessary expenditure of funds.

*This is appropriate, and the current Tracker Program practice.*

10. Providers should ensure that the Tracker is housed at the office closest to the Juvenile. This is to ensure funding is being used efficiently.

*All staff are housed at the Patrick J. Thomas Juvenile Justice Center
97010Prtal Rd
Papillion, NE 68046
402-537-7000*

11. Provider must be able to substantiate, either through court-submissible documentation or expert testimony, that the services provided meet the established standards of accuracy and reliability as required by the courts.

*This is accepted.*

12. **Tracker Requirements based on level of Intensity Tracker Voucher:** Contacts occurring multiple times per day shall be counted as one (1) Contact for purposes of these requirements.

*The Tracker Program is a current Provider for Sarpy County Juvenile Probation and can meet the contact expectations for the support and supervision purposes.*

*The requirements based on level of Intensity is concurrent with the current Tracker Program rules.*

13. **Tracker Services Pricing**

*The Contact Day Rate for Tracker Services of $45.00 and the Contact Day Rate Requirements are accepted.*
By responding to this RFQ, you are agreeing to the Fee for Service rate for Tracker Services. 
*Note: Probation will not pay for equipment, meals, lodging, taxes, and fees related to the provision of this Service.*
Section 1: Introduction

The Human Resources Director is charged with the responsibility of overseeing the Selection Process for all classified jobs. All aspects of employment shall be conducted in compliance with applicable federal and state statutes. The following Regulation is established to ensure fair and consistent treatment and to provide an orderly and efficient means to fill vacancies with the best qualified applicants.

The Human Resources Department may, in conjunction with the appointing authority, develop competitive examinations for all positions within the classified service. All such testing shall meet all state and federal Equal Opportunity Bona Fide Occupational Qualifications (BFOQ) guidelines for validity, reliability, and job-relatedness. Candidates may be required to complete job specific testing as required by statute, regulation, and/or accreditation standards.

All appointments shall be completed as outlined in this Regulation unless specifically stated otherwise in the PRR.

Section 2: Request for Personnel

The appointing authority shall notify the Human Resources Department when a vacancy exists by submitting a Personnel Requisition Form. The requisition may be for one or more jobs within the same class. The appointing authority shall make such request as far in advance as possible in order to ensure proper examinations and/or tests are available.

Prior to posting, a review of the job description shall occur. Once the job description is finalized, the Dimensional Scoring System (DSS) shall be utilized to ascertain any changes in the job grade. If the DSS results in a change in grade, the vacancy shall be posted at the new grade.

A job change is not considered a vacancy when:

A. The job title and/or a grade change occur as a result of a job reclassification conducted by the Human Resources Department that does not result in the creation of a vacancy, or

B. Job(s) are transferred from one County Department to another provided the action taken has been approved by all appointing authorities and the Human Resources Director.
Section 3: Posting of Vacancies

Jobs shall first be posted internally for consideration by all eligible employees of Sarpy County. Internal job postings shall occur for five (5) calendar days. Employees applying for an internal job posting shall receive appropriate consideration of their record of performance, seniority, conduct, and other job-related factors.

If the internal job posting does not yield qualified candidates, the vacancy shall be posted externally for a minimum of seven (7) calendar days.

Job postings and related notices shall be created by the Human Resources Department and shall be advertised on the County’s website and/or other local media as deemed appropriate by the Human Resources Director.

The Human Resources Director shall make every reasonable effort to attract qualified persons to compete for externally posted positions. In the event a sufficient number of qualified applicants have not applied, the Human Resources Director with concurrence of the appointing authority may extend the closing date for the purpose of gaining additional qualified applicants.

Job postings shall specify the following:

- Class, job title, and pay rate
- Essential functions,
- Minimum qualifications,
- Physical demands and working conditions,
- Job posting closing date, and
- Other pertinent information or requirements.

Section 4: Application Process

All applicants’ applying for Classified, Temporary, or Seasonal appointments, internal or external, must complete an online application located on the County’s website along with any examinations/tests within the published posting dates. Any application not fully completed, including any examinations/tests, shall not be considered further in the Selection Process.

Applicants may be asked voluntary questions relating to race, color, national origin, sex, age, disability, genetic information, religious or political affiliation, marital status, and any
other protected class for reporting purposes as defined by federal or state law. This information shall not be considered part of their application and shall be maintained as confidential data.

Former employees may apply for re-employment and will be evaluated with other external candidates. The Human Resources Department will review and evaluate the record of former employees and determine their eligibility for re-employment. Rehired employees will maintain continuous service time if they return within 30 calendar days of their separation date.

Section 5: Selection Criteria

Once a job posting has closed, the Human Resources Department will forward a list of candidates for the appointing authorities to review. These candidates shall possess the minimum qualifications for the position, as stated in the job description. The Human Resources Department shall seek input from the appointing authority in the development of an Eligible List.

Appointing authorities may not utilize an examination/assessment for selection without prior review and approval of the Human Resources Director.

Section 6: Candidate Disqualification

The Human Resources Director may refuse to place a candidate on an Eligible List, remove a name from an Eligible List, or consult with the appointing authority in taking steps to remove such person already appointed if any of the following apply.

This following list is not fully inclusive:

A. Found to lack or not meet any of the established qualifications required for the position;

B. Failure of a drug and/or alcohol screen or voluntary admittance of illegal substance use;

C. Refusal to participate in and/or failure of a bona fide pre-employment physical capacity and/or medical examination/test to determine if an applicant is physically capable of performing the essential functions of the job;

D. Discovery of a false statement of material fact in the application documents and/or examination/testing process.
Rule 2 Regulation 1: Selection Process

E. Attempting, directly or indirectly, to give, render, pay, offer, solicit, or accept any money, service, or other valuable consideration for or on account of any appointment, proposed appointment, promotion, or proposed promotion to, or any advantage in, a job;

F. Attaining, directly or indirectly, information regarding an examination/test to which, as an applicant, he or she was not entitled;

G. Failure to submit application fully and/or correctly within the posting deadline;

H. Participating in the compilation, administration, scoring, or correction of an examination/test for which he/she is an applicant;

I. Previously dismissed from the County for cause or resignation while charges of dismissal for cause were pending;

J. Conviction of a felony or misdemeanor pertaining directly to the job;

K. Willfully violating provisions of federal or state law, PRR, and/or any departmental rules;

L. Failure to demonstrate suitability of employment based upon an unsatisfactory reference or background check or previous documented, unsatisfactory employment with the County;

M. Failure to participate and maintain satisfactory driving standards as established by the Sarpy County Safety Committee, if job duties require the operation of a County vehicle or own vehicle for County business; or

N. Other such reasons, as documented in the application documents or discovered during background checks, where employment of such individual would be detrimental to the best interests of the County.

Section 7: Eligibility for Promotion/Transfer

Employees applying for a posted job for a promotion/transfer:

A. Employees must have completed their Introductory Probationary Period or Trial Period Probation on or before the posting deadline. Probationary part-time employees may apply for jobs of the same job title in their current department.

B. Employees must meet the minimum qualifications of the posted position.

C. Employees must have a recent performance appraisal rating of “satisfactory” or higher within 12 months prior to the job posting except in those instances in which no performance appraisal is on record in their Civil Service personnel file.
D. Employees may not have been suspended within the last 12 months prior to the date the posting closes.

E. Employees who received a non-voluntary demotion within the last 24 months are ineligible.

NOTE: Probationary employees may apply for promotions and transfers for Open-Competitive (external) job postings.

Section 8: Examination, Testing, and Rating Process

Public announcement of all examinations/tests shall be included in the job posting. The Human Resources Director has the authority to prescribe the rating process and to place the names of successful candidates on Eligible Lists in accordance with their respective ratings. The rating process shall be constructed to determine the applicant's ability to perform and meet the requirements of the posted job.

The determination of ratings may be comprised of various job-related examining techniques, such as the rating of training and experience, written tests, interviews, professional licensing/certification, performance tests, aptitude tests, knowledge, skills, character, personality, investigations, or physical fitness as determined by physical or medical examination, or any other qualifications or attributes that enter into the determination of the relative fitness of applicants.

The review of applications to determine an initial disposition shall be based upon the following steps:

- Examination/Testing Results,
- Supplemental Question/Filter Responses,
- Subject Matter Expert Review, and/or
- Other factors relating to the applicant's ability to perform the job.

Examinations/tests shall be scored objectively. Examinations/tests may be assembled or unassembled and may include written, verbal, physical, or performance tests as well as any combination of these. The Human Resources Director in consultation with the appointing authority shall determine the appropriate examinations/tests for any posted position.
The Human Resources Department in consultation with the appointing authority shall identify/create Supplemental Questions (SQs) and/or Filters. Established SQs/Filters may be reused for future postings of the same job title.

The appointing authority shall complete a Subject Matter Expert (SME) review of the applicants who meet the minimum qualifications of the job. During this review, the appointing authority shall rate the relevance of the candidate’s education, training, and experience and shall assign a numerical value using the following criteria:

<table>
<thead>
<tr>
<th>Rating Definition</th>
<th>SME Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>Meets desired qualifications for education, training, and experience</td>
<td>96 - 100</td>
</tr>
<tr>
<td>Meets most of desired qualifications for education, training, and experience</td>
<td>50 - 95</td>
</tr>
<tr>
<td>Meets some desired qualifications for education, training, and experience</td>
<td>1 - 49</td>
</tr>
<tr>
<td>Does not meet desired qualifications for education, training, and experience</td>
<td>0</td>
</tr>
</tbody>
</table>

The minimum rating through which eligibility may be determined is at the discretion of the Human Resources Director. A minimum passing score may apply to the rating of each segment or phase of the total score.

All applicants shall be afforded uniform and equal treatment in all phases of the rating process.

Section 9: Preference Scores

Employees applying for posted jobs within their current department will receive preference for consideration of internally posted jobs. This preference shall be awarded as follows as long as the employee meets the minimum qualifications for the posted job.

The preference for a current, qualified employee applicant is 15 percent.

Veterans shall be eligible for preference as long as the following applies:

A. Applicants have identified themselves as a:
   - Veteran who served full-time duty with military pay and allowances in the armed forces of the United States;
   - Disabled veteran who has been discharged or otherwise separated under honorable conditions and has established the present existence of a service-
Rule 2 Regulation 1: Selection Process

The amount of preference for qualified veterans is as follows:

A. Veterans who obtain passing scores on all parts or phases of an examination shall have five (5) percent added to their passing score if a claim for such preference is made on the application, and

B. An additional five (5) percent shall be added to the passing score of any disabled veteran.

C. When no examination or numerical scoring is used, preference shall be given to the qualifying veteran if two or more equally qualified candidates are being considered for the same job.

Section 10: Notification of Examination Results

The Human Resources Department shall notify applicants of their final disposition once the Eligible List has been certified by the Human Resources Director. Applicants who are on the Eligible List shall be entitled to information as to their relative position on the List upon written request and with the presentation of proper identification. This request must be received within 15 calendar days of final disposition notification.

Section 11: Conclusion of Rating Process

This rating process shall be utilized in establishing applicant's final scores. Certification of eligibility for appointment to vacancies shall be as a result of this rating process, which limits selection from among the highest ranking available and eligible candidates and which also permits selective certification as prescribed in this Regulation. Prior to certification on the Eligible List, the Human Resources Department may conduct such investigations of applicants’ education record and/or work history as is deemed necessary.
Section 12: Applicant Appeal and Adjustment Process

Applicants who posted for a vacant job posting may appeal to the Human Resources Director for a review of their total rating to ensure that uniform procedures have been applied equitably and fairly. Within 15 calendar days of receiving the examination/test results, applicants may notify the Human Resources Director of any errors and have such errors corrected.

If the Referred List of candidates has not yet been established, the Human Resources Director shall alter the Referred List to include applicants if warranted by the corrected score. However, if an appointment has been made from the Referred List, applicants shall be placed on the next Referred List regardless of their total score.

If dissatisfied with the review conducted by the Human Resources Director, a request may be filed with the Personnel Policy Board for an opinion.

Section 13: Selection Process Recordkeeping

All applicable documents used in association with the Selection Process shall remain active for the job for which it was submitted for a maximum of 90 calendar days. If a different job is posted, interested applicants would need to submit an application and any related documents for the newly posted job within the established time limits in order to be considered.

The Human Resources Department shall be responsible for the maintenance and safekeeping of all records pertinent to the selection processes including those distributed, used, and/or received by the appointing department.
Section 1: Introduction

This Regulation addresses the various Employment Lists that may be utilized in the appointments of candidates associated with job postings.

Section 2: Establishment, Certification, and Maintenance of Lists

In accordance with the County Civil Service Act, the Human Resources Director shall be responsible for the establishment, certification, and maintenance of appropriate Employment Lists. Eligible Lists serve as a pool of qualified individuals who may be considered for current posted job vacancies or for future vacancies of the same job. Referred Lists contain the names of those individuals who shall be interviewed by the appointing authority and from whom an appointment shall be selected.

Section 3: Request for Certification of Eligibles

To fill a vacancy, the appointing authority shall submit a request for certification to the Human Resources Director for individuals currently on a certified list. The requisition may be for one (1) or more vacancies.

Section 4: Open-Competitive Eligible Lists and Certification

After the closing of an open-competitive job posting, the Human Resources Director shall establish and certify an Eligible List of candidates who are best qualified and eligible for the position based upon the job description and the examination criteria previously established for the job.

Applicants’ names will remain on the Eligible List unless removed due to an authorized disqualification or the expiration of the Eligible List.

From the Eligible List, the Human Resources Director shall be responsible for the establishment and certification of a Referred List of the best qualified candidates from which the appointing authority shall make a selection.

Section 5: Open-Competitive Referred List Establishment and Certification

The appointing authority, prior to the job posting, shall establish the number of candidates to be placed on the Referred List. A minimum of five (5) candidates or 100% of the Eligible List, if less than five (5), must be placed on the Referred List. The
Referred List shall contain qualified candidates ordered from the highest to the lowest total score as well as those candidates who hold the exact same score as the candidate ranked lowest on the Referred List.

The Human Resources Director shall certify the names of those eligible candidates for placement on the Referred List and shall be in accordance with a formula which limits the selection by the appointing authority from among the highest ranking available and eligible candidates, but which also permits selective certification under appropriate conditions within the PRR.

The Human Resources Department shall submit the Referred List to the appointing authority. Those candidates contained on the Referred List shall be interviewed. If the appointing authority, after interviewing the candidates, is unable to select a candidate from the Referred List, the Human Resources Director shall authorize additions to the Referred List from the next highest ranked group of candidates from the Eligible List.

The appointing authority may choose to retain up to five (5) candidates from the prior Referred List in addition to receiving the next group of candidates from the Eligible List. The appointing authority shall make a selection from the Referred List of candidates for appointment or request to repost should there be an insufficient number of candidates remaining on the Eligible and/or Referred Lists.

The appointing authority may request in writing to the Human Resources Director the omission of a referred candidate from any subsequent certifications for the same job. If the Human Resources Director agrees, the name of such candidate shall not be submitted to that appointing authority for other vacancies of the same job. If the Human Resources Director does not agree, a meeting will take place to discuss the situation in further detail with the Human Resources Director making the final decision.

Section 6: Authorized Reasons for the Removal of Names from a List

The Human Resources Director may remove the name of a qualified candidate from either the Eligible or Referred Lists based upon the following reasons:

A. For any of the causes stipulated in Rule 2; Regulation 1 Selection Process, Disqualification of Applicants;

B. Upon evidence that candidates cannot be located by phone, email, or if they have failed to respond by a specified deadline to an email of inquiry regarding availability for the positions for which they applied;
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EFFECTIVE:
January 1, 2015

REGULATION 2: Employment Lists

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C. Upon notification from candidates that they no longer desire to be considered for the position;
D. If a County position has already been accepted;
E. Failure to appear for an interview or final examination;
F. Failure to report for duty within the times specified by the appointing authority;
G. Expiration of the Eligible and/or Referred Lists;
H. For Promotions or Transfers, and
I. Upon termination of County Service.

Section 7: Promotion/Transfer Lists and Certification

After each competitive examination held in accordance with Rule 3 Promotions, Transfers, Demotions, and Detail Assignments, the Human Resources Director shall prepare Eligible and Referred Lists in the same manner as those established for Open-Competitive vacancies.

Certification of appointment to vacancies shall be in accordance with a formula which limits selection by the appointing authority from among the highest ranking available and eligible candidates, but which also permits selective certification under appropriate conditions within the PRR.

Section 8: Temporary List

Whenever the services to be rendered by an appointee are for a temporary period, the Human Resources Director shall certify only the names of those eligibles who indicate their availability for temporary service and who meet the necessary qualifications.

At the request of the appointing authority, a temporary appointee may be permitted to apply for an internal job posting in the department to which they are temporarily assigned.

Section 9: Seasonal List

The Human Resources Director shall certify those eligibles who indicate their availability to work seasonal appointments and who meet the necessary qualifications. The names of those receiving a seasonal appointment may be carried over from one season to

Rule 2 Regulation 2: Employment Lists
another without the appointee having to post or reapply for vacant jobs. Seasonal Lists shall remain in effect until such time as determined by the Human Resources Director that they have been exhausted.

Section 10: Recall List

Employees who have been laid-off shall be entitled to have their name placed on a Recall List for the job from which the layoff occurred, provided their request is in writing within 30 calendar days using the Recall List Request Form.

The order in which such names are arranged on each Recall List shall be determined by the Human Resources Director, who shall give consideration to their qualifications, record of performance, conduct, and seniority in service.

Employees are eligible to remain on a Recall List for one (1) year from the effective date of their layoff. Whenever a request is received for staffing, the Human Resources Director shall, if a Recall List exists for that job, certify only the names of the candidates available on such list. The appointing authority may make selection from anyone on the certified Recall List.

Section 11: Duration of Employment Lists

Eligible and Referred Lists shall remain certified for ninety (90) calendar days. This period may be reduced or extended by the Human Resources Director when it is deemed to be in the best interest of the County. However, in no case shall the name of a candidate remain on any list for a period greater than one (1) year with the exception of those names on a Seasonal List.

The determination of whether a specific position needs to be posted continuously will be made jointly by the appointing authority and the Human Resources Director. The Eligible and Referred Lists for those job requiring continuous recruitment and examination shall last indefinitely, unless terminated by the Human Resources Director. The name of a candidate shall not remain on these lists for longer than (1) year from the original date of its entry on the applicable list.

When an Eligible List becomes so depleted that the qualified candidates for imminent vacancies is impractical, the Eligible List will be considered exhausted. The Eligible List which has become exhausted shall be considered expired upon subsequent posting of the same job.
Section 12: Selection from Referred List

The final selection by the appointing authority shall be entered into the online application system along with all pertinent information and notification provided to the Human Resources Department of the selection.

At the same time, the appointing authority using the online application system shall indicate the disposition and specific reasons of non-selection for all other candidates listed on the applicable Referred List.
Section 1: Introduction

Sarpy County in an effort to protect the general public, safeguard current and future employees, and shelter its assets shall perform non-employee, pre-employment background checks as an important part of the selection process. Background checks will not be required for existing employees unless job-related reasons arise which require their completion. The PRR ensures that pre-employment background checks comply with applicable state and/or federal laws.

Section 2: Background Checks

Written notification of the requirement to successfully pass background checks shall be stated in the job posting and/or at the time of interview.

Sarpy County will comply with the Fair Credit Reporting Act (FCRA). This Act applies to all background checks, such as education verification, driving records, credit reports, and other job-related records that are conducted by a third party. The FCRA requires that job applicants grant permission as well as acknowledge that information obtained may be used to make an employment decision. Third party background check(s) shall not be completed until the candidate's written authorization is received by the Human Resources Department.

The background information obtained shall not be used to discriminate on the basis of race, color, religion, national origin, sex, age, disability, genetic information, disabled veteran, Vietnam era veteran, or any other legally protected group.

The County may utilize a variety of background checks dependent upon the job requirements. Any of the following background checks may be conducted:

- Employment reference,
- Criminal background check,
- Sex offender registry,
- Education verification,
- Physical examination,
- Professional licensure verification,
- Credit check, and/or
- Other job-related verification.
A favorable background check is defined as one that does not indicate any detrimental record, informational inaccuracies or discrepancies, or any other job-related concerns.

Background checks will be conducted in the final stage of the Selection Process or upon a conditional job offer depending upon the specific job. If background checks cannot be completed prior to the candidate's date of employment, they shall be completed on the first day of employment. If completed after the selected candidate begins employment, unfavorable background information may result in the termination of employment.

Newly hired employees shall comply with provisions of the Immigration Reform and Control Act of 1986 as well as the Nebraska New Hire Act or forfeit their position.

Emergency Appointment Exception: To avoid delaying the employment of an emergency appointment, background checks will be completed as soon as possible after the employee's date of employment.

Section 3: Background Check Process

A. To be considered for employment, all candidates on the Eligible List must complete a Background Check Consent Form prior to the County conducting any pre-employment background checks,

B. Job offers shall be made "contingent upon successful completion of background checks,"

C. Candidates that provide false or misleading information in their application and/or pre-employment documents may be disqualified from further consideration,

D. Having adverse results does not automatically preclude a candidate's eligibility for employment,

E. All reports shall be individually reviewed by the Human Resources Department and decisions made with respect to employment based upon the totality of the candidate's qualifications as well as the results of the pre-employment background checks,

F. In general, Human Resources' review of the relevance of a particular pre-employment background check to a candidate's eligibility for employment is based upon the following factors:
   - The nature and gravity of the unfavorable report,
   - The time that has passed since the event, and
Section 4: Criminal Background Check

Criminal conviction information will be used solely for the purpose of evaluating a candidate(s) under final consideration for employment.

In order to be considered for employment, candidates shall provide information about any criminal conviction records during the final selection stages. For purposes of this Regulation, evidence of criminal history includes any conviction or plea of guilty or a plea of no contest.

Any candidate who refuses to consent to the required criminal background investigation; refuses to provide information necessary to conduct the background investigation; or omits, conceals, and/or provides false or misleading information in regard to the criminal background investigation shall be disqualified from further consideration for the position to which they applied.

In reviewing the results of a criminal background check, the Human Resources Department will review each candidate’s report considering the following factors to determine whether there is a substantial relationship/correlation between the criminal record and the job’s requirements:

*The Offense:* The nature, severity, and intentionality of the offense(s) including, but not limited to:

A. The statutory elements of the offense (rather than the candidate’s account of the facts of the offense),
B. The candidate’s age at the time of the offense(s),
C. The number and type of offenses (felony, misdemeanor, traffic, other),
D. The time elapsed since the last offense,
E. The candidate’s probation or parole status,
F. Whether the circumstances arose out of an employment situation, and
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G. Whether there is a pattern of offenses.

The Position: The duties, responsibilities, and circumstances of the position applied for including, but not limited to:

A. The nature and scope of the position, including access to facilities, cash, and to vulnerable populations, such as minor children,
B. The nature and scope of the position’s interpersonal contact,
C. The nature and scope of the position’s autonomy and discretionary authority,
D. The amount and type of supervision received or provided to subordinate staff,
E. The sensitive nature of the data or records maintained or to access of those records,
F. The opportunity presented for the commission of additional offenses, and
G. The extent to which acceptable job performance requires the trust and confidence of the County or the public.

In accordance with federal and/or state laws, a previous conviction will not automatically disqualify an individual from consideration for the position.

Subsequent Criminal Convictions: In the event that the external candidate receives a criminal conviction that does not appear on a pre-employment criminal background check, the candidate shall notify the Human Resources Department or the appointing authority immediately. The Human Resources Department along with the appointing authority will determine whether or not the conviction is relevant. If the conviction is not relevant, no adverse action will be taken. If the conviction is relevant, employment may be terminated or the candidate may not be hired. Any final candidate failing to notify the Human Resources Department or the appointing authority about a “subsequent criminal conviction” that proves to be job-related shall be terminated.

Section 5: Credit Check

The credit check will be completed by the Human Resources Department and only conducted where a bona fide job-related element exists. Having adverse credit, such as a judgment, lien, derogatory accounts, or bankruptcy does not automatically exclude a candidate’s eligibility for employment. Every candidate’s credit report will be considered individually.

Job elements to determine the need for credit check include, but are not limited to:
A. Access to or responsibility for handling cash, checks, credit/debit cards, or cash equivalents,
B. Access to secured data bases,
C. Access to the payroll system and/or payroll information,
D. Access to or permanent retention of confidential information,
E. Access to social security numbers,
F. Involvement in any employment investigation,
G. Providing care and/or supervision of minors,
H. Positions with limited supervision and/or oversight,
I. Conduct that bears significantly on the County’s reputation,
J. Access to or responsibility for data systems/networks whose unauthorized access/ modification could adversely affect the County,
K. Ability to commit County funds through contracts/purchase orders,
L. Responsibility for invoice approval and payment/expense reimbursements,
M. Access to buildings with master keys, and
N. Regular operation of County-owned vehicles.

Factors to be taken into consideration in reviewing a credit report include, but are not limited to, monetary judgment(s), dollar amount of judgment(s), number of derogatory accounts, dates of derogatory accounts, credit score, number of inquiries, etc.

Additionally, consideration shall be given to whether or not the candidate’s personal financial standing will interfere with his/her ability to perform the job duties or increase the likelihood that defalcation (i.e. misappropriation of funds and/or assets) may occur. Extenuating circumstances such as illness, divorce, or other family-related problems will be taken into consideration.

If adverse action is taken on the basis of a third-party reporting agency, the Human Resources Department shall notify the applicant of the adverse action and shall provide the candidate with a “Statement of Consumer Rights” as required by the FCRA.

Section 6: Reference Check
Reference checks may be conducted on final candidates verifying the accuracy of their credentials. To comply with federal and state statutes, the type of information that will be collected includes, but is not limited to, prior employment, education, attendance record, character, reputation, or other job-related items. Reasonable caution shall be exercised when interpreting reference data to ensure compliance with anti-discrimination laws.

References may be completed by the Human Resources Department prior to employment. If a decision is made not to contact references, the specific reason shall be documented by the Human Resources Department within the candidate’s online employment application.

Section 7: Pre-employment and Post-employment Substance Abuse Screens

All candidates (including emergency, provisional, seasonal, temporary appointments and rehired employees) shall be required to complete a pre-employment substance abuse screen. The screen will be performed by the County’s official testing facility. The Human Resource Department shall schedule the substance abuse screen prior to employment or on the employee’s date of employment.

If the candidate fails the substance abuse screen, the candidate shall be permitted an opportunity to submit relevant medical information pertaining to the failed results. Candidates have 72 hours to contact the County’s authorized testing facility.

The Human Resources Department will oversee ongoing random testing for those employees who are required to submit to such testing as required by state or federal law, such as Department of Transportation requirements.

Section 8: Physical Exams

For certain jobs, the County shall require job-related physical examinations. The examinations will only be scheduled after a conditional job offer has been extended and accepted by the final candidate in compliance with the Americans with Disabilities Act. The County reserves the right to require physical examinations (fitness for duty exams) when there is a need to determine whether an employee is still able to perform the essential functions of the job or for concerns regarding the safety and protection of the employee or others.
Based upon the job, the Human Resources Department shall utilize a third-party medical provider to determine the standard criteria for physical examination.

A. The Human Resources Department shall schedule physical examinations and communicate the overall outcome (pass or fail) to the appointing authority.

B. Final candidates who successfully meet the physical requirements as well as other background checks may be hired.

C. If the physical examination results in an unfavorable outcome, the Human Resources Department will notify the appointing authority.

Disqualification from the job offer shall be job-related and consistent with business necessity, including, but not limited to, failure to meet the physical requirements, inability to perform the essential functions with or without accommodation, posing a direct threat to the safety of the employee or others, or if accommodations would place an undue hardship on the County.

Section 9: Candidate Notification of Adverse Results

The Human Resources Director shall notify the appointing authority (and where necessary legal counsel) of adverse background check results. The Human Resources Director shall discuss the information with the appointing authority. Once results are evaluated, a determination shall be made whether to withdraw the conditional offer of employment. If a conditional offer of employment was extended, the appointing authority shall call the final candidate(s) and withdraw the job offer. If a conditional offer was not yet completed, the Human Resources Department shall notify the candidate of the unfavorable result. The Human Resources Department will send any applicable notices and report copies in accordance with the Fair Credit Reporting Act (FCRA).

Challenging the Accuracy of a Background Record: Final candidates who dispute or contest information provided by a third-party reporting agency must contact the applicable agency. It is the candidate's responsibility to challenge the report and arrange for any corrections within 15 calendar days.

Section 10: Record Keeping and Maintenance

Background checks and employment screening information is considered sensitive and confidential. Overall results will only be released by the Human Resources Department.
to the appointing authority if there is a potential concern about the results in relation to
the performance of the essential functions of the job.
Background checks conducted by the Human Resources Department and/or the
Sheriff's Office shall be considered part of the candidate's employment record, and
therefore, will be retained in the Human Resources Department in accordance with
applicable state and federal law.

If candidates are hired, background check results will be filed in and become a
permanent part of the employee's civil service file unless they involve a third-party
reporting agency in which case the records will be destroyed once the employment
decision occurs, in accordance with the FCRA. Disposal methods include shredding
paper documents and destroying or erasing electronic information so that the
documents cannot be read or reconstructed.

**Section 11: Disclaimer**

It is not the purpose of this Regulation to establish an organization-wide standard for
background checks and pre-employment screens. Every case must be decided on its
own merit subject to the requirement that all candidates be treated equally and
consistently. Any questions regarding this Regulation should be addressed to the
Human Resources Director.
Section 1: Offers of Employment

It is a requirement of this Regulation that all job applicants, including rehires, accurately complete all documents, electronic or paper required throughout the Selection Process.

Information gathered from background checks and pre-employment screenings shall be kept confidential and disclosed only to individuals involved in the hiring decision. Appointing authorities shall not disclose or discuss this information. The information may also be disclosed to state and federal agencies as authorized or required by state or federal law.

Offers of employment will only be extended through written, conditional offers. These offers are contingent upon the County's ability to verify the accuracy and truthfulness of all of the information provided on the job application and other documents provided throughout the Selection Process. Conditional offers are also contingent upon the candidate's full cooperation with the production of references and the attainment of signed releases, consent forms, criminal history records, and any other information required by the PRR or state/federal law.

Prior to the appointing authority extending the conditional offer of employment, the appointing authority is to coordinate with the Human Resources Department the exact pay rate for the offer.

The following items comprise the “conditions” of the offer and must be communicated to the candidate at the time the employment offer is made:

A. Successful verification and/or completion of background checks, such as references, education, employment, work experience, licensure, certifications, criminal record, and other applicable screening methods used to assess the candidate’s overall suitability to be employed for the applicable position.

B. Successful completion of a pre-employment drug and/or alcohol screen. Such screenings will be conducted at a health care facility, clinic, or healthcare professional office selected by the Human Resources Department. The cost associated with these screenings will be paid by the County.

C. Meeting the “acceptable driver standards”, as defined by the County, when driving is a bona fide job requirement. Furthermore, if the position requires a Commercial Drivers’ License, the offer is conditional upon the candidate meeting all regulatory requirements.

D. Successful completion of a health screening, (if a bona fide job requirement), showing an ability to perform the essential functions of the position. Such
screenings will be conducted at a healthcare facility, clinic, or healthcare professional office selected by the Human Resources Department. The cost associated with these screenings will be paid by the County.

E. Submitting appropriate documentation establishing identity and right to be lawfully employed in the United States as determined by the Immigration Reform and Control Act of 1989 and applicable state law.

Once the conditions of the job offer have been successfully completed, the appointing authority will provide the candidate a minimum of one (1) business day to acknowledge in writing the acceptance of the final job offer. If accepted, the appointing authority will complete and submit to the Human Resources Department an Employee Action Form PRIOR to the first day of employment.

Failure by candidates to comply fully with all requirements within three (3) calendar days will result in the automatic withdrawal of any conditional job offer. The conditional job offer will not alter in anyway the “at-will” status of employment.

Section 2: Employment Conditions

Final candidates must abide by the following:

A. Positions involving the operation of County vehicles, or a personal vehicle for County business, are required to maintain throughout employment a valid Drivers’ License, as well as meet eligibility requirements of “acceptable driver standards" as defined by the County.

For positions requiring a Commercial Driver’s License (CDL), drivers must submit to and abide by the Department of Transportation rules, regulations, requirements, and any other applicable state or federal laws.

B. Employees, regardless of the job occupied, who are 1) formally charged with a felony, misdemeanor, or the violation of a law concerning the use, possession or manufacture of a controlled substance, including marijuana; or 2) convicted of a felony, misdemeanor, or a moving traffic violation are required to report the conviction or citation, in writing or by email, to the Director of Human Resources within seven (7) calendar days of its issuance. The Human Resources Director will make a determination as to the relevancy of the conviction or citation as it pertains to the essential functions of their job. Employees who omit, conceal, and/or provide false or misleading information regarding a conviction or citation will be investigated and subject to appropriate disciplinary action, up to and including termination.
C. Compliance with all department policies and standard operating procedures and guidelines as well as the PRR, applicable collective bargaining agreements, and state and federal laws.

Section 3: Re-employment

Former employees are eligible to be rehired if they separate employment in good standing. These former employees will be given the same opportunities and will be held to the same eligibility requirements as other applicants.

Former employees seeking to be rehired must follow the same Selection Process as other applicants. The Human Resources Director will review former tenured employees' personnel file/record as well as contact the Department Head to gather applicable information regarding eligibility for rehire if a determination was not made at the time of separation. The Human Resources Director will review all applicable facts pertaining to employment and determine whether the former tenured employee is eligible for rehire. If eligible, the application will be considered along with all other external applicants and evaluated based upon relevant job qualifications.

Former employees who are “disqualified” from rehire based upon Rule 2: County Employment, Regulation 1: Selection Process, Section 5 Candidate Disqualification will not be deemed eligible to be qualified for any position.

Former tenured employees who are on inactive status due to layoff will have first consideration over other candidates. For further information pertaining to the Recall List, refer to Rule 2: County Employment, Regulation 2: Employment Lists.

Having prior service with the County is not a determining factor in making a rehire decision. However, prior service may be considered relevant by the appointing authority for reasons related to the performance of job duties in comparison to other applicants.

NOTE: Tenured employees who officially retire and receive compensation for Sick Leave shall not be credited with any accrued sick leave if they return to employment at a future date. Additionally, retirees must adhere to the rehiring guidelines established by the Nebraska Public Employees Retirement System regardless if they are re-instated or re-employed.
A. **Re-instatement of Employment** - The following provisions shall apply to former tenured employees who are deemed eligible and re-instated within 30 calendar days or less from their date of separation:

1. Not required to serve a probationary period if rehired to the same job and department from which they separated. If they are rehired into another department, the appointing authority will determine the length of probation not to exceed the standard Introductory Probationary Period associated with the job,
2. Shall have their original date of employment re-established,
3. If rehired by the same department, the original date of employment shall be their position date. If rehired by another department, the date of entry into the new department shall be their position date,
4. Shall receive the pay rate comparable to the pay rate upon departure if rehired to the same job or to a job assigned the same grade,
5. If rehired to a position whose maximum pay rate is lower than the job from which the employee separated, the employee shall be paid at the pay grade step that is closest to, but not higher than, the pay rate upon separation,
6. Shall be credited with the accrual amounts for Sick and Vacation Leave and/or compensatory time as of their date of separation, so long as said accruals have not been paid out.

B. **Re-employment** – This applies to former employees who have been separated from employment for more than 30 calendar days. Re-employed employees shall begin employment as a new employee. Refer to **Rule 11: Compensation, Regulation 1: Compensation Administration** for information regarding compensation treatment.
I. Purpose:

The purpose of this policy is to establish the guidelines for hiring and separation of Sheriff’s Office employees.

II. Policy:

To ensure the proper processing of newly hired employees and those separating from the department, the Sheriff’s Office shall adhere to established guidelines.

III. Procedures:

A. Hiring-Sworn Employees: All perspective deputies shall undergo and pass a pre-employment background investigation (see G-5210 Pre-employment Background Investigation) prior to hire. After completing the pre-employment background investigation and Merit Commission certification, the top three (3) perspective deputies shall be interviewed by the Sheriff or his designee. When the final decision to hire is made by the Sheriff, the new deputy shall meet with the Training Sergeant who shall complete the Employee Checklist. The following tasks shall be competed:

1. The new deputy shall be scheduled for physical and psychological examinations.
2. The NLETC application shall be completed and enrollment shall be verified.
3. The new deputy shall meet with the Sheriff’s Office Account Clerk and the County Personnel Department to compete appropriate forms.
4. The Training Sergeant shall create training and personnel files.
5. The Training Sergeant shall schedule a swearing in ceremony.
6. The Training Sergeant shall issue a Sheriff’s Office identification card and badge, Standard Operating Procedures manual and equipment (see G-3300 Uniforms).
7. The Training Sergeant shall schedule the new deputy for the Sheriff's Office training program (see G-8400 Training Program).

B. Hiring- Non-Sworn Employees: All non-sworn employees shall undergo and pass a pre-employment background investigation (see G-5210 Pre-Employment Background Investigation) prior to hire. The new non-sworn employee shall meet with the Office Manager or Training Sergeant who shall assign a current employee to complete an Employee Orientation Form (non-sworn) for the new employee. The following tasks shall be competed:

1. The new employee shall meet with the Sheriff's Office Account Clerk and the County Personnel Department to complete appropriate forms.
2. The Office Manager shall coordinate with the Training Manager and/or Training Sergeant to schedule training.
3. Upon completion of training, the Office Manager shall assign the new employee to a specific position.

C. Resignation: The Administrative Commander or his or her designee shall be responsible for processing resigning employees. Employees wishing to resign should contact the Administrative Commander; if a resignation letter is received by any other employee it shall be forwarded to the Administrative Commander. Employees who voluntarily resign prior to the age of fifty-five (55) shall also adhere to the following procedures.

1. If an employee wishes to resign prior to age fifty-five (55), he or she shall notify an administrative commander. An administrative commander shall provide and explain a Separation of Service packet. The administrative commander shall complete a Separation of Service Information form.
2. The administrative commander shall provide the employee with a Resignation Letter for his or her signature.
3. The administrative commander shall also provide the employee with an Exit Questionnaire to be returned to Sarpy County Personnel.
4. The administrative commander shall complete an Acceptance Letter and provide the Resignation Letter and the Acceptance Letter to the Sheriff. The administrative commander shall provide a signed copy of the Acceptance Letter to the employee.
5. The administrative commander shall notify, by memorandum, Payroll and the employee’s chain of command regarding the employee’s pending separation.
6. The administrative commander shall make arrangements for the return of any issued equipment (see G-3300 Uniforms).
7. At the pre-arranged time, the administrative commander or his or her designee shall meet with the employee and ensure all issued material and equipment are returned. Upon confirmation that all material and equipment has been returned the administrative commander shall notify, by memorandum, the command staff regarding the employee's separation. The administrative commander shall also notify Payroll to complete the separation process including the final pay-out.

8. The administrative commander or his or her designee shall ensure that all files and records, including the employee's training file, are placed in the employee's personnel file and the file shall be placed into the Past Employee file.

D. Retirement: In cases of retirement (fifty-five (55) years of age or older).

1. The employee shall notify an administrative commander. An administrative commander shall provide and explain a Separation of Service packet.

2. The employee may request to take up to eight (8) weeks of accrued vacation or compensatory time.

3. The employee shall receive payment for remaining accrued vacation, compensatory, and sick-time according to the current FOP contract.

4. The administrative commander or his or her designee shall then complete the applicable procedures above (section C, 1 through 8) for a retirement.

E. Termination: At the time an employee is terminated by the Sheriff, he or she shall immediately meet with the Administrative Commander.

1. The Administrative Commander shall immediately take the employee's staff identification and key card.

2. The Administrative Commander shall notify the employee that he or she is not allowed in any Sheriff's Office facility without a designated escort. The Administrative Commander shall notify all employees, by memorandum, of the individual's separation and that he or she is not permitted in any Sheriff's Office facility without an escort.

3. The Administrative Commander shall explain and provide a Separation of Service Packet. The employee shall be provided a letter of termination signed by the Sheriff.

4. The Administrative Commander or his or her designee shall then complete the above procedures (section C, 6 through 8) for a resignation.
F. **Separation of Sworn-Employees:** Any final change of status or separation from the department, shall require the completion of a Personnel Change of Status form by the Training Sergeant. As required by law, this form shall be submitted to the Nebraska Law Enforcement Training Center.

G. **Exit Interview:** All employees who resign, retire or are terminated shall be requested to participate in an exit interview with the Sarpy County Personnel Office. The Administrative Commander shall be responsible for requesting and scheduling the exit interview as soon as possible after the employee’s separation from the Sheriff’s Office. The exit interview shall be utilized to determine potential improvements to the Sheriff’s Office specifically the hiring and training processes.
I. Purpose:

The purpose of this policy is to establish the guidelines for conducting pre-employment background investigations.

II. Policy:

The Sarpy County Sheriff's Office shall conduct pre-employment background investigations on all potential employees. No offer of employment shall be made until a thorough background investigation is completed. Information obtained during the investigation shall be held in strict confidence and only released to Sheriff's Office personnel directly involved in the pre-employment process.

III. Procedures for Sworn Applicants: Steps A. through E. shall be completed prior to Merit Commission Certification of the hiring list. The certified list containing three (3) candidates standing highest on the eligibility list for the position to be filled shall be forwarded to the Sheriff and he shall appoint one (1) of the three (3) persons certified.

A. Application Review: The Training Sergeant shall review all applications received by the pre-determined deadline and assess a point value to items using an objective pre-set scale. Any applicant with a score of thirty (30) or more shall be removed from consideration for employment in a sworn capacity.

B. Initial Background Investigation: The Training Sergeant shall assign the Backgrounds- Account Clerk to complete the initial pre-employment background investigation for sworn employees. The Background-Account Clerk shall conduct the background investigation adhering to the following procedures. Additional inquiries may be directed by the Sheriff, Chief Deputy, or Administrative Commander.
1. **Criminal History:** The Backgrounds-Account Clerk shall:
   a) Obtain the applicant's criminal history including NCIC, NCIS, and local checks.
   b) Obtain the individual's driver's license abstract.
   c) Contact the individual's local law enforcement jurisdiction to obtain prior criminal history.

2. **Report Number:** The Backgrounds-Account Clerk shall obtain a report number from Communications. This report number shall be used for all information reports regarding the background investigation. Information reports shall be completed for each stage of the background investigation. All information shall be maintained in a background investigation file.

3. **Employment References:** The Backgrounds-Account Clerk shall gather information on all past and present employment references including the following:
   a) Dates of employment.
   b) Position Held.
   c) Circumstances surrounding resignation/termination.
   d) Eligibility for rehire.

4. **Personal References:** The Backgrounds-Account Clerk shall gather information on all personal references including the following:
   a) How long the reference has known the applicant and in what capacity.
   b) Describe the applicant’s general reputation among his/her family and friends.
   c) The applicant strengths and weaknesses.
   d) Has the applicant has a relationship with a significant other of an abusive nature?
   e) Does the reference have any concerns about this applicant working in law enforcement?
   f) Do any other references know the applicant?

5. **Credit Report:** The Backgrounds-Account Clerk shall obtain a current credit report for the applicant.

C. **Pre-Interview:** A pre-interview shall be completed for each potential sworn employee. The pre-interview shall be scheduled by the Training Sergeant and take place prior to the background investigation and may include the Sheriff, Chief Deputy, command officers, FTO/JTO Supervisor(s), the Training Sergeant and a
polygraph examiner. Only those candidates successfully completing the pre-interview shall move onto a background investigation.

D. Background Investigation Completed by Deputy:

In-Home Interview: The Professional Standards Commander shall arrange for a sworn employee to interview the applicant at his or her residence to:

a) Resolve any issues concerning the application.
b) Have the applicant complete Sheriff's Office questionnaire.
c) Provide information regarding the Sheriff's Office and required training.
d) Additional References: The Sworn employee completing the in home interview shall attempt to contact neighborhood and employment references not listed on the application. Contact should be made in person, if possible.

E. Polygraph Examination: The applicant shall undergo a polygraph examination. The polygraph investigator shall be responsible for scheduling the date and time to complete the examination. The polygraph examination report shall be included in the background investigation file.

F. Sheriff's Interview: Once all investigative steps are completed, the applicant is eligible for an interview with the Sheriff and the staff responsible for the final hiring decision. The investigating deputy may be called upon to conduct further investigation after the interview as directed by the Sheriff.

G. Personality Inventory: After a conditional offer of employment is made by the Sheriff, the applicant shall be scheduled to complete a personality inventory. A copy of the results, which include a rating of the predicted risk the applicant poses if hired, shall be included in the background investigation file.

H. Medical Examination: After a conditional offer of employment is made by the Sheriff, the applicant shall be scheduled to complete a medical examination.

I. Command In-Home Interview: After a conditional offer of employment is made by the Sheriff and the applicant has completed both the personality interview and medical examination the Command In-Home Interview shall be scheduled by a command officer. The command officer shall visit with the applicant and his or her family members at the applicant’s residence to answer any questions or concerns they may have regarding employment with the Sarpy County Sheriff’s Office.

IV. Non-Sworn Applicants: The Sheriff's Office is responsible for completing background investigations on Non-Sworn Sheriff’s Office employees, county employees and civilians, when requested. Unless specific requests have been made, the extent of the
background completed shall be determined by the Professional Standard Unit (see Background Levels below).
BACKGROUND LEVELS

Level 1
- Sarpy County Criminal History
- Douglas County Criminal History
- NCIC (National Criminal History)
- NCJIS (State)
- Credit Report
- DD214- (If applicable)
- Education References
- Personal References
- Employment History
- Polygraph
- In Home Interview

Level 2
- Sarpy County Criminal History
- Douglas County Criminal History
- NCIC (National Criminal History)
- NCJIS (State)
- Credit Report
- DD214- (If applicable)
- Education References
- Personal References
- Employment History
- Polygraph

*Tracker Program

Level 3
- Sarpy County Criminal History
- Douglas County Criminal History
- NCIC (National Criminal History)
- NCJIS (State)
- Credit Report

(CONTINUED ON NEXT PAGE)
BACKGROUND LEVELS

Continued

Level 4
- [ ] Sarpy County Criminal History
- [ ] Douglas County Criminal History
- [ ] NCIC (National Criminal History)
- [ ] NCJIS (State)

Level 5
- [ ] Sarpy County Criminal History
- [ ] Douglas County Criminal History
- [ ] NCIC (National Criminal History) including QNP.
- [ ] NCJIS (State)

Level 6
- [ ] NCIC (National Criminal History)

Level 7
- [ ] Sarpy County Criminal History
APPLICANT LEVEL

**Level 1**
- Sheriff Sworn
- Dispatcher's
- Nurses

**Level 2**
- Sheriff Non-Sworn
- ESO's
- JJC Employees
- Cooks

**Level 3**
- County Personnel
  (Courthouse employees, maintenance, fleet services)

**Level 4**
- Clergy
- Volunteers/Interns
- JJC FT Teachers
- JJC PT Teachers
- Ride Along Participants

**Level 5**
- Gun Permits

**Level 6**
- Red Light Permits
- Sex Offenders

**Level 7**
- Military Recruits
- OPM (Office of Personnel Management)
- Personal Background requests
Tami L. Steensma

Address: 6156 S. 185th Avenue, Omaha, NE 68135
Phone: 402-630-5860  E-mail: tsteensma@sarpy.com

Education

University of Nebraska-Omaha
B.S. Criminal Justice, Magna Cum Laude / August 1990-May 1995

Work History

Director of Juvenile Services
October 29, 2015-present  Sarpy County Sheriff's Office

Deputy Director of Juvenile Services
July 1, 1995-October 28, 2015  Sarpy County Sheriff's Office

C.A.R.E. Officer
March 12, 1992-June 30, 1995  Sarpy County Sheriff's Office

Job Duties:
- Direct and administer operational activities pertaining to various programs in and involving the Juvenile Justice Center (JJC).
- Responsible for the Juvenile Services Division.
- Establish and maintain effective working relationships with clients, supervisors, county employees, elected officials, attorneys, law enforcement, judges, other agencies, and the general public.
- Responsible for the day to day operations as well as the management functions of the Juvenile Services Division.
- Investigate and respond to grievances filed by juveniles or their parents in a timely and objective manner.
- Review processes and procedures of the JJC on a regular basis and implementing policies and procedures to improve operations.
- Assist in the development of policies and procedures for the division in order to implement directives from the Sheriff and comply with applicable laws and regulations.
- Ensure that sufficient staff are assigned to each area making adjustments as needed to ensure proper staffing.
- Assign juvenile services staff to special assignments based on specific skills.
- Oversee performance evaluations, discipline and internal investigations for assigned staff.
- Assist in ensuring adherence to regulation and statues established by local, state and federal agencies.
- Assist in the budget preparation and implementation process working with appropriate county staff in the purchasing bid process and capital expenditures.
Tami L. Steensma

Conferences
Heartland Juvenile Services Association Conference, Annually, Omaha, NE 2000-2015
Behavioral Health Consumers and the Criminal Justice System: A Community Summit at UNO, Omaha, NE, April 2015
11th Joint Conference on Juvenile Services, Richmond, VA, October 2005
10th Joint Conference on Juvenile Services, Grand Rapids, MI, October 2004
14th Annual National Juvenile Services Training Institute Conference, Indianapolis, IN, June 2002
The Nebraska Federation of Business and Professional Women, April 2002
Nebraska Juvenile Justice Association Conference, 2000, 2002
Young Women’s Leadership Conference, Panel Presenter, February 1997
Safe and Drug Free Schools and Communities: Building Prevention Partnerships Conference, Presenter, Hastings, NE September 1997
Summer G.R.E.A.T. Presenter 1995-present

References
Larry Gendler, Sarpy County Juvenile Court Judge
402-593-5918
Robert O’Neal, Sarpy County Juvenile Court Judge
402-593-2288
Ellen Brokofsky, Probation Administrator
402-471-2141
Dr. William Wakefield, UNO Professor
402-554-3568
Jodi York, Chief Probation Officer, Sarpy County
402-740-4235
Katherine “Kit” Lemon, Chief Deputy U.S. Probation
402-661-7500
Georgie Scurfield, Sarpy County CASA Director
402-593-2259
Dennis Marks, Sarpy County Public Defender
402-593-5933
Dr. Kim Saum-Mills, Personal
402-504-0948
Jami Kotera, Personal
402-960-0329
GENERAL PURPOSE

Under the general supervision of the Sheriff, Chief Deputy or designee, performs a variety of highly skilled administrative, professional and supervisory work related to the operations of the CARE Program, Staff Secure Holdover Facility, Day/Evening Reporting Center, Booking/Intake, Assessment Center, Educational Programming, SCEP School, Court and Drug Court hearings, Medical and Mental Health Unit and the Truancy Program requiring extensive responsibility and independent judgment. In addition, an incumbent in this position is responsible for performing all essential functions and possessing the knowledge, skills, minimum requirements, and abilities required of the ranks of Coordinator, Supervisor, Sr. JSO and JSO.

SUPERVISION EXERCISED

Supervise and assist in training staff, volunteers and interns. In addition to functions and duties as outlined in the job description, incumbent must comply with Civil Service policies and regulations, collective bargaining agreements, county policies, and laws to create a cooperative, safe, respectful and quality work environment.

ESSENTIAL FUNCTIONS

Plan, coordinate, manage, monitor, supervise and evaluate the Juvenile Services Division operations in order to carry out the goals and policies of the Sheriff's Department management. Formulate programs or policies to alleviate deficiencies.

Coordinate and create procedures for the Juvenile Services Division in order to implement directives from the Sheriff.

Develop and implement a comprehensive Staff Secure program with alternatives; determine strategic forecasts for the division through prioritizing projects and activities and preparing long and short term plans and recommendations.

Develop and maintain effective working relationship with County staff, elected officials, law enforcement agencies, fire/rescue agencies, other governmental agencies, the media, service agencies, and the general public.

Evaluate in-service and continuing education opportunities for staff; make recommendations for to divisional training needs.
JOB DESCRIPTION

Promote a safe working environment for all employees through various activities, including, but not limited to, safety awareness education, review and recommendation of safety policies, enforcement of safety procedures and reporting work-related accidents.

Complete or review finding reports concerning actions of employees within the Juvenile Services Division; responsible for the review of findings on internal investigations conducted on divisional personnel.

Provide effective leadership by being a positive role model by being visible, accessible, and encouraging participation by staff while supporting team and individual efforts.

Assign areas of responsibility, perform personnel functions including appraisals, selection, commendation and disciplinary actions; ensure employees adhere to departmental directives and the SOP at all times; document violations and administer disciplinary action as needed.

Ensure that personnel are assigned to shifts, assign staff to special assignments as the needs arise for their specific skills, monitor approval and/or denying requests for leave, overtime compensation time and training when staff issue is at a minimum.

Complete detailed and accurate reports and other official records that document activity or involvement in all incidents; review subordinate reports to ensure the content and form are detailed, accurate and complete according to departmental procedures; forward reports to appropriate personnel.

Compose and respond to correspondence related to assigned division activities, personnel, policies and procedures.

Conduct periodic performance evaluations and planning sessions for assigned personnel. Review performance and training results in order to determine effectiveness and implement any modifications. Counsel assigned personnel on job performance and disciplinary matters.

Ensure adherence to regulation and statues established by local, state and federal agencies, including but not limited to the OJJDP Act, Staff Secure Holdover Guidelines, Jail Standards, as well as internal policy.

Create and maintain liaison relationships with federal, state and local agencies, community service agencies, as well as the Juvenile Probation Office, Juvenile Court and other Juvenile Justice Professionals.

Meet with elected or appointed officials, other law enforcement and corrections officials, community and business representatives and the public on all aspects of the division's activities.

Attend conferences and meetings to keep abreast of current trends in the field; represent the Staff Secure Facility in a variety of local, county, state and other meetings.

Assist in the implementation of an active public relations program, including providing information to the media, addressing the concerns of citizen groups and representatives of organizations, and making public addresses and appearances.
JOB DESCRIPTION

Maintain Program and Juvenile Justice Center records and prepare statistical and written reports on the operations and program activities. Prepare professional programmatic recommendations to the Sheriff's Department Administration and the Juvenile Court.

Monitor the facility for adherence to Federal, State and local standards including the fire code.

Respond to complaints or requests from clients, families, attorneys, or the courts regarding condition of the clients or the actions of the staff at the Juvenile Justice Center or CARE Program.

Provide a safe and staff secure detainment of minors, both male and female. Ensure that service programs are in place to meet the minor's needs and to provide the minors with skills to make positive changes while in custody.

Supervise and coordinate the preparation and presentation of an annual budget for the Juvenile Services Division; direct the implementation of the division's budget; plan for and review specifications for new or replacement equipment.

Assist the Director of Finance for the County, in determining the annual per diem rate and to update the contract with other agencies who house youth at the Juvenile Justice Center.

Prepare quarterly reports on grant-funded programs operated within or by the Juvenile Justice Center.

Review staffing patterns and take action to minimize overtime and to operate within and in consideration of the budget.

Report to work with regular, predictable, and consistent attendance.

Peripheral Duties

Coordinate activities with supervisors from other County departments; exchange information with other law enforcement agencies, and obtain advice from the County Attorney, and Prosecutor's Office regarding cases, policies and procedures.

Coordinate and supervise the training, assignment, and development of subordinate law enforcement officers.

Schedule and conducts meetings.

Analyze, maintain, and recommend improvements to departmental equipment, supplies and facilities.

Serve as a member of various committees as assigned.

Perform other duties as directed and assigned.
MINIMUM QUALIFICATIONS

Education and Experience
Bachelor's degree* from an accredited college or university in criminal justice, psychology, sociology, teaching, or specialization dealing with juveniles or related social service area.

Seven (7) years of experience working with juveniles and their families in the Sarpy County Juvenile Justice secure detention facility required.*.

Four (4) years of supervisory and management experience*.

*Approved combination of education, training, and/or work experience that would provide equivalent knowledge, skills, and abilities may be considered and substituted for the stated education and/or experience.

Special Requirements
Must be 21 years of age or older.

Must possess and maintain throughout employment a valid Driver's License, as well as meet eligibility requirements of "acceptable driver standards" as defined by the County.

Must successfully pass extensive background checks, including but not limited to criminal history records check.

Necessary Knowledge, Skills and Abilities
Extensive knowledge of juvenile standards as set by local, state and federal legislation and guidelines

Ability to apply basic principles and techniques of supervision including:
- Knowledge of principles and techniques of supervision
- Ability to provide leadership to all Division personnel
- Ability to communicate with the public
- Ability to communicate with other law enforcement agencies

Ability to guide individuals to accomplish various tasks

Working knowledge of the Juvenile Justice System and the Sarpy County Juvenile Justice Center's policies and procedures

Working knowledge of local, state, and federal safety and security requirements of a juvenile detention center

Working knowledge of, and ability to use, computers and be proficient in use of Microsoft Office and Adobe software programs

Ability to exercise sound, independent judgment and reasoning to address situations not previously experienced

Ability to communicate effectively, in English, both verbally and in writing
JOB DESCRIPTION

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations

Ability to write reports, business correspondence and procedure manuals

Ability to effectively present information and respond to questions from employees, clients and the general public

Ability to follow directions and express ideas clearly both written and orally

Ability to supervise subordinates and attain maximum performance

Ability to meet situations analytically and objectively and to record them in a clear, concise manner (oral or written form)

Ability to command personnel in stressful situations

Ability to maintain the confidentiality of all departmental communications, documents and correspondence

Ability to deal with the general public in a courteous and tactful manner

Ability to perform job duties efficiently while managing frequent interruptions

Ability to perform job duties with efficiency, thoroughness, accuracy, attention to detail while managing frequent interruptions

Ability to organize work effectively with attention to detail and be able to work independently

Ability to operate tools and equipment including, but not limited to computer, including word processing and specialized software, law enforcement radio, phone, typewriter, calculator, fax machine, scanner, copy machine, County vehicle, law enforcement radio, handcuffs, breathalyzer, pager, first aid equipment, and other equipment necessary to perform the essential functions of the job

PHYSICAL DEMANDS AND WORK ENVIRONMENT

The physical demands and working environment described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work requires some physical activity including frequent periods of standing/remaining upright and walking/moving about as well as occasional sitting/remaining stationary, bending, twisting, stooping, running and reaching as well as balancing and shifting from knees to standing position when restraining combative juveniles. The incumbent must possess the hand-eye coordination and manual dexterity necessary to operate/manipulate equipment (use hands to finger, handle, or feel objects/tools). The employee must occasionally lift and/or move up to 25 pounds or up to 200 pounds as a team when assisting in the physical restraint of a combative juvenile.
Required sensory abilities include vision, hearing, smell, and touch. Visual abilities, correctable to normal ranges, include close, distance, and color vision as well as the depth perception and the ability to adjust focus. Communication abilities include the ability to talk (verbal exchange) and hear within normal ranges.

Work is performed indoors in a Staff secure detention facility on an assigned shift supporting a 24 hour, 7 day a week operation as well as outdoors in varying weather conditions when assigned home visit duties. Outdoor work involves exposure to temperature extremes, high humidity, adverse weather conditions, dirt, dust, and loud noise. Work involves the potential for contact with or exposure to infectious/communicable diseases, blood borne pathogens, and infectious materials.

Work requires close interaction with juveniles and may be difficult or physically/emotionally challenging when dealing with those who are irate or verbally abusive, their family members, or when dealing with critical situations. The noise level is typically moderate with occasional exposure to loud noise.

Work hours include holidays, weekends, call-ins, and irregular duty assignments. Work may be fast-paced when dealing with multiple priorities and time constraints as well as interruptions. Work hours are subject to call 24 hours a day, 7 days a week in the event of a crisis.

SELECTION GUIDELINES

Formal application, rating of education and experience, interview, reference checks, successful completion of a national criminal background check, successful completion of a pre-employment drug screen, and other job related tests or checks as may be required.

DISCLAIMER

The job description is current as of the date signed. Any omission of specific statements does not exclude them from the position if they are similar, related, or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Elected Official: [Signature] Date: 10-8-15

Human Resources Director: [Signature] Date: 10-9-15
MICHELLE SIDERS
1609 Ridgeview Drive, Papillion, NE 68046
Cell: 402-630-3238
mksiders@cox.net

PROFESSIONAL SUMMARY

Motivated individual who works efficiently under pressure and makes sound decisions. Exceptional team leader with an outstanding work ethic.

SKILLS

- Administration experience
- Proactive mindset
- Hiring and recruitment knowledge
- Strong decision-making ability with sound judgment
- Works well under pressure
- Attention to detail
- Conflict resolution skills
- Crisis and emergency communications
- Clear communication skills
- Persuasive communication style
- Self-motivated professional
- Financial administration
- Project development/planning/coordination
- Data management
- Report development
- Excellent multi-tasking ability
- Documentation expertise
- Community-based planning
- Team leadership and building
- Culturally-sensitive

WORK HISTORY

Deputy Director (December 2015)  
November 2000 to Current
Pat Thomas Juvenile Justice Center - 9701 Portal Road Papillion, Ne 68046

- Monitored employee work and developed improvement plans as needed for future and day to day activity within the Staff Secure Detention Center, Reporting Center, CARE, PASS and Tracker Programs.
- Evaluated youth progress toward completing terms of Program contracts and addressed difficulties.
- Monitored employee work and developed improvement plans as needed for the future and day to day activity for the Mental Health, Medical Health and Education Programs within the Justice Center.
- Review and respond to all assessment and substance abuse needs.
- Sourced qualified volunteers and contractors to provide program resources.
- Assessed current trends to assist with decision making.
- Applied juvenile justice research to design up-to-date programs and grant funding requests.
- Compiled statistical data for monthly, quarterly and annual reports. Complete grant reports in a timely manner.
- Supervised invoice processing and payment transactions to ensure appropriated grant funding spending and calculation.
- Initiated crisis intervention by following official crisis communication policy and training.
- Collaborated with court professionals, area law enforcement, mental health professionals, treatment providers, education professionals and youth/families.
- Ensure safety and security for all youth, staff and general public within the Pat Thomas Juvenile Justice Center.
- Respond to crisis and emergencies in staff secure detention and Programs.
- Complete all memorandums, reports, line investigations in a timely and professional manner.

EDUCATION

Bellevue University
Bellevue, NE
Bachelor of Science: Criminal Justice

CERTIFICATIONS

Medication Aid Certified
Trained in both PPCT and Mandt
Victim Impact to Juveniles Offenders Trainer
Health Care Provider CPR Instructor
Moral Recognition Therapy Instructor
Prison Rape Elimination Act (PREA) Instructor
Girls and Boys Town Common Sense Parenting Instructor
Preliminary Breath Test Licensed
General Notary Public
Medtox Trained

ACCOMPLISHMENTS

Accomplishments at Pat Thomas Juvenile Justice Center
2001 Promoted to Senior Juvenile Service Officer
2002/03 Developed Sarpy County Juvenile Assessment Center
2003 Developed Substance Abuse Testing method/data base
2006 Promoted to Supervisor
2006 Promoted to Supervisor of Support Services
2006/07 Developed Juvenile Evening Reporting Center
2009 Developed Truancy Program (PASS)
2011 Secured grant funding through Region 6 and developed Mental Health Team at Justice Center
2012 Promoted to Coordinator of Support Services
2013 Secured grant funding through Sherwood Foundation and developed Day Reporting Center
2014 Developed Sarpy County Tracker Program
2015 Promoted to Deputy Director

AWARDS/RECOGNITION

01/19/2015 - Sheriff Office Recognition: Letter of Recognition
07/25/2012 - Departmental Commendation
2008 - Non Sworn Employee of the Year Award
05/24/2005 - Division Commanders Recognition

REFERENCES available upon request
CLASS TITLE: Deputy Director
DEPARTMENT: Sheriff
DIVISION: Juvenile Services
DATE: March 2006
REVISION DATES: 5/12; 6/14; 11/15

GENERAL PURPOSE

Under the general guidance and direction of the Director or designee, performs a variety of skilled administrative, professional and supervisory work related to the operations of the CARE Program, Staff Secure Holdover Facility, Day/Evening Reporting Center, Booking/Intake, Assessment Center, Educational Programming, SCEP School, Court and Drug Court hearings, Medical and Mental Health Unit and the Truancy Program requiring considerable responsibility and independent judgment. In addition, an incumbent in this position is responsible for performing all essential functions and possessing the knowledge, skills, minimum requirements, and abilities required of the ranks of Coordinator, Supervisor, Sr. JSO and JSO.

SUPERVISION EXERCISED

Supervise and direct the duties of the Coordinators, Supervisors, Sr. JSO’s and JSO’s. In addition to functions and duties outlined in the job description, incumbent must comply with Civil Service policies and regulations, collective bargaining agreements, county policies, and laws to create a cooperative, safe, respectful and quality work environment.

ESSENTIAL FUNCTIONS

In the absence of the Director, direct and administer operational activities pertaining to various programs in and involving the Juvenile Justice Center (JJC).

Assist in the planning, coordination, supervision and evaluation of the Juvenile Services Division operations in order to carry out the goals and policies of the Sheriff’s Department management.

Assist in the formation of programs, policies, and/or procedures to alleviate deficiencies and to implement directives from the Sheriff.

Review processes and procedures of the JJC (e.g., detainee daily care, food and medical services, educational services, transportation services, etc.) on a regular basis and implement policies and procedures to improve operations.
JOB DESCRIPTION

Establish and maintain effective working relationships with clients, supervisors, County employees, elected officials, attorneys, law enforcement, judges, other agencies, and the general public.

Provide effective leadership by being a positive role model by being visible, accessible, and encouraging participation by staff while supporting team and individual efforts.

Manage the day to day operations as well as the personnel functions of the Juvenile Services Center.

Provide instruction and directions to staff as received by the Director.

Ensure that sufficient personnel are assigned to each area, making adjustments as needed to ensure proper staffing levels.

Assign juvenile services staff to special assignments based on specific skills.

Coordinate the information gathered and work accomplished by various juvenile services staff;

Monitor the approval and/or denying requests for leave, overtime, compensation time and training.

Administer and process grievances, maintains division discipline, and monitor the conduct and general behavior of assigned personnel; review and complete findings of internal investigations.

Investigate and respond to grievances filed by juveniles or their parents/guardians in a timely and objective manner.

Oversee the evaluation process and planning sessions for assigned personnel; review performance and training results in order to determine effectiveness, implement any modifications, and counsel assigned personnel on job performance and disciplinary matters.

Assist in the performance of the personnel functions including appraisals, commendation and disciplinary actions and insure adherence to policies and procedures.

Assist in the selection, supervision, review, monitoring, and approval of the training and orientation program for all juvenile services staff.

Direct the development and maintenance of record organization and retention programs that adhere to applicable laws and regulations.

Complete detailed and accurate reports and other official records that document activity or involvement in all incidents; review subordinate reports to ensure the content and form are detailed, accurate and complete according to departmental procedures; forward reports to appropriate personnel.

Assist in maintaining Program and Juvenile Justice Center records and prepare statistical and written reports on the operations and program activities.

Prepare professional programmatic recommendations to the Sheriff's Department Administration and the Juvenile Court.
JOB DESCRIPTION

Assist in ensuring adherence to regulation and statues established by local, state and federal agencies, including but not limited to, the OJ JDP Act, Staff Secure Holdover Guidelines, Jail Standards, as well as internal policy.

Assist in the budget preparation and implementation process, and work with appropriate County staff in the purchasing bid process, evaluation and review of specifications, and capital expenditures.

Respond to citizen complaints in a timely manner, referring to appropriate agencies as needed.

Respond to escalated issues that arise after regular hours.

Report to work with regular, predictable, and consistent attendance.

Peripheral Duties

Provide information to news media as needed and according to established department policies and procedures as directed.

Represent the department at various committees and forums in the community.

Attend conferences and other informational sessions to maintain current knowledge of juvenile law enforcement practices.

Serve as a member of various committees as assigned.

Perform other duties as directed and assigned.

MINIMUM QUALIFICATIONS

Education and Experience

Bachelor's Degree from an accredited college or university in Criminal Justice, Psychology, Sociology, Education, or specialization dealing with juveniles or related social service area required*.

Five (5) years' experience working with juveniles and their families in a staff secure detention facility required*.

Two (2) years' experience as a Supervisor or Coordinator at the Sarpy County Juvenile Justice Center required.

*Approved education or work experience beyond that required which provides equivalent knowledge, skills, and abilities may be considered and substituted for the stated education or general experience.

Special Requirements

Must possess and maintain throughout employment a valid Driver's License, as well as meet eligibility requirements of "acceptable driver standards" as defined by the County.

Must successfully pass extensive background checks, including but not limited to criminal history records check.
JOB DESCRIPTION

Necessary Knowledge, Skills and Abilities

Ability to apply basic principles and techniques of supervision including:

• Knowledge of principles and techniques of supervision
• Ability to provide leadership to all Division personnel
• Ability to communicate with the public
• Ability to communicate with other law enforcement agencies
• Ability to guide individuals to accomplish various tasks

Working knowledge of the Juvenile Justice System and the Juvenile Justice Center's policies and procedures

Working knowledge of local, state, and federal safety and security requirements of a juvenile detention center

Working knowledge of, and ability to use, computers and be proficient in use of Microsoft Office and Adobe software programs

Skill in controlling escalated situations with those in detention

Ability to supervise subordinates and attain maximum performance

Ability to exercise sound, independent judgment and reasoning to address situations not previously experienced

Ability to read, analyze, and interpret professional journals, technical procedures, or governmental regulations

Ability to write reports, business correspondence and procedure manuals

Ability to effectively present information and respond to questions from employees, clients and the general public

Ability to follow directions and express ideas clearly both written and orally

Ability to meet situations analytically and objectively and to record them in a clear, concise manner (oral or written form)

Ability to command personnel in stressful situations

Ability to maintain the confidentiality of all departmental communications, documents and correspondence

Ability to deal with the general public in a courteous and tactful manner

Ability to perform job duties with efficiency, thoroughness, accuracy, attention to detail while under pressure and/or managing frequent interruptions

Ability to organize work effectively with attention to detail and be able to work independently or as part of a team

Ability to navigate stressful situations while maintaining composure

Ability to understand and follow exacting verbal and written instructions
JOB DESCRIPTION

Ability to prioritize work and carry out assigned projects to completion

Ability to communicate effectively, in English, both verbally and in writing

Ability to operate tools and equipment including, but not limited to computer, including word processing and specialized software, law enforcement radio, phone, typewriter, calculator, fax machine, scanner, copy machine, County vehicle, law enforcement radio, handcuffs, breathalyzer, pager, first aid equipment, and other equipment necessary to perform the essential functions of the job

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Required sensory abilities include vision, hearing, smell, and touch. Visual abilities, correctable to normal ranges, include close, distance, and color vision as well as the depth perception and the ability to adjust focus. Communication abilities include the ability to talk (verbal exchange) and hear within normal ranges.

Work is performed indoors in a staff secure detention facility on an assigned shift supporting a 24 hour, 7 day a week operation as well as outdoors in varying weather conditions when assigned home visit duties. Outdoor work involves exposure to temperature extremes, high humidity, adverse weather conditions, dirt, dust, and loud noise. Work involves the potential for contact with or exposure to infectious/communicable diseases, blood borne pathogens, and infectious materials.

Work requires close interaction with juveniles and may be difficult or physically/emotionally challenging when dealing with those who are irate or verbally abusive, their family members, or when dealing with critical situations. The noise level is typically moderate with occasional exposure to loud noise.

Work hours include holidays, weekends, call-ins, and irregular duty assignments. Work may be fast-paced when dealing with multiple priorities and time constraints as well as interruptions. Work hours are subject to call 24 hours a day, 7 days a week in the event of a crisis.
JOB DESCRIPTION

SELECTION GUIDELINES

Formal application, rating of education and experience, interview, reference checks, successful completion of a national criminal background check, successful completion of a pre-employment drug screen, and other job related tests or checks as may be required.

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Department Head: ___________________________ Date: 11-10-15

Human Resources Director: ___________________________ Date: 11/10/15
Kelley L. Robidoux
7414 S. 170th St. – Omaha, Ne 68136 – (402)301-5676
krobidoux@sarpy.com

EDUCATION

University of Nebraska at Omaha  
Omaha, NE
Bachelor’s Degree in Psychology, 2000/December 2005

University of Nebraska at Lincoln  
Lincoln, NE
Pursuing Bachelor’s Degree in Psychology 1999/2000

EXPERIENCE

Sarpy County Sheriff’s Office/Juvenile Services  
Papillion, NE
Juvenile Justice Center

2004-2005

• Worked as a Juvenile Service Officer directly supervising youth in a staff secure setting.
• Worked as JSO conducting visits at houses of youth assigned to the electronic monitoring program.

2005-2008

• Was promoted to rank of Senior Juvenile Service Officer. Still worked directly supervising youth, but would become the acting supervisor in the absence of the assigned supervisor. This role also required more experience and responsibility.
• Was assigned to the Court Services position. This position required I take the youth to court and report on their behavior. Set up evaluations and programs ordered by the courts. Act as a liaison with the court personnel and juvenile service professionals.

2008-2012

• Was promoted to the rank of Supervisor. Directly supervised youth, as well as staff assigned to my shift. Was responsible for leading the team and writing evaluations. Made decisions regarding the treatment and placement of youth.

2012-Feb 2016

• Promoted to the Rank of Operations Coordinator. I oversee the Staff Secure facility and our staff, organize training and maintain records, develop and revise policy and procedures, and work as part of an administrative team making decisions that affect the staff and youth at our facility and involved in our programs.
Kelley L. Robidoux  
7414 S. 170th St. – Omaha, Ne 68136 – (402)301-5676  
krobidoux@sarpy.com

Feb 2016-Current

- Transferred to the Support Services Coordinator position. I oversee the Support Services programs and staff, to include; C.A.R.E., P.A.S.S., Tracker, Day Reporting Center, Evening Reporting Center, SCEP School, Day School, Mental Health Services, Medical Health Services, Court Services and mentoring.

TRAINING and EXPERIENCE

- Pressure Point and Control Tactics (PPCT) Instructor
- CPR and First Aid Instructor
- Suicide Prevention in Law Enforcement Instructor
- Mandt (de-escalation techniques) certified
- Training Officer certified
- Instructor Development certification
- World of Difference participant (Anti-Defamation League/Anti-bias course)
- PREA Certified Facilitator
- PREA Coordinator

AWARDS and RECOGNITIONS

- **Sheriff’s Office Letter of Recognition** received for creating and implementing an alternative to detention program called “Luv a Lamb”.
- **(1/18/15) Division Commander’s Recognition** received for assistance given during a critical incident at the JJC.
- **(10/13/15) Sheriff’s Office Letter of Recognition** received for assisting in the planning, training and implementation of the new OSL software program.

COMMITTEES

- Juvenile Detention Alternative Committee (JDAI) Data Committee Co-Chair
- JDAI Steering Committee Member
- JDAI Collaborative Committee Member
- FOP Non-Sworn Contract Negotiation Committee
- Sarpy County Employee Recognition Committee
JOB DESCRIPTION

CLASS TITLE: Coordinator
DEPARTMENT: Sheriff
DIVISION: Juvenile Services
DATE: May 2012
REVISION DATES: 12/15

GRADE: JJC Coordinator
FLSA: Non Exempt
UNION: FOP Non Sworn
LOCATION: JJC
CLASS#: 

GENERAL PURPOSE

Under the general supervision of the Deputy Juvenile Justice Center Director or designee, performs a variety of skilled professional, administrative, technical, and supervisory work related to the operations of the Juvenile Justice Center requiring considerable responsibility and independent judgment.

SUPERVISION EXERCISED

Supervise and assist in training staff, volunteers and interns. In addition to regular work assignments as outlined in the job description, incumbent must comply with Civil Service policies and regulations, collective bargaining agreements, county policies, and laws to create a cooperative, safe, respectful and quality work environment.

ESSENTIAL FUNCTIONS

Oversee the daily operations of the JJC including facility, operations and detention areas for assigned shift providing for the welfare and security of juveniles.

Establish and maintain effective working relationships with clients, supervisors, County employees, elected officials, attorneys, law enforcement, judges, other agencies, and the general public.

Direct, supervise and monitor the work activities of the Shift Supervisors as well as staff members assigned to a specific shift.

Ensure assigned staff maintain accurate, clear, and concise documentation of facility events in appropriate logbooks and reports relevant to their job responsibilities.

Review staffing patterns and develop work schedules to minimize overtime while providing sufficient staff for 24 hour shift coverage.

Develop and submit reports associated with the operation of the facility.

Review and respond appropriately to all complaints, grievances and appeals from detainees and staff, investigating claims in a timely manner.

Respond to questions from detainees, families, attorneys and courts within scope of authority and level of expertise.

Administer established detainee conduct and discipline policies and procedures in a consistent and unbiased manner.
JOB DESCRIPTION

Review policies and procedures for the JJC on an ongoing basis making recommendations to improve operations.

Implement approved changes and ensure that revisions are disseminated to affected staff.

Develop and implement training programs for staff at the JJC, evaluating curriculum on a regular basis to ensure pertinent and quality outcomes.

Coordinate, direct and monitor the educational and recreational programming for all juveniles at the Juvenile Justice Center ensuring compliance with applicable guidelines.

Ensure all programming is conducted in adherence to department policy and procedure to ensure the safety and security of the youth, staff and visitors.

Coordinate and monitor various programs (e.g., CARE Program, Tracker Program, Pass Program, etc.) including researching and implementing alternatives to detention.

Develop and monitor programs to ensure that detainee’s emotional and physical needs are met.

Perform investigations from complaints in a timely and thorough manner including writing reports and advising Deputy Director as needed.

Work with County staff to develop and report grants, presenting to County Board for approval.

Ensure proper reporting occurs with each grant in a timely and accurate manner.

Oversee and monitor the delivery of medical and/or psychological/therapeutic services and medications to residents in partnership with medical staff.

Ensure treatment programs (e.g., education, mental health services, therapy, etc.) occur as scheduled to provide for the benefit of residents.

Work with parent/guardian to develop and implement plans for juveniles to comply with rules and regulations.

Oversee the operations of the SCEP School, Day School, Day/Evening Reporting Center ensuring compliance to standard operating procedures.

Partner with community and county agencies (e.g., School Districts, County Attorney, Juvenile Court, etc.) in order to promote and monitor programs.

Prepare annual Programming budget including financial and grant reporting.

Prepare intake screening and assessment of juveniles entering the JJC which includes screening for medical, mental health and/or substance abuse alerts while gathering social, biological and family information.

Manage key control system and software to ensure security of the JJC.

Perform scheduled and unscheduled rounds to inspect operations, identify any maintenance or sanitation issues, confiscate any harmful or hazardous materials and ensure that work orders are created for any maintenance or repairs.
JOB DESCRIPTION

Respond immediately to all emergency and crisis situations at the JJC, providing direction to staff as determined by circumstances.

Notify the Deputy Director/Director of emergency situation and contact proper authorities (e.g. law enforcement) as needed.

Ensure that the food service program is in compliance with Federal and State Licensing regulations.

Report to work with regular, predictable, and consistent attendance.

Peripheral Duties

Act as the Deputy Director in the absence of the Deputy Director and Director.

Serve as a member of various committees as assigned.

Perform other duties as directed and assigned.

Report to work with regular, predictable, and consistent attendance.

MINIMUM QUALIFICATIONS

Education and Experience

Bachelor's Degree from an accredited college or university in Criminal Justice, Psychology, Sociology, Education, or specialization dealing with juveniles or related social service area required*.

Four (4) years' experience working with juveniles and their families in a staff secure detention facility required.

Two (2) years’ experience at the rank of Supervisor at the Sarpy County Juvenile Justice Center required.

*Approved work experience beyond that required which provides equivalent knowledge, skills, and abilities may be considered and substituted for the stated education.

Special Requirements

Must possess and maintain throughout employment a valid Driver’s License, as well as meet eligibility requirements of "acceptable driver standards" as defined by the County.

Must successfully pass extensive background checks, including but not limited to criminal history records check.
JOB DESCRIPTION

Necessary Knowledge, Skills and Abilities:

Considerable knowledge of the Juvenile Justice System and the Sheriff’s Department policies and procedures
Considerable knowledge of local state and federal safety and security requirements within a juvenile detention center
Ability to apply basic principles and techniques of supervisor to plan, organize and guide individuals to accomplish various tasks
Ability to organize work effectively with attention to detail and be able to work independently or as part of a team
Ability to exercise sound judgment and respond appropriately to emergency situations
Ability to supervise the work activities of subordinates and operate within defined organization structure
Ability to plan, assign, direct and supervise work of subordinates
Ability to prepare and supervise the preparation of clear, accurate and comprehensive recommendations and reports
Ability to perform basic mathematical calculations, utilizes correct grammar, spelling and punctuation
Ability to maintain the confidentiality of all departmental communications, documents and correspondence
Ability to work flexible hours
Ability to work under pressure and/or frequent interruptions
Ability to navigate stressful situations while maintaining composure
Ability to understand and follow exacting verbal and written instructions
Ability to prioritize work and carry out assigned projects to completion
Ability to communicate effectively, in English, both verbally and in writing
Ability to operate tools and equipment including, but not limited to computer, including word processing and specialized software, law enforcement radio, phone, typewriter, calculator, fax machine, scanner, copy machine, County vehicle, law enforcement radio, handcuffs, breathalyzer, pager, first aid equipment., and other equipment necessary to perform the essential functions of the job

PHYSICAL DEMANDS AND WORK ENVIRONMENT

The physical demands and work environment described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential tasks.
JOB DESCRIPTION

Work requires some physical activity including frequent periods of standing/remaining upright and walking/moving about as well as occasional sitting/remaining stationary, position self (e.g. bending, twisting, stooping, running and reaching as well as balancing and shifting from knees/prone to standing/upright position when restraining combative juveniles. The incumbent must possess the hand-eye coordination and manual dexterity necessary to operate/manipulate equipment (use hands to finger, handle, or feel objects/tools). The employee must occasionally lift and/or move up to 25 pounds or up to 200 pounds as a team when assisting in the physical restraint of a combative juvenile.

Required sensory abilities include vision, hearing, smell, and touch. Visual abilities, correctable to normal ranges, include close, distance, and color vision as well as the depth perception and the ability to adjust focus. Communication abilities include the ability to talk (verbal exchange) and hear within normal ranges.

Work is performed indoors in a Staff secure detention facility on an assigned shift supporting a 24 hour, 7 day a week operation as well as outdoors in varying weather conditions when assigned home visit duties. Outdoor work involves exposure to temperature extremes, high humidity, adverse weather conditions, dirt, dust, and loud noise. Work involves the potential for contact with or exposure to infectious/communicable diseases, blood borne pathogens, and infectious materials.

Work requires close interaction with juveniles and may be difficult or physically/emotionally challenging when dealing with those who are irate or verbally abusive, their family members, or when dealing with critical situations. The noise level is typically moderate with occasional exposure to loud noise.

Work hours include holidays, weekends, call-ins, and irregular duty assignments. Work may be fast-paced when dealing with multiple priorities and time constraints as well as interruptions. Work hours are subject to call 24 hours a day, 7 days a week in the event of a crisis.

SELECTION GUIDELINES

Formal application, rating of education and experience, interview, reference checks, successful completion of a national criminal background check, successful completion of a pre-employment drug screen, and other job related tests or checks as may be required.
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Department Head: [Signature] Date: 12-10-15

Human Resources Director: [Signature] 12/17/2015
PROFESSIONAL SUMMARY
I am a motivated team player, working in a fast-paced and challenging environment, focused on providing services in the best interest of high-risk youths. I take pride in my work, and am dedicated to promoting the services offered.

PROFESSIONAL SKILLS
- Exceptional work ethic
- Strong worker, alone and with a team
- Works well under pressure and in crisis
- Exceptional communication skills
- Self-motivator
- Skillful mediator
- Anxious to learn
- Quick grasp of new concepts
- Word-Excel-Powerpoint proficient
- Sensitive to cultural needs
- Knowledgeable of juvenile court system
- Strong decision-making ability
- Accepting of feedback
- Multi-tasking
- Cerebral and Innovative
- Team-builder and motivator

WORK HISTORY (2000-Present)
Juvenile Justice Center Supervisor (2007)
- Monitor daily activities of employees assigned to the housing area of the facility
- Monitor daily activities of employees assigned to the C.A.R.E. house-arrest program
- Evaluate progress of youths court-ordered to the C.A.R.E. and Tracker programs
- Compose reports and memorandums as needed for court hearings
- Respond to crisis and emergencies within the SCSO Juvenile Justice Center, and those pertaining to C.A.R.E.
- Oversee maintenance of county-issued vehicles at the SCSO Juvenile Justice Center
- Maintain communication with probation, court officials, HHSS Hotline staff, and law enforcement personnel in regard to pertinent issues with youths in our custody
- Guide C.A.R.E. parents towards more efficient supervision and communication with their children
- Compile monthly statistical information for youths on C.A.R.E.
- Complete yearly performance memorandums for employees under my supervision

ACCOMPLISHMENT & RECOGNITION AT SCSO JUVENILE JUSTICE CENTER
2002 Groundwork development of structured educational programming
2003  Promotion to Senior Juvenile Service Officer
2005  HJSA Leader of the Year Award
2007  Promotion to Supervisor
2010  Sheriff Letter of Recognition

PROFESSIONAL EDUCATION AND TRAINING
1999  Bachelor of Arts; University of Nebraska, Psychology (Pre-Medicine)
2005  Masters Degree; Nebraska Wesleyan University, Behavioral Forensic Science

ADDITIONAL TRAINING AND CERTIFICATION
MANDT trained
PPCT trained
Meal Pattern Training
First-Aid/CPR certified
Medication Aid certified
PREA trained
Victim Impact to Juvenile Offenders trained
Preliminary Breath Test licensed
NCIC/LRMS certified
MDC (road patrol software)
JDAI trained
Electronic Monitoring equipment & website trained
OSL trained (employee scheduling)
General Notary Public

PERSONAL HOBBIES
Forensic science, skating (roller & ice), piano/synthesizer, ballet, art, scary movies/books,
classical music, obscure 80’s music, Sims 3, Resident Evil

REFERENCES
Available upon request
Mark Beles
15315 Papio Street, NE 68138 • (402) 657-5082 • mjbeles@cox.net

» Professional summary
Highly self-motivated with the passion for working with at risk juveniles. Over 12 years of experience assisting the youths in the community I live in.

» Education

Metropolitan Community College (1986-1988)
Diploma-Law Enforcement

University of Nebraska at Omaha (1988-1992)
Diploma-Criminal Justice

» Certifications
Pressure Point Control Tactics (PPCT) 2010
First Aid 2010
CJIS Security 2016
Preliminary Breath Test (PBT) 2010
MANDT 2015
Cardiopulmonary Resuscitation (CPR) 2014
PREA (Prison Rape Elimination Act) 2016

» Work Experience

Sarpy County Sheriff's Office Juvenile Services Papillion, Nebraska
Juvenile Service Supervisor December 2012-Current

- Oversee the daily operations for the Children At Risk Education (CARE) Program.
- Prepare reports for Juvenile Courts on each client in the CARE Program.
- Responsible for inventory of monitor tracking equipment (GPS).
- Responsible for billing of monitor tracking equipment monthly.
- Meet and discuss on each client in the CARE Program bi-weekly with all Sarpy Juvenile Probation Officers.
- Communicate regularly with parents and assist the family in establishing effective communication, structure and discipline.
- Complete yearly evaluations of each subordinate working the CARE Program.
**Senior Juvenile Service Officer March 2008-December 2012**

- Assist Juvenile Service Supervisor.
- Review rules with parent/guardian of juveniles and ensure understanding prior to being placed on the program.
- Prepare reports on each client in the CARE Program.
- Conduct personal check of clients at residence on daily basis.
- Monitor alarms and whereabouts of clients in the CARE Program.

**Juvenile Service Officer December 2002-March 2008**

- Restrain youth and deals with behavior problems as necessary in accordance with the prescribed guidelines.
- Conduct searches of youth and rooms to locate contraband, and conduct night perimeter checks to identify unusual situations and ensure building security.
- Observe youth behavior and maintain awareness of juvenile’s emotional and physical needs including, but not limited to, signs of depression, suicide, disturbances or escape plans.
- Expose youth to adaptive and social skills training, and teaches and mentors responsibility and self-control and ensure youth attend required educational classes.

**G&K Services** Papillion, Nebraska

*Sales, February 2001-December 2002*

- Delivery of customers uniforms and floor mats.
- Responsible for billing on a weekly basis.
- Sales for new product.
- Responsible for sizing new uniforms.

**Omaha World Herald**, Omaha, NE

*District Supervisor, February 1993-May 2001*

- Responsible for hiring and training of all youth/adult newspaper delivery carriers.
- Responsible for calculating payroll for all newspaper delivery carriers.
- Customer service relations for all Northeast customers.
- Coordinate all social events for carriers (Field Days, Pancake Man, Annual Awards Night)

**Boys Club of Omaha**, Omaha, NE

*Aquatics Director May 1992-January 1993*

- Supervise and direct swimming program for youths.
- Instructed CPR and First aid for youths.
- Responsible for managing all swimming activities for youths.
- Responsible for maintaining working conditions for pool.

References

Rick Palmer: 402.850.6737 Shift Supervisor  
Michael Riggs: 402.880.6857 Pharmaceutical Sales Representative  
Jeff Nordbrock: 402.660.5758 Sarpy County Sheriff’s Office Deputy
PROFESSIONAL EXPERIENCE:

Juvenile Service Supervisor (October 2015-Present)

- Work directly with Coordinator/Assistant Director/Director for day to day operations.
- Supervision of Staff in day to day operations
- Interaction with school and court professionals daily
- Mentoring of both Youth and Staff under direct supervision
- All the responsibilities of a Senior Juvenile Service Officer and Juvenile Service Officer

Senior Juvenile Service Officer (July 2006-October 2015)

- Work directly with Supervisor in day to day operations
- Assume Supervisor responsibilities when Supervisor is not available or not on duty
- Supervision of Staff in day to day operations
- All the responsibilities of a Juvenile Service Officer

Juvenile Service Officer (December 2003 –July 2006)

- Conduct assessments on newly admitted juveniles offenders
- Supervise male and female juvenile offenders between the ages of 12-18 in a staff-secured detention center
- Coordinate daily educational activities for detained youth
- Perform daily visits to juvenile placed on house arrest, Tracker or Truancy programs
- Prepare documentation and correspondences from home visits
- Transport juvenile offenders to court and attend proceedings
- Testify in court, develop court reports, and provide recommendations for further court proceedings
- Provide crisis intervention
- Supervise contact between parents and youth
- Provide both written and verbal updates to professionals involved and along with parents/guardians
- Conduct regular urine analysis screenings

Federal Probation Office Internship (August 2002-March 2003)

- Co-facilitated initial interviews with offenders and magistrate pre-trials
- Investigated and researched offenders’ past criminal and personal history
- Developed pre-sentence reports
- Attended court proceedings and submitted report findings
- Conduct initial and follow up interviews with offenders
- Performed supervisory road-work duties to include home visits, monitor checks, searches, and assistance to offenders
- Developed court reports
- Submitted parole recommendations and revocations to court officials

**VOLUNTEER EXPERIENCE**

*Tom Osborne Teammates Program (Fall 1999-Spring 2000)*
- Mentored and tutored underprivileged youth

**EDUCATION:**

*University of Nebraska @ Omaha (1999-2003)*
- Bachelor of Science Degree in Criminal Justice
- Minors in Communications and Sociology

*University of Nebraska @ Omaha*
- In pursuit of Master’s of Science in Criminal Justice with an emphasis in Counseling
- 30 hours of graduate courses completed

**SPECIALIZED TRAINING/SKILLS:**
- American Heart Association CPR Training
- Preliminary Breath Testing
- 12 hr. Medication Management Course
- Certified MANDT Instructor
JOB DESCRIPTION

CLASS TITLE: Supervisor-Shift  GRADE: Supervisor
DEPARTMENT: Sheriff  UNION: FOP Non-Sworn
DIVISION: Juvenile Services  FLSA: Non-Exempt
DATE: March 2006  LOCATION: JJC
REVISION DATES: 8/14; 9/15

GENERAL PURPOSE

Under the general supervision of the Coordinator Operations or designee, performs a variety of skilled administrative and supervisory work related to Juvenile Justice Center (JJC) operations requiring moderate responsibility and independent judgment.

SUPERVISION EXERCISED

Supervise and assist in training staff, volunteers and interns. In addition to regular work assignments as outlined in the job description, incumbent must comply with Civil Service policies and regulations, collective bargaining agreements, county policies, and laws to create a cooperative, safe, respectful and quality work environment.

ESSENTIAL FUNCTIONS

Supervise operations of the Juvenile Justice Center (JJC) during non-business hours. Establish and maintain effective working relationships with clients, supervisors, County employees, elected officials, attorneys, law enforcement, judges, other agencies, and the general public. Ensure orderly operation of the Holdover Facility according to established policies and procedures. Monitor staffing levels for all areas of the JJC to ensure coverage and adjust for any absences or time off. Review shift events with staff and ensure any issues are documented and relevant information is transferred to the next shift. Ensure coverage for upcoming shift and approve or deny time related requests (e.g., Vacation, Sick, Comp Time, etc.). Conduct shift roll call and document daily safety inspections of the facility in accordance with the Standard Operating Procedures (SOP). Ensure daily log is accurately completed in a timely manner, informing superiors of all urgent issues. Assist in the review, evaluation and development of program, policies and procedures for various department duties and operations. Coordinate and evaluate youth brought into detention by law enforcement to ensure youth meet mandated guidelines for admittance.
JOB DESCRIPTION

Supervise intake and release processes to ensure compliance with established policies and procedures.

Ensure that all services (e.g., recreation, visits, educational services, counseling, etc.) are conducted in a safe and secure manner and adhere to established policies and procedures.

Ensure that staff and clients adhere to all security procedures and that clients in the residential area are inspected for contraband upon arrival, following court hearings, recreation and visitations.

Respond to emergencies situations (e.g., fire, medical, security, etc.), by following established policies and procedures.

Review complaints and grievances and resolve or participate in resolution with superiors.

Perform regular inspections of facility and ensure any maintenance requests are submitted in a timely manner.

Coordinate housekeeping activities and overall sanitation of the facility.

Submit orders of operational supplies (e.g., detainee clothing, personal hygiene supplies, paper products, etc.) as needed to appropriate personnel.

Perform assigned personnel functions including training and orientation of new employees.

Report to work with regular, predictable, and consistent attendance.

Peripheral Duties

Work on special projects as assigned or directed.

Contribute constructively in meetings and department activities.

Attend workshops/seminars as assigned.

Perform other duties as assigned.

MINIMUM QUALIFICATIONS

Bachelor's degree* from an accredited college or university in criminal justice, psychology, sociology, teaching, or a related social service area with a specialization in juveniles.

Must have one (1) year of continuous experience in the rank of Sr. JSO and a total of (3) years' experience working with the juveniles and their families in a staff secure detention facility required and currently holding the full time rank of Sr. JSO at the Sarpy County Juvenile Justice Center.

*Approved combination of training and/or work experience beyond that required which provides equivalent knowledge, skills, and abilities may be considered and substituted for the stated education.
JOB DESCRIPTION

Special Requirements
Must be 21 years of age or older.
Must possess and maintain throughout employment a valid Driver's License, as well as meet eligibility requirements of “acceptable driver standards” as defined by the County.
Must successfully pass extensive background checks, including but not limited to criminal history records check.

Necessary Knowledge, Skills and Abilities
Considerable knowledge of the Juvenile Justice System and the Sheriffs Department policies and procedures
Considerable knowledge of communication techniques
Ability to provide leadership to the Juvenile Services Staff
Ability to exercise sound judgment and respond appropriately to emergency situations
Ability to plan, assign, direct supervise the work activities of subordinates and operate within defined organizational structure
Ability to perform basic mathematical calculations, utilize proper grammar, spelling and punctuation
Ability to maintain the confidentiality of all departmental information
Ability to work flexible hours and on an "on-call" basis
Ability to work under pressure and/or frequent interruptions
Ability to navigate stressful situations while maintaining composure
Ability to understand and follow exacting verbal and written instructions
Ability to prioritize work and carry out assigned projects to completion
Ability to communicate effectively, in English, both verbally and in writing
Ability to operate a computer, calculator, printer, scanner, fax, copier, phone, law enforcement radio, control panels, locking/unlocking doors, alarms, mace, approved restraints, breathalyzer, first aid equipment, and other equipment used to perform the essential functions of this job

PHYSICAL DEMANDS AND WORK ENVIRONMENT
The physical demands and working environment described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work is performed indoors in a Staff secure detention facility on an assigned shift supporting a 24 hour, 7 day a week operation as well as outdoors in varying weather conditions when assigned home visit duties. Outdoor work involves exposure to
JOB DESCRIPTION

temperature extremes, high humidity, adverse weather conditions, dirt, dust, and loud noise. Work involves the potential for contact with or exposure to infectious/communicable diseases, blood borne pathogens, and infectious materials. Work requires close interaction with juveniles and may be difficult or physically/emotionally challenging when dealing with those who are irate or abusive, their family members, or when dealing with critical situations. The noise level is typically moderate with occasional exposure to loud noise.

Work hours include holidays, weekends, call-ins, and irregular duty assignments. Work may be fast-paced when dealing with multiple priorities and time constraints as well as interruptions. Work hours are subject to call 24 hours a day, 7 days a week in the event of a crisis.

Work requires some physical activity including frequent periods of standing/remaining upright and walking/moving about as well as occasional sitting/remaining stationary, bending, twisting, stooping, running and reaching as well as balancing and shifting from knees to standing position when restraining combative juveniles. The incumbent must possess the hand-eye coordination and manual dexterity necessary to operate/manipulate equipment (e.g., use hands to finger, handle, or feel objects/tools). The employee must occasionally lift and/or move up to 25 pounds or up to 200 pounds as a team when assisting in the physical restraint of a combative juvenile.

Required sensory abilities include vision, hearing, smell, and touch. Visual abilities, correctable to normal ranges, include close, distance, and color vision as well as the depth perception and the ability to adjust focus. Communication abilities include the ability to talk (verbal exchange) and hear within normal ranges.

SELECTION GUIDELINES

Formal application, rating of education and experience, interview, reference checks, licensure verification, successful completion of a national criminal background check, successful completion of a pre-employment drug screen, and other job related tests may be required.

DISCLAIMER

The job description is current as of the date signed. Any omission of specific statements does not exclude them from the position if they are similar, related, or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.
Clarence E. Harris

Accomplishments

- Twenty-seven years in the Marine Corp.
- Small unit leader
- Platoon Sergeant
- Unit Supervisor over young Marines

Professional Experience

Sarpy County Juvenile Services, Papillion, NE 09/2007 – Present
- Children at Risk Education Care Officer
- Mentor juveniles about changing their behaviors
- Give guidance to the parents.
- Set up services for the juvenile and family

FedEx – Council Bluffs, IA • 04/2006– Present
- Deliver packages to commercial and residential businesses.

United States Marine Corps – San Diego, CA • 06/1979 – 07/2006
- Twenty-seven years of service
- Small unit leader of Fire Direction Control
- Platoon Sergeant: managed from 50-200 Marines
- Commander Unit Leader: supervisor over all the unit leaders
- Instructor over Officers and Enlisted
- Drill Instructor developing young men into US Marines
- Recruiter: prospected young civilians to become Marines. Educated them on the challenges and positives of the Marine Corps. Prepared them to be ready for the ASVAB and the training.
- Recruiter instructor: trained current Marines on how to prospect communicate; work with school officials and presentations for the ROTC program, structure analysis with Chamber Commence.
- Desert Strom War

Programming and Software Skills

Microsoft Visual Basic, HTML, Microsoft Office, Microsoft Windows, Adobe PhotoShop and Illustrator

Education

High School Graduate – Bryan High • Omaha, NE 1979
Marine Corps Institute Camp Pendleton CA
National Community College San Diego CA
IBM Instructor Course Washington D.C.
War Fighting College Quantico, Virginia
Objective

My objective is to continue to assist the families of Sarpy County while building working relations with my co-workers. I strive to be a positive role model for the juveniles while being a leader to my peers.

Education

Bellevue East High School (2005-2009)  
Diploma

University of Nebraska at Omaha (2009-2010)

Metropolitan Community College (2015-Current)  
Degree in Progress.

Certifications

Pressure Point Control Tactics (PPCT)  
First Aid  
Medication Dispensing  
Preliminary Breath Test (PBT)  
Defensive Driving  
Cardiopulmonary Resuscitation (CPR)

Work Experience

Sarpy County Sheriff’s Office Juvenile Services  Papillion, Nebraska  
Juvenile Service Officer November 2015-Current

- Restrain youth and deals with behavior problems as necessary in accordance with the prescribed guidelines.
- Conduct searches of youth and rooms to locate contraband, and conduct night perimeter checks to identify unusual situations and ensure building security.
- Observe youth behavior and maintain awareness of juvenile’s emotional and physical needs including, but not limited to, signs of depression, suicide, disturbances or escape plans.
- Complete documentation s needed for any incidents or damage that occurs.
- Control noise level, behavior, and diffuse potentially escalating situations
- Expose youth to adaptive and social skills training, and teaches and mentors responsibility and self-control and ensure youth attend required educational classes.
- Maintain “watch sheet” for designed clients who are identified as high risk (acting out, behavioral, medical conditions, etc.) reporting any unusual behavior, conditions or activities to the supervisor.
- Coordinate, direct, and monitor individual and group activities.
• Monitor medication intake and alert nurse to any detainees medical issues.
• Respond to medical emergencies, consult with supervisor, and take appropriate action in strict accordance with established procedures.

**Children At Risk Education (CARE) Program**

• Review rules with parent/guardian of juveniles and ensure understanding prior to being placed on the program.
• Communicate regularly with parents and assist the family in establishing effective communication, structure and discipline.
• Prepare reports on each client in the CARE Program.
• Collect specimens as needed to screen for substance abuse.
• Establish and monitor tracking equipment for each client in the program based on predetermined schedules.
• Conduct phone check of clients, approve outings, and make necessary schedule changes.
• Monitor alarms and make changes to schedule as needed.
• Serve as a member of various committees as assigned.

**Youth Attendant March 2014-November 2016**

• This position is responsible for the direct supervision, care and safety of juveniles placed in the custody of the Sarpy County Sheriff’s Department for placement in the Holdover Facility at the Juvenile Justice Center.
• The Youth Attendant directs and monitors the daily activities of the juveniles and maintains security, order and discipline.

**Thanksgiving! Lutheran Church** Bellevue, Nebraska  
*Youth Director, February 2013-May 2014*

• Youth leader for all Junior and Senior High students.
• Responsible for coordinating and executing all youth events.
• Lead Junior high group every Wednesday night.
• Lead Senior high every Sunday night.
• Coordinate two Senior High mission trips. First to Rapid City, SD. The second to Chicago, IL.
• Coordinate one Junior High mission trip to Okoboji, IA.
• Liaison for the church to communicate with the families of our youth.
• Be a positive role model and leader for all youth.

**Pentagon Federal Credit Union**, Papillion, NE  
*Mortgage Specialist, February 2013-May 2013*

• Receive incoming mortgage applications and input them into our system.
• Schedule appraiser appointments as well as other appointments for the clients.
• Calling and emailing customers to make sure information is correct on their applications.
**First National Bank of Omaha**, Omaha, NE  
*Loan Operation Specialist* August 2012-May 2013  
- Accepting and applying payments to customer mortgage and second mortgage accounts.  
- Responsible for routine maintenance on accounts for customers in Colorado, Kansas, Illinois, and Nebraska.  
- Researching past payments, calculating interest for payoffs, and back-dating payments to reflect different interest amounts.  
- Responsible for maintaining communication with other departments and assisting with information they did not have access to.

*Customer Service Representative* November 2011-August 2012  
- Customer service was the primary responsibility while working in the First National Bank customer service call center.  
- Telephone communication for the entire duration of the shift.  
- Responsible for Castle Bank (Illinois), Colorado, Nebraska, and Kansas accounts.  
- Inform customers of their balances, payments made, research fraudulent activity, and any other inquiries that the customer would have.  
- Cross-trained with online technical support.  
- Assisted customers with accessing their online accounts  
- Diagnose technical difficulties with the website as well as general website navigation.

**Securitas Security USA** Omaha, NE  
*Shift Supervisor* January 2011-October 2011  
- Responsible for performing patrols of the First National Bank campus in downtown Omaha which included safe rooms, teller lines, cash rooms, generator rooms, utility rooms, and also the Omaha Press Club restaurant.  
- Responsible for the safety of my guards and the general public.  
- Work hands on with members of the First National Bank security personnel as well as members of the Omaha Police Department.

*Flex Officer* November 2010-January 2011  
- Bike patrol and Access Control.  
- Working first, second, and third shifts as needed.  
- File reports for property damage, vandalism, and assist with escorts.

**Hy-Vee** April 2006-November 2010  
- Customer service.  
- Responsible for making the fruit baskets and filling custom orders.  
- Would assist with running a front-end register.  
- Fill and maintain the produce section.

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**References**

Dave Carter: 402.690.0689 Senior Project Consultant  
Nick Greiner: 402.201.8334 Bellevue Police Officer  
Martha Todd PHD, ARPN-NP: 402.280.2044 Associate Professor Creighton University College of Nursing  
Art Grell: 218.340.1742  
Mark Beles. 402.657.5082 Sarpy County Sheriff’s Office Juvenile Services CARE Unit Supervisor
Marlo Wofford  
6509 N 49th St.  
Omaha Ne.68104  
402-210-5062 yikes73@gmail.com

OBJECTIVE

Enthusiastic, skilled Criminal Justice graduate seeking employment in a challenging position in a growing company where I can utilize my criminal justice degree.

Education

Bachelor of Applied Science: Criminal Justice GPA 3.0 January 2010

Kaplan University, Omaha, NE

WORK EXPERIENCE

Juvenile Service Officer July 2011-Present

Sarpy County Sheriff's Juvenile Justice Center Paillion, Ne.

Working with at Risk Juveniles on the Truancy/Tracker/GPS System. Monitoring juvenile’s daily activities, going into the homes and providing better alternatives to getting juveniles back on track, working in conjunction with Probation/Courts, also mentoring.

Direct Support Staff February 2014-Present

Addiction Behavioral Health Services Omaha, Ne.

Provide support for juveniles with Addictions, monitoring youth overnight, wake them up for breakfast and school.

Support Services February 2011- January 2014

Omni Behavioral Health Omaha, Ne.
Provided services for young adults to older adults with mental disabilities. Working with them on a daily basis, offering support, leadership and helping them with basic life skills to maintain an average lifestyle. Dealt with behavior issues but also provided them with skills to become a productive citizen.

Visitation Specialist July 2010-December 2010
Capstone Behavioral Health Omaha, Ne.
Transport children to visit their biological parents at a safe and neutral location. Observed and transcribed all interactions, also redirected conversations as needed.

Security- Custom Protection Officer December 2007-July 2010
Wackenhut Corp, Omaha, Ne.
Provided Security for Google: observe and reported any situations that may have been hazardous to client and fellow officers. Also provided office work for Project Manager

First Comp, Omaha, Ne. June 2007- December 2007
Customer Service: Helped Customers with existing insurance plans, up-selling

Social Services: Internship
Lutheran Family Services, Omaha, Ne. March, 2007-May, 2007
Assisting social workers with all areas of adoption services: Office work, filling, data entry, answering phones

Facility Maintenance
Five Star Cleaning, Omaha, Ne. May, 2005-June, 2007
Maintenance and part-time supervisor of six subordinates
D & K Cleaning, Omaha, NE May, 2004- January, 2005
Customer Service

Mutual of Omaha, Omaha, NE June, 2001- February, 2004

Medicare Examiner: Provided customer service and information to Medicare providers
JOB DESCRIPTION

CLASS TITLE: Juvenile Services Officer
DEPARTMENT: Sheriff
DIVISION: Juvenile Justice Center (JJC)
DATE: March 2008
REVISED DATE: 3/13; 7/14, 9/15, 11/15

GENERAL PURPOSE
Under the general supervision of the Shift Supervisor or designee, performs a variety of semi-skilled administrative and supervisory work for the juveniles detained or on release requiring moderate responsibility and independent judgment.

ESSENTIAL FUNCTIONS

HOLDOVER FACILITY
Coordinate, direct and monitor the daily activities of juveniles in the Holdover Facility.
Establish and maintain effective working relationships with clients, supervisors, County employees, elected officials, attorneys, law enforcement, judges, other agencies, and the general public.
Maintain security, order and discipline to prevent disturbance, escapes and ensure the safety of residents, staff and the community.
Perform intake and orientation functions according to established procedures including interviewing, booking and establishing criteria for admittance or release from detention.
Search and remove personal property from detained youth providing approved clothing and hygiene articles and bed assignments.
Maintain documentation of behavioral incidents and observation of residents and monitor residents physical location at all times.
Review resident information from the previous shift and report activities to next shift.
Ensure documentation (e.g., behavior, evaluations, booking sheets, etc.) on residents is up to date and accessible to staff.
Ensure visitors are authorized and monitor activities during visiting hours, searching detainees after visitation.
Respond to calls and route or handle detainee requests.
Release juveniles and returns personal property according to established procedures.
Maintain and enforce security procedures for youth and staff.
Resolve differences and disagreements among youths, and intervene in youth altercations.
Restrain youths and deals with behavior problems as necessary in accordance with prescribed guidelines.
JOB DESCRIPTION

Conduct searches of youth and rooms to locate contraband, and conducts night perimeter checks to identify unusual situations and ensure building security.

Observe youth behavior and maintain awareness of juvenile’s emotional and physical needs including, but not limited to, signs of depression, suicide, disturbances or escape plans.

Complete documentation as needed for any incidents or damage that occurs.

Control noise level, behavior, and diffuse potentially escalating situations.

Expose youth to adaptive and social skills training, and teaches and mentors responsibility and self-control and ensures youth attend required educational classes.

Maintain “watch sheet” for designated clients who are identified as high risk (acting out behavior, medical conditions, etc.) reporting any unusual behavior, conditions or activities to the supervisor.

Coordinate, direct, and monitor individual and group activities and appointments (e.g., mealtime, court appearance, medical appointments, recreation, group leisure, classroom education/training, work assignments, etc.).

May escort detainees off campus to appointments, court dates or for other matters.

Demonstrate and provide environment that promotes accountability and appropriate consequences for delinquent behavior.

Monitor medication intake and alert nurse to any detainee medical issue.

Respond to medical emergencies, consult with supervisor, and take appropriate action in strict accordance with establish procedures.

STAFF SUPPORT PROGRAMS (C.A.R.E., TRACKER, AND P.A.S.S.)

Review rules with parent/guardian of juvenile and ensure understanding prior to being placed in the program.

Communicate regularly with parents and assist the family in establishing effective communication, structure and discipline.

Prepare reports on each client in the CARE Program.

Collect specimens as needed to screen for substance abuse.

Establish and monitor tracking equipment for each client in the program based on predetermined schedules.

Conduct phone checks of clients, approve outings and make necessary schedule changes.

Monitor alarms and make changes to schedule as needed.

Serve as a member of various committees as assigned.

Perform other duties as directed and assigned.
MINIMUM QUALIFICATIONS

Education and Experience:
High School diploma or GED equivalent required
Successful completion of Sarpy County training program for the Youth Attendant Position required.

Special Requirements
Must be 21 years or older at time of employment
Must have and maintain throughout employment a valid Driver's License, as well as meet eligibility requirements of “acceptable driver standards” as defined by the County.
Must successfully pass extensive background checks, including but not limited to criminal history records check.

Necessary Knowledge, Skills and Abilities
Knowledge of and ability to enforce and apply departmental Standard Operating Procedures (SOP) and general orders.
Knowledge of the use of Sheriff's Office records and their application to the solution of problem issues
Knowledge of Sheriff's Office responsibilities and ability to use independent judgment in the performance of duties
Ability to operate Electronic Monitoring equipment and GPS
Ability to accept direction from a supervisor
Ability to work flexible hours and over-time
Ability to work with juveniles who are at risk
Ability to operate standard office equipment and other equipment relating to a comprehensive law enforcement program
Ability to prepare of clear, accurate and comprehensive recommendations and reports
Ability to perform basic mathematical calculations, utilize correct grammar, spelling and punctuation
Ability to maintain the confidentiality of all departmental communications, documents and correspondence
Ability to deal with the general public in a courteous and tactful manner
Ability to work under pressure and/or frequent interruptions
Ability to navigate stressful situations while maintaining composure
Ability to understand and follow exacting verbal and written instructions
Ability to prioritize work and carry out assigned projects to completion
JOB DESCRIPTION

Ability to communicate effectively, in English, both verbally and in writing

Ability to operate a computer, calculator, printer, scanner, fax, copier, phone, law enforcement radio, control panels, locking/unlocking doors, alarms, mace, approved restraints, breathalyzer, first aid equipment, and other equipment used to perform the essential functions of this job

PHYSICAL DEMANDS AND WORK ENVIRONMENT

The physical demands and working environment described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work is performed indoors in a Staff secure detention facility on an assigned shift supporting a 24 hour, 7 day a week operation as well as outdoors in varying weather conditions when assigned home visit duties. Outdoor work involves exposure to temperature extremes, high humidity, adverse weather conditions, dirt, dust, and loud noise. Work involves the potential for contact with or exposure to infectious/communicable diseases, blood borne pathogens, and infectious materials. Work requires close interaction with juveniles and may be difficult or physically/emotionally challenging when dealing with those who are irate or verbally abusive, their family members, or when dealing with critical situations. The noise level is typically moderate with occasional exposure to loud noise.

Work hours include holidays, weekends, call-ins, and irregular duty assignments. Work may be fast-paced when dealing with multiple priorities and time constraints as well as interruptions. Work hours are subject to call 24 hours a day, 7 days a week in the event of a crisis. Work requires some physical activity including frequent periods of standing/remaining upright and walking/moving about as well as occasional sitting/remaining stationary, bending, twisting, stooping, running and reaching as well as balancing and shifting from knees to standing position when restraining combative juveniles. The incumbent must possess the hand-eye coordination and manual dexterity necessary to operate/manipulate equipment (use hands to finger, handle, or feel objects/tools). The employee must occasionally lift and/or move up to 25 pounds or up to 200 pounds as a team when assisting in the physical restraint of a combative juvenile.

Required sensory abilities include vision, hearing, smell, and touch. Visual abilities, correctable to normal ranges, include close, distance, and color vision as well as the depth perception and the ability to adjust focus. Communication abilities include the ability to talk (verbal exchange) and hear within normal ranges.
JOB DESCRIPTION

SELECTION GUIDELINES

Formal application, rating of education and experience, interview, reference checks, successful completion of a national criminal background check, successful completion of a pre-employment drug screen, and other job related tests or checks as may be required.

DISCLAIMER

The job description is current as of the date signed. Any omission of specific statements does not exclude them from the position if they are similar, related, or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Department Head: ___________________________ Date: 11-10-15

Human Resources Director: ___________________________ Date: 11-9-15
Davonna G. Conard
9602 S. 10th Street
Bellevue, NE 68147
Home Phone Number: 402-609-0764
Cell Number: 402-609-0764
Email: dacona6464@gmail.com

Work Experience

Victim Advocate Coordinator/Manager (SARC), 2010–2013. Coordinator for both Sexual Assault Prevention and Response (SAPR) and Domestic Violence Program, Bldg. 7790 Mississippistrasse, Wiesbaden Germany. (+49)01613-335-5254.

- Conducted evaluations and psycho diagnostic assessment using evidence-based psychotherapy.
- Coordinated and oversaw program outreach, tracking progress of program effectiveness.
- Served as the single point of contact for coordinating appropriate and responsive care for sexual assault and Domestic Violence victims.
- Applied methods and techniques in program development, and analyze the needs and effectiveness of the Sexual Assault and Domestic Violence programs.
- Provided full range of Department of Defense policies, directives applicable in support of the mission.
- Planned, organized and directed the functions to determine applicable skill level for Unit Victim Advocates (UVA) and Victim Advocates (VA).
- Report annual spending and budget submissions.
- Conducted and oversaw program outreach tracking progress and application of program effectiveness.
- Reported data and trend analysis to Installation Commander as co-chair for the Sexual Assault Review Board (SARB) monthly.
- Ensured programs met Department of Defense Accreditation standards.
- Created Standard Operating Procedures, Rapid Action Plans, submission of budgetary analysis, and quality assurance. (Received Accreditation with Commendation both SA and DV, 2010).
- Coordinated professional interventions at all levels within the civilian and military communities, including law enforcement, social services, health services, and legal services.
- Developed and implemented applicable training measures for Soldiers, their families and age appropriate training for DoDD students as requested.
- Identify operational shortfalls, create solutions and wrote supporting documentation.
**Student Scheduling Counselor and Office Manager**, 2008–2010, Bldg. 1235 Education Center, Lajes Field Azores, Portugal.

- Assisted students in creating class schedules to meet graduation needs of Soldiers.
- Maintained and coordinated scheduled visits of professors, ensuring their accommodations and teaching requirements were met.
- Created and maintained office budget analysis.
- Maintained student confidential files.
- Ensured graduation requirement were being met by students.
- Provided guidance and counseling to students throughout their action plan to reach their educational goals.
- Daily office automation requirements.
- Analyzed program requirements and developed organizational support.
- Coordinated budget preparation and developed plans for community outreach projects.


- Developed and monitored outreach, resource and referral agencies, and identified treatment programs for those needing assistance.
- Served as liaison between local law enforcement, and other allied professional agencies.
- Analyzed program requirements and develop organizational support.
- Coordinated budget preparation and developed plans for community outreach projects.
- Report annual spending and budget submissions.
- Coordinated and oversaw work throughout the many facets of the programs.
- Organized community referrals and resources.
- Facilitated communication between allied agencies and clients.
- Provided non-crisis interventions and referrals and 24/7 on-call crisis line.
- Maintained large distribution lists of other community agencies that could also assist client’s referral and resources.


- Developed and implemented strategic plans combining realistic objectives, time lines and evaluation plans for the Annual Fund Program.
- Managed 15–20 student callers as well as the directed mail and online giving programs of the
foundation while working with external suppliers as required.

- Coordinated with liaisons in the community to provided support for raising funds at organizational levels.
- Facilitate the identification of major gift and planned giving prospects.
- Responsible for the overall database management, gift processing, receipting and stewardship of all donors to the foundation.


- Developed, planned, and implemented public health activities throughout local community.
- Conducted preventive medicine and communicable disease control, occupational health hazards, food safety, and disaster relief programs.
- Established and maintained liaison with medical treatment facilities and local public health agencies to ensure integrated public health programs in place.
- Provided training to implement on-going preventatives and referral of facilities and resources available to public.
- Evaluated public health programs, including effectiveness and compliance.
- Conducted interviews with clients to identify high risk behaviors.

Internship/Unpaid Experience:


- Conducted evaluations and psycho diagnostic assessment using evidence-based psychotherapy.
- Maintained guidelines per Military Directive 6800.01 in regards to child health and safety.
- Developed an education curriculum with learning objectives and outcomes.
- Monitored and reported child development milestones.
- Created activity plans that would assist in the mental, physical and emotional facets of their development.
- Worked Military Family Life Consultants (MFLCs) to monitor any social issues as well as child abuse and neglect.
- Identified short-term and long-term goals in overall child development.
- Maintained confidential records and reports.

Education

- Masters of Arts in Human Relations, 2010, University of Oklahoma – Masters of Arts, Human
Relations, Norman, OK

- Incomplete Bachelors of Science Nursing 2007, G.P.A 3.6, 16 credits short of graduating, University of Alaska Anchorage.
- A.A.S. Natural Sciences, 2007, University of Alaska Anchorage

Certificates and Training

- Certificate of Completion Family Readiness Group Training, ACS 12 hours, February 2012.
- Certificate of Completion of Sexual Assault Response Coordinator Training, 40 hours, Heidelberg, Germany 2011.
- Certificate of Completion of Deployed Sexual Assault Response Coordinator, 30 hours, Heidelberg, Germany 2011.
- SERCO Bribery Certification, 2011.

Accomplishments

- Accreditation with Commendation for both Sexual Assault and Domestic Violence Programs 2011.
- Created a standardized educational and awareness programs for both DoDD middle and high schools 2012.
- Outstanding Job Performance, FMWR Director Schlosser 2012.
- Lajes Field, Azores Education Center, Outstanding Work Ethic Award 2009.
- Standing Together Against Rape (S.T.A.R) Crisis line Volunteer of the Year Award 2009.

Proficiencies:

- Program Management & Project Development
- Community outreach
- Evidence-based treatments and full range of psychiatric disorders.
- Administration, scoring and interpretation of current child intelligence and achievement measures.
- Excellent communication skills (in-person and technological)
- Typing speed: 75 wpm
- Excellent Computer program/access capabilities
- Robert's Rule of Order (Co-Chair Sexual Assault Review Board)
- Writing professional contracts and grants
SUMMARY OF QUALIFICATIONS
Self-motivated and resourceful leader with extensive experience and a strong background in management, training, conflict resolution, and employee development; exceptional communication skills and a demonstrated ability to create and manage cohesive, productive work teams; areas of expertise:

- Operations Management
- Conflict Resolution
- CPR and Child CPR Cert
- Client Account Management
- Project Management
- Effective Leader
- Training
- Customer Relations
- Tracking/Reporting

PROFESSIONAL EXPERIENCE

U.S. Army, Infantry
Fort Riley, Kansas July 2006 – November 2011
- Communications Security COMSEC - Experienced with the proper use and safeguard procedures of secured communications in theater and under combat conditions
- Supervised a team of 5-10 soldiers in all operations both in training and deployed status
- Skilled technical writer, prepared highly sensitive reports for management and command staff and was responsible for the safeguarding and distribution of the reports
- Responsible for supplies and equipment in excess of $10,000,000, charged with ensuring all equipment and supplies were properly maintained while tracking all serial numbers of highly sensitive equipment, weapons, and munitions in the supply system

Security Officer
G4S Secure Solutions, Omaha, NE December 2011 – August 2012
- Operated multiple detection devices to screen persons and vehicles to prevent prohibited articles into restricted areas
- Prepared reports on property damage, theft, presence of unauthorized persons, unusual events, and all medical events that took place
- Monitored and maintained authorized entrance and departure of vehicles, persons, and equipment
- Monitored all in place safety systems such as fire, medical and weather alarms for emergency situations and responded to each accordingly

Security Officer
Ameristar Casino, Council Bluffs, IA Oct 2012 to July 2013
- Worked closely with local city, state, and federal agencies to control and regulate gaming and persons in the institution and on the property.
- Conducted multiple patrols to deter criminal or negative behavior amongst guests and employees alike
- Used email, radio, and cell phones to communicate with leadership and other employees
- Controlled access to all areas of property to minimize or eliminate any risk to profit, assets, or reputation of the company
Mobile Patrol Supervisor
Yale Enforcement Services, Omaha, NE Jan 2014 to May 2014
- Managed and supervised a team of up to 7 Armed Security Officers city wide to respond to all calls being criminal, investigational, medical, or general calls to service
- Maintained accurate and detailed logs of all calls and events during shift
- Used CCTV and routine patrols on foot, bike, and vehicle to deter criminal activity and build rapport with the local community and patrons
- Prepared, collected, and reviewed all reports for management and customers for accuracy and exactness

Merchandiser
Johnson Brothers Liquor Omaha, NE May 2014 to July 2014
- Completed orders and controlled stock levels of supplies in multiple locations city wide to ensure a better product for the business’s and customers
- Loaded and unloaded tools and inventory using many tools such as floor jacks, and lifts to move product to correct placements
- Using serial numbers and close attention to detail, correctly placed product to create and foster a better environment for the customer

Corrections Corporal
Nebraska Department of Correctional Services Omaha, NE July 2014 to Jan 2015
- Supervised and managed work details of inmates both inside and outside of the institution to prevent any contraband being received or moved, to ensure work is done properly, and to prevent escape or other criminal acts
- Controlled, regulated, and advised all inmate income while at the facility to ensure proper usage of funds and to eliminate errors or mishandling on part of the inmate
- Accounted for, logged, and maintained detailed and accurate logs for all tools and equipment within the facility to prevent loss or mishandling of tools
- Counseled and advised inmates daily on behavior, goals, and life choices in preparation for release. Compiled and advised programs and classes to be taken for betterment and training for release

Truancy Tracker Officer
Sarpy County Juvenile Justice Center, Sarpy County Sheriff’s Office Papillion, NE June 2016 to current day
- Supervised and managed tutoring and homework/grades recovery for all juveniles assigned to the PASS Program.
- Conducted and logged urinalysis and breathe alcohol testing for all juveniles assigned to my supervision.
- Provide mentoring and low level counseling to juveniles assigned to the PASS Program for a wide range of life, school, and personal events.
- Taking juveniles on group outings such as bowling, or ice cream events to boost morale, raise self-esteem through activity, and open lines of communication between other juveniles.

EDUCATION
Iowa Western Community College, Council Bluffs, IA August 2013
Kanesville High School, Council Bluffs, IA, May 2006
- High School Diploma
Darlene Harris-Hogan  
2011 N. 25th Street, #207  
Omaha, NE 68111  
402-208-1568

EDUCATION

University of Nebraska at Bellevue  
Bellevue, NE  
Bachelor’s Degree in Criminal Justice, 2002/April 2003

Metropolitan Community College  
Omaha, NE  
Associate Degree in Criminal Justice 1998/2001

EXPERIENCE

Sarpy County Sheriff’s Office/Juvenile Services  
Papillion, NE  
Juvenile Justice Center

2007-Present

• Worked as a Youth Attendant with youth in a staff secure setting.
• Assist in Holdover as needed.
• Working with the PASS Program who youth are referred to the Sarpy County Juvenile Court System due to poor academic attendance.
• Document a daily check list of youth attendance by contacting the schools.
• Maintain current information about the youth’s progress and grades.
• Assist with C.A.R.E., P.A.S.S., Tracker, Day Reporting Center, Evening Reporting Center, SCEP School, and Day School as needed.

TRAINING and EXPERIENCE

• Pressure Point and Control Tactics (PPCT) Training
• CPR and First Aid Training
• Mandt Training
• PREA Training
• OC Training
• Medication Certification
GENERAL PURPOSE

Works under the direction of the Shift Supervisor and/or Sr. Juvenile Services Officer providing direct supervision and using independent judgment in regards to the care of juveniles who are in the custody for placement at the Juvenile Justice Center (JJC) and/or custody of the Sarpy County Sheriff's Department.

ESSENTIAL FUNCTIONS

Coordinate, direct, and monitor the daily activities of juveniles.
Adhere strictly to established departmental policies, procedures, and orders.
Communicate and establish rapport and trust with juveniles to facilitate meaningful interactions, problem solving, and exchange of ideas.
Ensure the confidentiality of all departmental communications, documents, and correspondence.
Review resident pass-on information and reports from previous shift.
Maintain security, order, and discipline to prevent disturbances, escapes, and safety of all residents, staff, and the community.
Process new juveniles including, but not limited to, intake procedures, escorts, and providing orientation to the rules and regulations of the JJC.
Search and maintain a log of behavior incidents, movement and observations, sustain knowledge of room assignments and classifications, and monitor juvenile’s physical location at all times.
Perform intake and release functions according to established procedures, interview and book juveniles, as well as establish criteria for admittance or release from detention.
Review, search, and remove personal property from detained juveniles; provide clothing and hygiene articles; and assign beds.
Search and maintain records pertaining to behavior and personal history; file and/or route forms, records, reports, and evaluations; and complete and file booking sheets with reports on all juvenile’s behavior.
Receive incoming phone calls, and interact with the general public in a courteous and tactful manner.
Route/handle juvenile requests.
Release juveniles and return personal property according to established procedures.
JOB DESCRIPTION

Operate and maintain the security and integrity of the JJC Master Control Room Security System.

Maintain and enforce security procedures, search juvenile’s and facility to locate contraband, conduct perimeter checks, identify unusual situations, ensure building security, and safeguard the juveniles and staff.

Resolve differences and disagreements between juveniles, intervene in altercations, assist in restraining juveniles, deal with behavior problems in accordance with prescribed guidelines, and recommend discipline to supervisor.

Complete incident, damage, discipline, and/or emergency medical reports as well as other records.

Administer preliminary breath tests to juveniles and obtains and tests juvenile urine samples.

Observe juvenile behavior; notice emotional and physical needs; maintain a "watch list" for high risk juveniles showing signs of depression, suicide, disturbance, escape plans, and other potential problems/issues; and report to supervisor any unusual behavior, condition, or activity.

Maintain group control, manage noise levels and undesirable behavior, and diffuse potentially escalating situations using both verbal and non-verbal deescalating techniques.

Provide a therapeutic environment promoting accountability and appropriate consequences for delinquent behavior, introduce juvenile to adaptive and social skills training, teach and mentor responsibility and self-control, and ensure attendance at required educational classes.

Monitor juvenile intake of prescribed medication, alert medical unit to juvenile’s request or need for medical attention, respond to medical emergencies, consult with supervisor, and take appropriate action in strict accordance with established procedures.

Prepare a list of supplies needed for the holdover facility, clean laundry, restock supplies, and distribute personal hygiene items to juveniles.

Consult with and provide input to supervisors on matters involving discipline and takes action as directed.

Compile information; and prepare clear, accurate, and comprehensive reports.

Report to work with regular, predictable, and consistent attendance.

STAFF SUPPORT PROGRAMS (C.A.R.E., TRACKER, AND P.A.S.S.)

Review rules with parent/guardian of juvenile and ensure understanding prior to being placed in the program.

Communicate regularly with parents and assist the family in establishing effective communication, structure, and discipline.

Communicate regularly with the referring agency (JPO, Diversion, HHSS).

Prepare reports on each client in any of the programs.
JOB DESCRIPTION

Update the Juvenile Court on the client’s progress or lack thereof.
Collect specimens as needed to screen for substance abuse.
Establish and monitor tracking equipment for each client in the program based on predetermined schedules.
Conduct phone checks of clients, approve outings, and make necessary schedule changes.
Monitor alarms and make changes to schedule as needed.
Serve as a member of various committees as assigned.
Perform other duties as directed and assigned.

Peripheral Duties
Attend meetings, training sessions, and team conferences, as directed.
Perform other duties as assigned.

MINIMUM QUALIFICATIONS

Education and Experience
High School diploma or GED equivalent required.
*Two (2) years’ experience in customer service required.
Experience working with juveniles preferred.

*Approved education that would provide equivalent knowledge, skills, and abilities may be substituted for the stated experience.

Special Requirements
Must be at least 21 years of age at time of application
Must possess and maintain throughout employment a valid driver’s license without record of suspension or revocation in any state
Must be able to successfully complete an extensive criminal background check

Necessary Knowledge, Skills and Abilities
Knowledge of or ability to learn departmental standard operating procedures (SOP) and general orders
Knowledge of and ability to perform input and retrieval functions utilizing a variety of computer programs
Ability to use independent judgment
Ability to learn and use Sheriff’s records and apply them to the resolution of problem issues
JOBS DESCRIPTION

Ability to communicate effectively, in English, both verbally and in writing using correct grammar, spelling, and punctuation  

Ability to work flexible hours and mandatory overtime  

Ability to understand and follow both verbal and written instructions  

Ability to operate standard office equipment, such as computer, specialized software, multi-line phone, copier, scanner, fax, and calculator  

Ability to operate law enforcement equipment, such as radio, handcuffs, breathalyzer, and first aid equipment  

PHYSICAL DEMANDS AND WORK ENVIRONMENT  

The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. 

Incumbents are required to physically engage juveniles in order to protect the juvenile, themselves, and others. This may involve subduing and restraining one or more juvenile while calling for backup. Incidents requiring physical intervention may arise occasionally and while these incidents do not consume much time, they do require incumbents to exert physical effort. 

Youth Attendants must be able to:  
Standing/Walking/Bending: Constant, up to 80% of shirt of as needed  
Running: Occasional, typically one to two minute duration  
Kneeling/Stooping/Crouching: Occasional  
Balance: When restraining combative juveniles  
Ability to Quickly Change Position: From kneeling to standing  
Lifting: Frequent up to 20 lbs., Occasional up to 200 lbs., as a team  
Visual: Constant near, far, and peripheral vision plus depth perception  
Auditory: Frequent to constant moderate sound with occasional loud sound  

Work is generally performed indoors in a detention setting on an assigned shift supporting a 24 hour, 7 day a week operation. Incumbents must be willing and able to work any shift, including weekends, holidays, and overtime. Work involves the potential for contact with or exposure to blood borne pathogens or other body fluids and infectious materials. Work requires close interaction with juveniles and may be difficult or emotionally challenging when dealing with those who are irate or verbally abusive, their family members, or when dealing with critical situations.  

An incumbent must possess the hand-eye coordination and manual dexterity necessary to operate computers, control panels, radios, locking/unlocking doors, alarms, and other
equipment used to perform the essential functions of this job. Communication abilities include the ability to talk with co-workers, detainees, and their family members, superiors, etc.

SELECTION GUIDELINES

Formal application, rating of education and experience, interview, reference check, credit check, and criminal record check as well as other job related tests may be required.

DISCLOSURE

The job description is current as of the date signed. Any omission of specific statements does not exclude them from the position if they are similar, related, or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Elected Official: ___________________________ Date: ____________

Human Resources Director: _________________ Date: 11-9-15
**SUPERVISION or SANCTION**
The Sarpy County Sheriff's Department offers the Reporting Center for juveniles in the Sarpy County Separate Juvenile Court System. This program serves as an alternative to detention at the Sarpy County Juvenile Justice Center while providing rehabilitative services, education services and supervision. The Reporting Center will be in operation from 8:00 am. - 8:00 p.m. Monday through Thursday and 8:00am – 3:30pm on Friday (excluding holidays) and Saturdays 10 a.m. – 2:00 p.m. This service is available for all youth that are currently in the jurisdiction of the Sarpy County Juvenile Court or Diversion Services.

**SATURDAY SANCTION**- This is used by agencies as a sanction as needed for behaviors. Youth are expected to arrive on time with homework or study materials to work on. If a youth does not have materials they will be offered books, newspapers or may watch an educational movie on a variety of topics and be asked to participate in discussion.

**TUTORING**
Licensed Education Instructors will provide homework assistance/ tutoring for youth on Monday – Thursday afternoons from 4:00-6:00pm. Longer hours as needed by request.

**TOBACCO EDUCATION**
This program is designed as a positive alternative for those caught using tobacco and can also be used as a court diversion program and alternative to fines or other penalties for those youth who violate State/Local Laws on the purchase and use of tobacco by minors. The goals of this program are to provide basic information on the processed and effects of tobacco use and to motivate participants to adopt a healthier lifestyle. This is provided through work books, videos and group activities. During these sessions participants will be given an opportunity to assess their own patterns of use and to consider the eventual effects to their bodies and health and hopefully motivate them to join an ongoing cessation group. (TAP) This class will be held on Saturday’s from 9 am to 3pm.

**SUBSTANCE ABUSE CLASS**
Adolescence is an exciting period of growth in one’s life; full of exploration of oneself and the world surrounding. Our physical, psychological and emotional selves do a great deal of developing during this vulnerable time. Educating youth on substance abuse is becoming increasingly important as engaging in this behavior may create unnecessary barriers during this period of development. This course is psychoeducational in nature. A wide variety of information will be covered to include the basic physiological effects of substances, psychological aspects of use and sociological influences of use. The goal of this course is to increase awareness and understanding of issues surrounding substance use, abuse and dependence.
THE JUVENILE DAY AND EVENING REPORTING CENTER

VICTIM EMPATHY CLASS-police report or victim impact statement needed for class

The goal of the class is to increase the offender’s awareness of the impact their crime has on the victims and the community. A strong emphasis is placed on the emotional, physical and financial impact crime has on the community and the victim survivor. The class includes experiential learning, role-playing, and the creation of an apology letter. The classes will be offered in sessions of two hours each on a bi monthly basis and with the focus on particular offenses.

PROJECT REALITY’S NAVIGATOR PROGRAM AND HOW TO BUILD HEALTHY RELATIONSHIPS

This is a program for teen youth, both male and female and in high school. Each youth will be provided the Navigator Work book that is divided into eight chapters:

1. **Vision** - Future Goals and Dreams
2. **Clarity** - Seeing Media Clearly
3. **Direction** – Sexual Decision Making
4. **Safety** – Avoiding the Obstacles of Sexually Transmitted Diseases
5. **Strength** – Resisting the Pressures: Alcohol, Tobacco and Other Drugs
6. **Character** - Survival skills
7. **Companionship** – Developing Relationships on My Journey
8. **Destination** – Preparing for a Future Marriage and Family.

This 8 hours class will meet one day a week for four weeks in a row from 6:00-8:00 with possible homework required outside of class. Class is designed to assist students in finding their way to a successful future. Emphasis will be placed on answering the “who, what, when, where and how” to build and maintain healthy relationships.

WhyTry Program (WHYTRY.ORG)
The WhyTry organization offers useful solutions for helping students of all ages overcome daily challenges and live lives of opportunity, freedom and self-respect. The program teaches social and emotional skills using a practical, multi-sensory curriculum. Hands-on learning activities engage students while they learn skills for overcoming challenges and improving outcomes in the area of truancy, behavior and academics. WhyTry teaches students that putting effort into challenges at home, at school and with peers is worth the effort. This is done by providing the life skills to succeed in dealing with basic problem solving, anger management, peer pressure, living by safe society laws, building a support system and visualizing future goals.

BOYSTOWN COMMON SENSE PARENTING CLASS – The Sarpy County Juvenile Reporting Center will provide a Common Sense Parenting class. The Common Sense Parenting class is a practical, skill based parenting program that can be applied to every family. The program’s logical strategies and easy to learn techniques address issues of communication, discipline, decision-making, relationships, self-control, and school success. The goals of the class are to lessen children’s problem behavior, improve parent
and family satisfaction, and build relationships. Common Sense Parenting gives the parents the tools to correct and change problem behavior, minimize problems that disrupt family life and raise responsible, caring children.

**WELLNESS PROGRAM AND NUTRITION/HEALTH**

The Sarpy County Juvenile Wellness Program will promote healthful living and positive alternatives to delinquent behavior for juveniles in the Sarpy County Juvenile Justice System. The juvenile will become aware of the importance of leading a healthy lifestyle and the risks associated with poor eating and sedentary behavior (obesity, heart disease etc.) The program promotes making better lifestyle choices by teaching participants about the impact of the rapidly changing modern world on health and then asks participants to evaluate their own beliefs and behaviors based on that information.

**SARPY COUNTY A WORLD OF DIFFERENCE® PROGRAM CULTURAL SENSITIVITY CLASS**

The Plains States Region of the Anti-Defamation League will provide the youth in the Sarpy County Juvenile Justice System with a cultural sensitivity class called, “Sarpy County A World of Difference® Program.” This Program will assist youth in developing tolerance and understanding of diversity in daily life. The goal of the Program is to treat bias and bigotry with education and build communication skills and positive self-esteem. The Program holds participants responsible for their actions and helps reshape their attitudes and behaviors; it is the hope that learned prejudice can be interrupted and unlearned, so that youth can become change agents to stop racism, bias and bigotry. The Program first explores the participants’ own experiences and backgrounds and then builds skills for listening, hearing differing perspectives and confronting bias. Youth learn about difference in this non-judgmental atmosphere that encourages candid questions and fosters the free expression of opinions.

**INDEPENDENT LIVING COURSE**

This course is designed to meet the needs of individual students. The units are arranged for independent study. The student need only do those units that apply if that is the wishes of the referring agency. There are a total of ten units. If the student chooses to do all of the units it will take approximately 10-12 weeks.

Units can be chosen by youth, parent or court professional. Youth may also complete the Casey Life Skills computer assessment to assist in determining youth area of need. There are packets for students to do and then have the teacher review and mark as complete. Packets are composed of worksheets, hands on activities, surveys, films, web sites, and discussions with teacher.

The Independent Living Course is an ongoing class. The instructor is Family Consumer Science Teacher Mrs. Cindy Schram.
ANGER MANAGEMENT CLASS
This class will be taught by Therapist Jason Workman MA, PLMHP, PLADC, CCTP

- Topics that will be covered and discussed are:
  - Anger and Aggression
  - Anger and your Family
  - Cognitive Triangle/Feeling Identification (Feel, Think, Do)
  - Feeling Identification/Mask Activity
  - Identifying physical reactions and anger meter
  - Identifying triggers, events and cues
  - Coping by Deep Breathing
  - Coping by Progressive Muscle Relaxation
  - Coping by distraction/imagery
  - Managing thoughts
  - Problem solving and Anger Control Plans

AMERICAN HEART ASSOCIATION CPR CERTIFICATION CLASS
This is a 4 hour course which will certify all those attending in CPR/AED. During this class students will learn the fundamentals that will assist them in providing CPR to an adult, child or infant and to also assist those who are choking. It will also train them in the use of the Automated External Defibrillators (AED) and teach them how to make the emergency call if needed.