

What is the Jail Observer Program?

The Jail Observer Program (JOP) serves as an independent office available to Santa Clara County jail inmates and those interested in their welfare for human relations concerns within the jail. We work to resolve issues at the lowest possible level through communication and information.

When systemic issues are identified we notify the appropriate agency.

Inmate Instructions

Use Speed Dial for JOP or Human Relations and press #37.

For questions dealing with specific inmates, please leave the inmate's first and last name and either the:

- CEN # (7 or 8 digit number, also called Booking No.), or
- PFN # (3 letters, 3 numbers).



Jail Observer Program

Office of Human Relations

County of Santa Clara
2310 North First Street, Suite 100
Phone: (408) 792-2346
Fax: (408) 297-2463

Jail Observer Program

Office of Human Relations



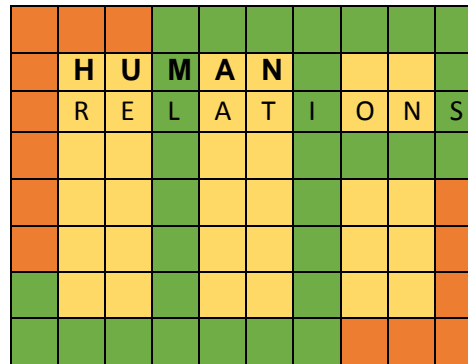
Contact Information

Telephone: 408-792-2346

Email: JOP@ohr.sccgov.org

What JOP Does:

- ✓ Receive calls from inmates on speed dial phones located in jail exercise space
- ✓ Listen to inmate concerns
- ✓ Facilitate communication
- ✓ Explain Department of Corrections (DOC) policies or ask to find out what policies apply
- ✓ Find out if an inmate wants his or her name mentioned when we contact the DOC or Health & Hospital System (HHS)
- ✓ Alert DOC and HHS officials of pertinent concerns
- ✓ Alert DOC, HHS and the Human Relations Commission of complaint patterns or trends



Notes:

What JOP Does Not Do:

- Overrule DOC decisions
- Overrule HHS decisions
- Conduct investigations
- Give legal advice
- Disclose information provided in confidence except to address an imminent risk of serious harm where there is no other responsible option
- Advocate for an individual
- Act in Juvenile Justice cases