Pioneering Progress

Placer County Probation's AI Journey

Nicolas Boone, Senior Probation Officer
Dean Dittmann, Senior IT Specialist

Senior Probation Officer
Nicolas Boone

- Over 20 years in Probation
- Has worked in nearly all our department's divisions
- Original member of our AI Team

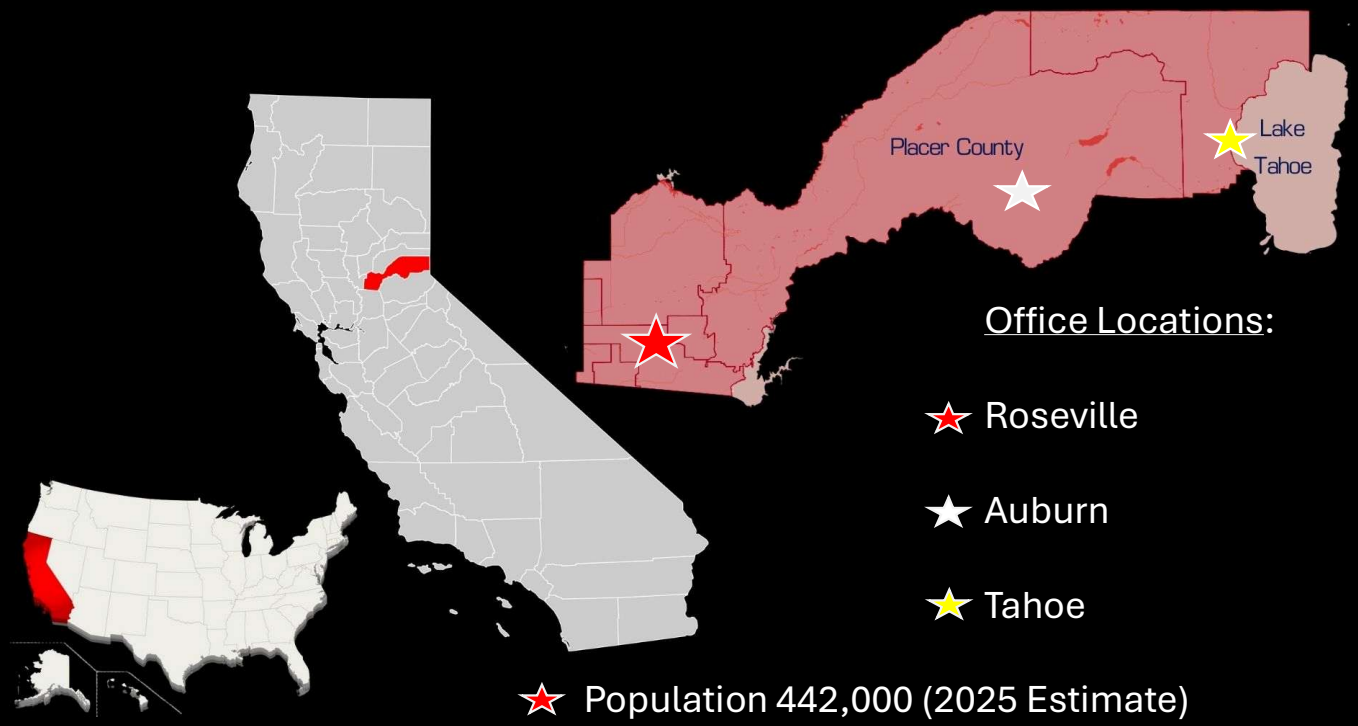
Senior IT Specialist
Dean Dittmann

- President of the Probation IT Managers Association (PITMA) and member of APPA's AI Subcommittee.
- More than 25 years of IT experience, bringing a practical perspective to emerging technologies.
- Focused on solving real problems and leveraging technology to support the people doing the work.
- Bringing firsthand experience from his department's AI journey, emphasizing innovation, and collaboration.



Why AI, Why Now

Smarter tools for a stronger future.



Office Locations:

- Roseville
- Auburn
- Tahoe

- Population 442,000 (2025 Estimate)
- Roseville to Tahoe: 95 miles

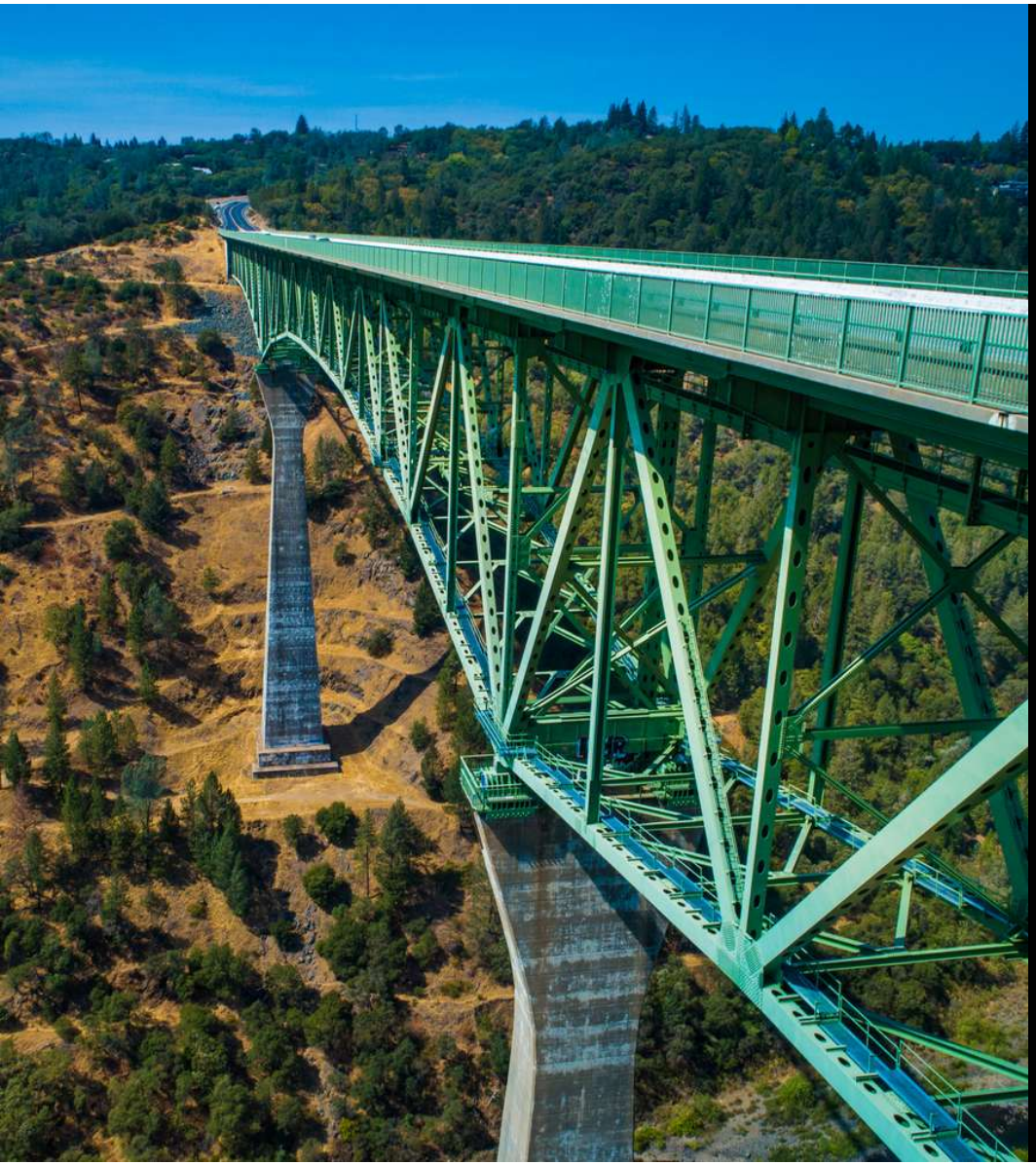


OUR TEAM AT A GLANCE :

- 170 employees
  - 155 full time
  - 125 sworn
  - 30 non-sworn
  - 15 Extra Help - JDF

- Locations
  - Juvenile Detention Facility
  - AJC
  - SPJC
  - Sunset
  - Tahoe





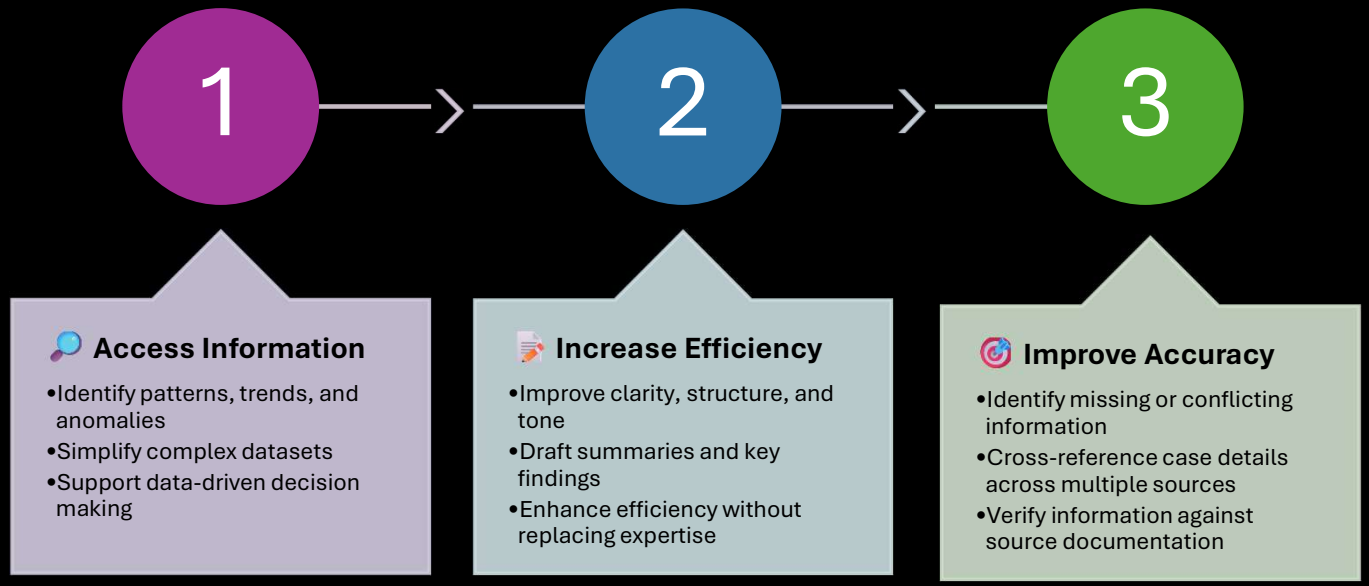
Why are we using AI

DRIVING ALIGNMENT: A UNIFIED APPROACH TO AI INTEGRATION

Ensuring clarity, trust, and shared understanding with:

- EMPLOYEES
- UNIONS
- PARTNER AGENCIES
- COUNTY COUNSEL
- BOARD OF SUPERVISORS
- CEO, IT SECURITY, RISK MANAGEMENT




1
2
3
Access Information
•Identify patterns, trends, and anomalies
•Simplify complex datasets
•Support data-driven decision making
Increase Efficiency
•Improve clarity, structure, and tone
•Draft summaries and key findings
•Enhance efficiency without replacing expertise
Improve Accuracy
•Identify missing or conflicting information
•Cross-reference case details across multiple sources
•Verify information against source documentation


Executive Committee
Co-Coordinators
Functional Lead
Subject Matter Experts
Core AI Team

PEOPLE FACTORS

PROJECT LEADERS

- A manager already using AI for training and data analysis
- Partnering with IT to co-manage the project

TEAM COMPOSITION

- Designed for diverse perspectives while staying nimble
- **Team members include:**
  - Probation Manager
  - Senior IT Specialist
  - Senior Probation Officer
  - Rotating group of subject matter experts and testers





Why We Needed an AI Framework

- Consistency & Clarity
- Role & Authority Boundaries
- Risk Management Quality & Integrity
- Support, Not Restriction
- Future Scalability

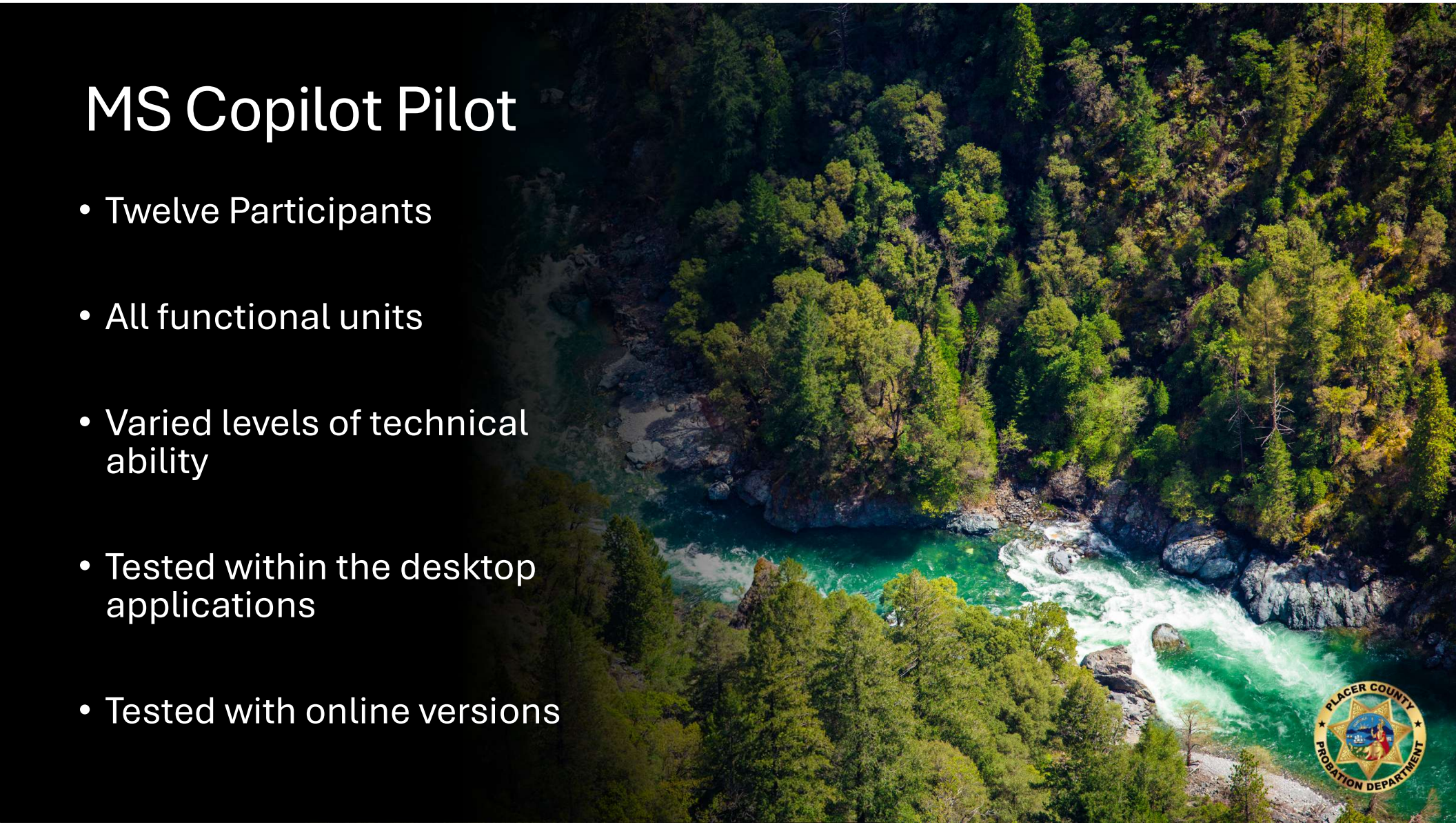


Purpose

- Scope
- Work Structure
- Roles & Responsibilities
- Communication Model
- Decision Making Model

MS Copilot Pilot

- Twelve Participants
- All functional units
- Varied levels of technical ability
- Tested within the desktop applications
- Tested with online versions



Following the Copilot Pilot

- Great time saver in Outlook
- Good at providing how-to tips
- Still limited on what information we can input
- Based upon recommendations from pilot group we rolled out to more users



Community Supervision AI Action Plan

- Flexible use of the APPA AI action plan
- The playbook is a guide—not a rigid manual
- Many elements occur organically; others may not apply
- Some steps follow a natural order, but most are implemented as appropriate
- We focused on concepts and ideas rather than strict step-by-step execution



Department & County AI Usage Policy

- The two policies work together
- Reference County policy whenever policy
- Safeguard against conflicts
- Department policy should enhance County policy





Building the Future

- Strategic partnership with our CMS vendor
- Reduce exposure to our data
- Opportunity to shape the technology
- Ensure that the tools align with the realities of our work
- Increase our influence beyond county lines

My patrol car just got rearended - What should I do?

I need to search for the procedure regarding vehicle accidents or collisions involving department vehicles.When your patrol car is involved in a traffic accident, you must promptly notify a supervisor, summon local law enforcement to conduct an investigation, file a traffic accident report with the agency having jurisdiction, and complete the department's vehicle accident form.

Immediate actions required:

1. Notify your supervisor promptly about the accident
2. Summon the appropriate local law enforcement agency to conduct an investigation
3. File a traffic accident report with the agency having jurisdiction over the accident location
4. Complete the department's vehicle accident form
    - If you are incapable of completing the form, your supervisor will complete it

Additional information:

- An administrative investigation should be conducted to determine if you acted within policy
- Your case will be reviewed by the Traffic Accident Review Board, which convenes regularly to review motor vehicle accidents involving property damage or at a reasonable time following accidents that result in injury or death
- Your supervisor is responsible for notifying the Manager of incidents requiring board review and ensuring all relevant reports, documents, and materials are available for the board's consideration

Citations:

- RELEASE_20250401_T140847_Placer County Probation Department Policy Manual.txt — Section 602.8 Accident, Damage, Abuse, and Misuse
- RELEASE_20250401_T140847_Placer County Probation Department Policy Manual.txt — Section 603 Traffic Accident Review Board



How do I search for someone?

To search for someone in Enterprise Supervision:

1. Navigate to the Search function in the main interface
2. Enter search criteria such as:
    - Name
    - Date of Birth
    - Driver's License number
    - Social Security Number (SNN)
    - Criminal Identification and Investigation (CII) number
    - Court Case number
    - Gender, weight, hair color, eye color
3. Use the Soundex checkbox if you're unsure of exact spelling. This feature finds names that sound similar but may be spelled differently (e.g., "Smith" vs. "Smyth")
4. Click the Search button to initiate the query
5. Review your results, which will display key details like ID, name, age, gender, address, and case number
6. Click on any profile to view more detailed information

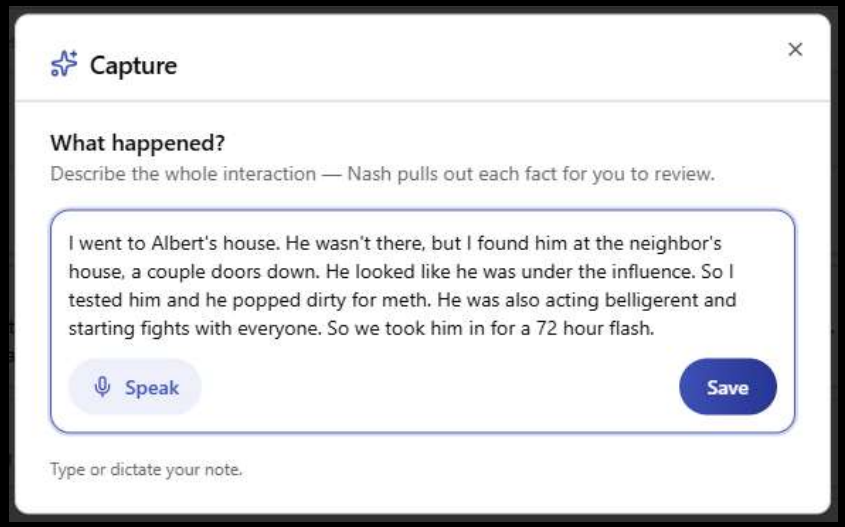
Helpful tips:

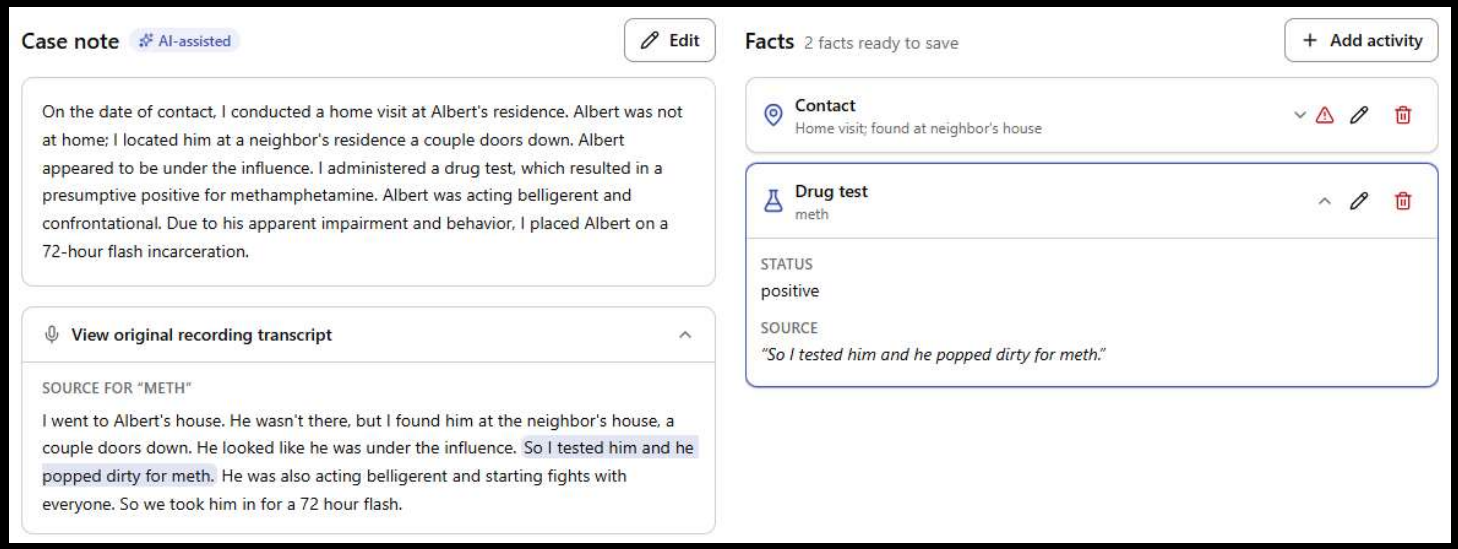
- Searches are case-insensitive, so "ABC" and "abc" will return the same results
- You can sort results by clicking column headers to toggle between ascending and descending order
- If you don't find the person, try broader search terms or check your spelling
- The search can also find individuals by criminal history case numbers stored in their records

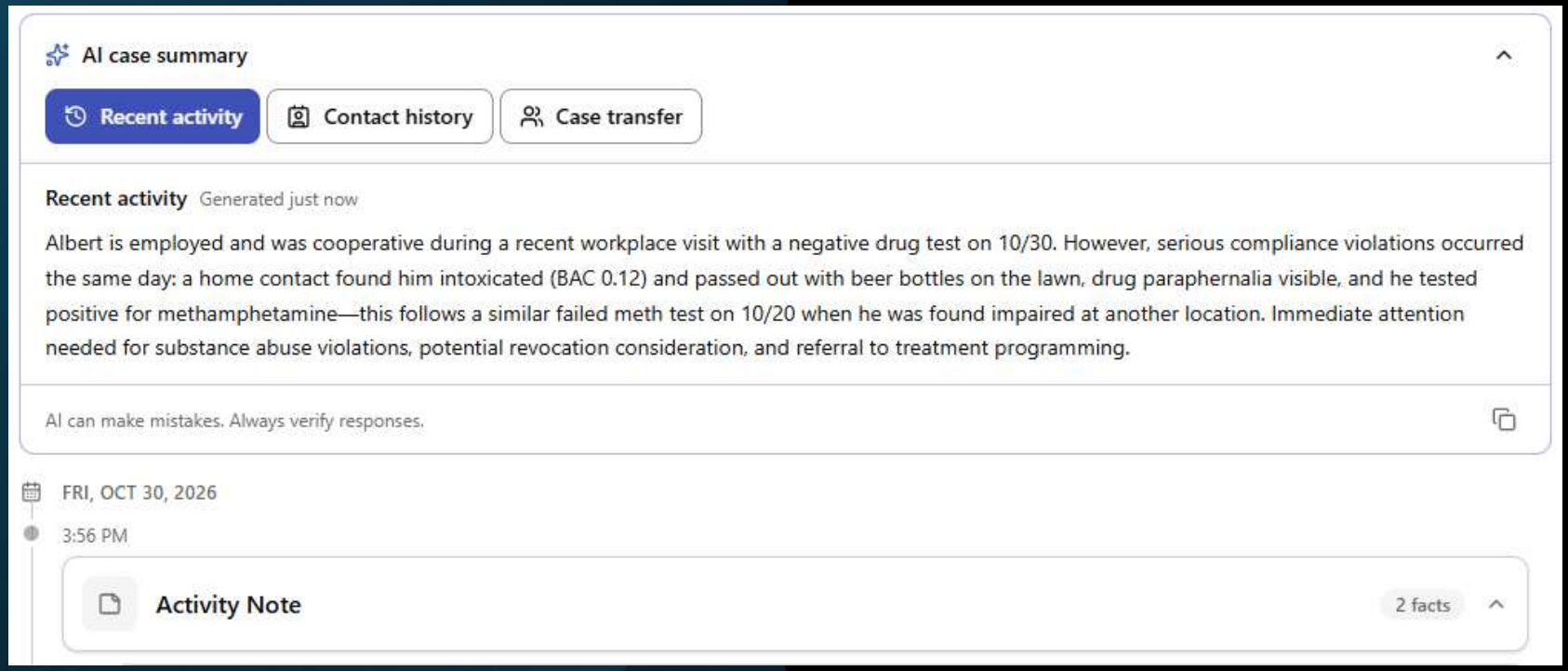
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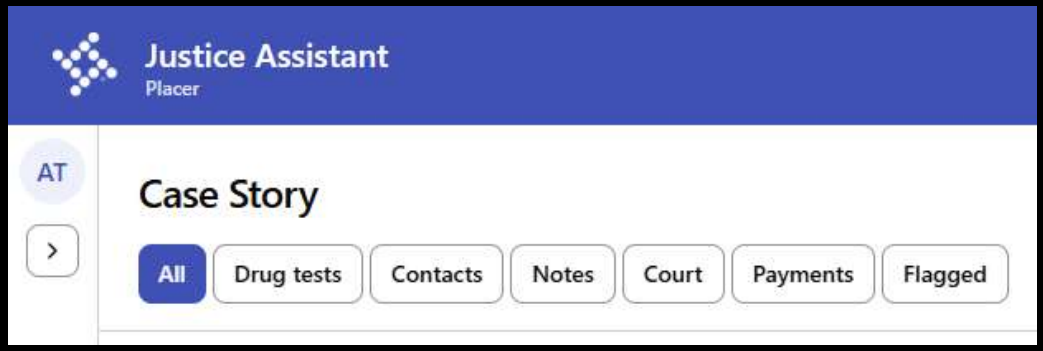
Citations

- PCSO Individual Search.pdf
- Performing Effective Searches in ESUP.pdf
- Product RelNotes_ESREQ-814_Criminal_History_Case_N_Srch.pdf


Capture
What happened?
Describe the whole interaction — Nash pulls out each fact for you to review.
I went to Albert's house. He wasn't there, but I found him at the neighbor's house, a couple doors down. He looked like he was under the influence. So I tested him and he popped dirty for meth. He was also acting belligerent and starting fights with everyone. So we took him in for a 72 hour flash.
Speak
Save
Type or dictate your note.


Case note
AI-assisted
Edit
On the date of contact, I conducted a home visit at Albert's residence. Albert was not at home; I located him at a neighbor's residence a couple doors down. Albert appeared to be under the influence. I administered a drug test, which resulted in a presumptive positive for methamphetamine. Albert was acting belligerent and confrontational. Due to his apparent impairment and behavior, I placed Albert on a 72-hour flash incarceration.
View original recording transcript
SOURCE FOR "METH"
I went to Albert's house. He wasn't there, but I found him at the neighbor's house, a couple doors down. He looked like he was under the influence. So I tested him and he popped dirty for meth. He was also acting belligerent and starting fights with everyone. So we took him in for a 72 hour flash.
Facts
2 facts ready to save
Add activity
Contact
Home visit; found at neighbor's house
Drug test
meth
STATUS
positive
SOURCE
"So I tested him and he popped dirty for meth."


AI case summary
Recent activity
Contact history
Case transfer
Recent activity Generated just now
Albert is employed and was cooperative during a recent workplace visit with a negative drug test on 10/30. However, serious compliance violations occurred the same day: a home contact found him intoxicated (BAC 0.12) and passed out with beer bottles on the lawn, drug paraphernalia visible, and he tested positive for methamphetamine—this follows a similar failed meth test on 10/20 when he was found impaired at another location. Immediate attention needed for substance abuse violations, potential revocation consideration, and referral to treatment programming.
AI can make mistakes. Always verify responses.
FRI, OCT 30, 2026
3:56 PM
Activity Note
2 facts


Justice Assistant
Placer
AT
Case Story
All
Drug tests
Contacts
Notes
Court
Payments
Flagged


PLACER COUNTY
PROBATION
PROBATION
Court Report
PLACER COUNTY
PROBATION

Website

Facebook

Instagram

Questions?