



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION  
JUVENILE HALLS AND CAMP  
HILLCREST JUVENILE HALL  
2023-2024**

**Table of Contents**

<b>DIFFICULTY OBTAINING INSPECTION DATA.....</b>	<b>3</b>
<b>EXECUTIVE SUMMARY.....</b>	<b>5</b>
<b>RECOMMENDATIONS.....</b>	<b>12</b>
<b>PRIOR RECOMMENDATIONS.....</b>	<b>20</b>
<b>DATA, DEMOGRAPHICS &amp; STATISTICS.....</b>	<b>21</b>
<b>DOCUMENT REVIEW.....</b>	<b>28</b>
<b>POLICIES &amp; PROCEDURES.....</b>	<b>38</b>
<b>INTAKE AND ADMISSIONS.....</b>	<b>45</b>
<b>SEXUAL ABUSE PREVENTION.....</b>	<b>48</b>
<b>YOUTH BILL OF RIGHTS.....</b>	<b>50</b>
<b>APPEARANCE OF YOUTH.....</b>	<b>57</b>
<b>INTERVIEWS.....</b>	<b>58</b>
<b>YOUTH INTERVIEWS.....</b>	<b>58</b>
<b>PARENT INTERVIEWS.....</b>	<b>62</b>
<b>STAFF INTERVIEWS.....</b>	<b>64</b>
<b>CORRECTIONAL HEALTH.....</b>	<b>66</b>
<b>MEALS AND NUTRITION.....</b>	<b>69</b>
<b>BEHAVIORAL HEALTH &amp; RECOVERY SERVICES.....</b>	<b>73</b>
<b>REHABILITATIVE PROGRAMMING.....</b>	<b>76</b>
<b>PROBATION SERVICES.....</b>	<b>80</b>
<b>LOCKED CONFINEMENT.....</b>	<b>82</b>
<b>TRAUMA INFORMED CARE.....</b>	<b>83</b>
<b>CULTURALLY AND LINGUISTICALLY APPROPRIATE.....</b>	<b>84</b>
<b>LGBTQI+.....</b>	<b>85</b>
<b>TECHNOLOGY.....</b>	<b>86</b>



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION  
JUVENILE HALLS AND CAMP  
HILLCREST JUVENILE HALL  
2023-2024**

<b>PHYSICAL INSPECTION.....</b>	<b>88</b>
<b>FACILITY EXTERIOR.....</b>	<b>88</b>
<b>ADMINISTRATION BUILDING.....</b>	<b>89</b>
<b>INTERIOR OF LOCKED FACILITY.....</b>	<b>92</b>
<b>HOUSING UNIT / LIVING AREAS.....</b>	<b>92</b>
<b>INDIVIDUAL CELLS.....</b>	<b>96</b>
<b>SCHOOL BUILDING.....</b>	<b>99</b>
<b>KITCHEN &amp; DINING HALL.....</b>	<b>101</b>
<b>REPORT ATTACHMENTS.....</b>	<b>102</b>



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION  
JUVENILE HALLS AND CAMP  
HILLCREST JUVENILE HALL  
2023-2024**

**FACILITY NAME:** Hillcrest Juvenile Hall  
**FACILITY TYPE:** Juvenile Hall  
**FACILITY CAPACITY:** Maximum 180 youth

**FACILITY ADDRESS:** 222 Paul Scannell Drive San Mateo, Ca. 94402  
**FACILITY PHONE NUMBER:** 650-312-5200

**FACILITY MANAGERS:** Superintendent Sanam Aram, & Assistant Deputy Chief Jehan Clark  
**PROBATION STAFF:** Compliance Officer, Ivonne Bustos  
**CORRECTIONAL HEALTH:** Pam Isaac, Charge Nurse  
**BEHAVIORAL HEALTH & RECOVERY SERVICES:** Ornit Shoham & Regina Moreno  
**EDUCATIONAL EVALUATION:** September 24, 2024

**PREVIOUS INSPECTION DATES:** August 11, 2023, September 18, 2023, & October 3, 2023  
**INSPECTION DATES:** August 12-13, and August 28, 2024

**COMMISSIONER INSPECTORS:** Johanna Rasmussen, Ameya Nori, & Susan Swope  
**JUVENILE PRESIDING JUDGE:** The Honorable Susan I. Etezadi

**DIFFICULTY OBTAINING INSPECTION DATA**

**Inspection Related Data**

In accordance with established inspection protocols, each year the Commission provides a list of requested documents and data to Compliance Officer, Ivone Bustos, prior to our inspections. The Commission provided the list for the juvenile hall and SYTF<sup>1</sup> inspections on July 25, 2024. Officer Bustos acknowledged receipt of the list and confirmed the documents and data would be available on August 6, 2024. Despite this confirmation, the Commission received an email on the evening of August 5, 2024, from Deputy Chief Jehan Clark, stating “Your request for data has been received by the department. We are working with the county’s attorney’s office to fulfill your request.” The timing and manner of this communication raise serious concerns about transparency, as the requested data should be readily available and accessible without legal delays.

<sup>1</sup> The Camp Kemp inspection list was provided to Officer Bustos on July 8, 2024—these items were also scheduled to be available on August 6, 2024.



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION  
JUVENILE HALLS AND CAMP  
HILLCREST JUVENILE HALL  
2023-2024**

**Inspection Related Data-Continued**

The team was later informed that Ghazi Wossne the Custodian of Records, would be responsible for providing the team with copies of the documents and data officer Bustos could not provide. In the four months that followed, the team made 14 attempts to obtain the requested information from Ghazi Wossne—most of which was never provided. It is important to note that in previous years, Ivone Bustos and Tony Burchyns were able to provide all of the requested items in 7-10 days. Given these concerns, the Commission is requesting the Probation Department and the “county attorney’s office” provide an explanation as to why these last minute deviations from established protocols were necessary. The Commission relies on timely access to data to conduct thorough inspections. When access to data is denied, it undermines the integrity of the inspection process and the Commission’s ability to fulfill its oversight responsibilities.

**Inspection Scheduling & Access**

In an effort to enhance efficiency and collaboration, the Juvenile Justice Commission and the Probation Department agreed to schedule annual inspection dates by July 15th of each year. Unfortunately, the Probation Department failed to honor this agreement, which caused significant challenges for the inspection team. In August and the days following Jehan Clark's e-mail, Superintendent Aram made multiple attempts to alter the inspection schedule. The proposed changes would have significantly restricted the team's ability to inspect the facility and to conduct interviews with youth and staff. Superintendent Aram informed the team that schedule changes were needed to comply with new departmental protocols, which required her to accompany the team during the juvenile hall and Secure Youth Treatment Facility inspections. The inspection team sought advice from the California Board of State and Community Corrections—BSCC, who opined that our inspection schedule was both reasonable and necessary to fulfill our state-mandated duties.

**Annual Inspection Protocols**

The Commission formally requests that the Probation Department provide 60 days advance notice of any proposed changes to established inspection protocols. This approach will facilitate the timely completion of inspection reports, uphold the integrity of the inspection process, and prevent prolonged delays that impede the Commission's ability to fulfill its mandate under California Welfare & Institutions Code 229.



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION  
JUVENILE HALLS AND CAMP  
HILLCREST JUVENILE HALL  
2023-2024**

**EXECUTIVE SUMMARY**

**Background**

The juvenile hall operated between 1-3 housing units, during this inspection period. This report will focus on the Forest 2 and Forest 3 housing units, as the Pine 4 housing unit was covered in the Secure Youth Treatment Facility–SYTF inspection report

**Facility Inspection**

Commissioners Johanna Rasmussen, Ameya Nori and Susan Swope inspected the juvenile hall on August 12, 2024 and August 13, 2024. A follow-up meeting was held on August 28, 2024 with Deputy Chief Jehan Clark and Superintendent Sanam Aram to obtain follow-up information that was not available during the inspection and to interview a Probation Officer<sup>2</sup> assigned to a youth detained in the juvenile hall. The teams spent approximately 8 hours reviewing documents and another 9 hours at the facility performing the inspection, interviewing youth, and staff. Correctional Health and BHRS were also interviewed as part of this inspection.

**Demographics**

The Probation Department refused to provide demographic data, including age, race, gender, and city of residence requested for this inspection period.

**Total Bookings**

The Probation Department failed to provide the team with a total number of bookings for this inspection period. However, they did report 74 707(b) related bookings for this inspection period.

**Bookings: Out-of-County Youth & County of Residence**

The Probation Department refused to provide the data requested for this inspection period

**New Entries to the Juvenile Justice System**

The Probation Department refused to provide the data requested for this inspection period.

**Average Daily Population**

The Probation Department refused to provide the data requested for this inspection period

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<sup>2</sup> The inspection team requested to interview a Probation Officer. The request was denied.



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION  
JUVENILE HALLS AND CAMP  
HILLCREST JUVENILE HALL  
2023-2024**

**Median and Average Length of Incarceration**

The Probation Department refused to provide the data requested for this inspection period

**Electronic Monitoring Program-EMP**

The Probation Department refused to provide any EMP related data for San Mateo County youth.

**Electronic Monitoring Program -EMP: Out of County Youth**

The Probation Department reported that zero out of county youth participated in the Electronic Monitoring Program during this inspection period

**Institutional Services & Juvenile Probation Budget**

The Commission continues to seek access to the budgets for Institutional Services and Juvenile Probation.

**Annual Cost of Incarceration & Rehabilitation**

Probation reported that in FY 2023/2024, the annual cost to incarcerate a youth in San Mateo County was \$616,485. However, this cost only accounted for probation staff, debt service payments for the facility, and facility rental costs (which were unclear). Other significant expenses—such as clothing, food, education, healthcare, mental health services, rehabilitation programs, furniture, equipment, maintenance, transportation, security, and utilities—are unknown. In 2020, the estimated annual cost to incarcerate a youth in San Mateo County was \$1 million. The Commission recommends implementing systems that can accurately track the total cost of incarcerating youth in San Mateo County.

**Serious Incident Reports: New Charges Filed**

There was a staggering 900% increase in new charges filed against incarcerated youth during this inspection period. Charges ranged from vandalism to battery. The Commission recommends the Probation Department identify filing alternatives for non 707(b) related offenses similar to those being utilized in neighboring Santa Clara, San Francisco, and Alameda counties.

**Notification of Serious Incidents & Facility Related Issues**

The Commission was not consistently notified of serious incidents within the agreed upon timeline.



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION  
JUVENILE HALLS AND CAMP  
HILLCREST JUVENILE HALL  
2023-2024**

**Voting Rights**

Commissioners Huber-Levy and Mangtani worked on a county-wide initiative to elevate youth voting rights, inspired by the Youth Law Center’s report, [Elevating the Voting Rights of Youth: How California Can Ensure Voting Access in County Juvenile Facilities](#) to create [Future Leaders: The Power of Youth in our Democracy](#) a free, complete, and customizable lesson program available to anyone working with young people (16-25+) in San Mateo County.

**Youth Interviews**

The majority of youths reported that they were doing well in school and could access routine medical care and mental health services. Youths are still waiting several months to receive eyeglasses. Youth continue to report ongoing issues with the quality and temperature of the food. Youth enjoyed participating in large muscle exercise and sports on the field. Several were participating in the knitting program. Newly arrived youth expressed concern over not knowing when they would be going to court or how long they would be detained. The majority of youths on Forest 3 did not feel supported by staff and felt like they were routinely picked on for minor things like “horseplay” and not tucking their shirts. The youths reported that the MP3 players had been taken away after one youths took one home—something they could not remedy or control. The youths stated that music therapy and meditations helped them pass time when they were in their cells overnight. Some like the meditation and how it helps them relax and fall asleep at night. Most of the youth knew their attorney’s name. Three youths had been provided suits through the court “Suited for Success” court clothing program.

**Parent Interviews**

Parents and guardians expressed concerns over the reduction in visiting time and the quality of their phone calls. They reported an echo that made it very different to hear and hold a conversation. One mother was concerned about the types of services her son would receive when he was released. She mentioned that the family was supposed to receive Wrap Around services but that they had not been put into place yet.

**Staff Commendations**

The Commission wishes to thank the following individuals for their exceptional dedication in helping youth achieve their therapeutic and rehabilitative goals:

- Group Supervisors: Curincita, Gonzalez, Mejia, Owens, Stewart, Vargas, and Academic Counselor Lauren Sneed.
- Additionally, we wish to recognize Group Supervisors Whitley and Van for their professionalism in engaging with the public while assigned to admissions.



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION  
JUVENILE HALLS AND CAMP  
HILLCREST JUVENILE HALL  
2023-2024**

**Staffing Levels**

While in compliance with Title 15, the Probation Department routinely relies on overtime to adequately staff the facility.

**Overtime Staff**

The Probation Department reported overtime expenses for Institutions and Juvenile Probation of \$680,071.43. Adult probation officers who work inside the juvenile hall and/or have juveniles assigned to their caseloads were not accounted for in the overtime data provided.

**ISM & Staff Training**

- ISM Training: Due to the number of violations that were reported to have occurred during this inspection period the Commission recommends ISM's be provided training on the basic rights of youth in detention and the Youth Bill of Rights.
- Group Supervisors: In the 2022-2023 inspection report, housing unit staff requested training in the following areas: Adolescent Mental Health, Mental Health First Aid, providing trauma-informed care to vulnerable youth populations, the impacts of trauma and abuse on the developing brain, and effective communication skills. We are elevating these requests again this year in hopes that the training can be provided in 2025.

**Food & Nutrition**

Meals for the Juvenile Hall and SYTF facilities continue to be provided by the Sheriff's Department. In 2024, the cost of each meal was \$89.94 per youth. Meals are prepared at the Maple Street County Jail and delivered to juvenile hall the following day. The meals are then reheated by probation staff in commercial type ovens located on the housing unit. This process makes it almost impossible to preserve the quality, texture, and flavor of each meal. The dietician has acknowledged the ongoing issues and limitations imposed by the current system. The dietician believes that the only viable solution is for her to go back to the juvenile hall and prepare meals onsite. Staff meals are also provided under the current food services contract. The department provides each staff member one free meal per shift, as they are prohibited from leaving the facility during their breaks. Staff pre-order their meals online and they are delivered by the Sheriff's Department. Staff meals are of much higher quality than the meals being provided to the youth.



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION  
JUVENILE HALLS AND CAMP  
HILLCREST JUVENILE HALL  
2023-2024**

**Education**

The County Office of Education Court & Community Schools operates the Hillcrest School. Hillcrest serves students in grades 7-12. Youths report doing well in school, often for the very first time. The County Office of Education puts on an annual high school graduation ceremony. Post Secondary college courses and programs are available through the San Mateo Community College District.

**Health Care Services**

Youths have access to an onsite medical facility that is staffed by full time registered nurses and part-time Nurse Practitioner, and a medical Doctor. Emergency and specialized care are provided by outside providers. Eyeglasses take 4-6 months to obtain. Pharmacy and laboratory services are provided by the county hospital.

**Mental Health Services: Urgent Need for a Mental Health Therapy Room**

The Forest 2 and Forrest 3 housing units lack a dedicated mental health space that is therapeutically designed where youths can receive mental health services and therapeutic interventions. Youths have also been unable to access the Multi-Sensory De-escalation Room since it was opened back on November 9, 2023. The alarming increase in Serious Incident Reports indicate that real time therapeutic support and alternative interventions are desperately needed.

**Substance Abuse Treatment Services**

The facility does not offer substance abuse treatment. Opioid withdrawal protocols are utilized by Correctional Health to treat youths actively experiencing withdrawals. The protocols call for close monitoring and dispensing of medication to manage withdrawal symptoms.

**General Programming**

A programming schedule was not provided for either housing unit for 2024. Youths reported participating in the education, mental health therapy, The Beat Within, Mind Body Awareness, Fresh Lifeline for Youth, The Heart of Yoga Project, large muscle exercise, art, beat making, and religious services. Other programming such as Omega and the Olympics took place intermittently throughout the year. Youths who demonstrate exceptional behavior can also assist staff on the unit with routine tasks, such as meal preparation and clean up.

**Recommended General Programming:** The Commission continues to advocate for expanded services for youths who are expected to be detained at the facility for 30 days or more. This includes: weekly mental health therapy sessions, family therapy, anger management, victim impact & awareness, life skills and access to substance abuse treatment as applicable. Parenting classes are also highly recommended.



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION  
JUVENILE HALLS AND CAMP  
HILLCREST JUVENILE HALL  
2023-2024**

**Pre-Adjudication Services**

Research indicates that the criminal behavior leading youth into the juvenile justice system is often a manifestation of unresolved trauma and untreated mental health conditions. By the time they are booked into juvenile detention, both they and their families are frequently at a breaking point. The majority of these youth are released back into the community within a week. For non-707(b) cases, adjudication typically takes between three to twelve months, during which time they are not eligible for services. Consequently, they return to the same homes, neighborhoods, and communities facing the same challenges that contributed to their initial involvement with the system. Without access to necessary resources and treatment to address the root causes of their behavior, youth may remain vulnerable to reoffending, increasing their likelihood of deeper entrenchment in the justice system. Investing in programs and services for vulnerable youths awaiting adjudication would provide them with the support needed to regain control of their behavior, ultimately reducing recidivism, stabilizing families, and increasing public safety.

**Re-Entry & Transition Services**

- The Phoenix (PREP) program: The Phoenix program is a staff lead program offered to youth who consistently demonstrate good behavior and the ability to follow rules. According to the Superintendent, Sanam Aram, the juvenile court lacks the legal authority to order youths into the Phoenix program. Juvenile hall staff are responsible for managing the application process and determining who is accepted into the program. Probation reported that 4 Hispanic youths participated in the program during this inspection period. Services included, taking youths to the DMV to obtain an ID or take the written exam for a driver's licence, and home passes. Youths are also given a Phoenix program uniform to wear on the housing unit. Of the 4 program participants, only two completed the program. The average time in the program was 182 days. While the services above are helpful, the program fails to address the key components youth need to successfully transition back into the community, such as employment, housing, financial literacy and basic necessities, like clothing or a cell phone. The facility does not offer transition services to youths who are deemed to be unsuitable for the Phoenix program and at highest risk of reoffending upon release.
- Fresh Lifelines for Youth-FLY: Reentry services are contracted out to FLY. FLY provides case management services for up to 9 months. Once the 9 months is over, youths are not allowed to re-enroll. Parents and youth report that 9 months is not enough time to stabilize youth in the community. This is especially true for youths who are rearrested or return to the juvenile hall for a probation violation during this time period. The Commission recommends extending these services from 9 months to 12 months.



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION  
JUVENILE HALLS AND CAMP  
HILLCREST JUVENILE HALL  
2023-2024**

**Commissioner Funded Programs & Initiatives**

- The Suited for Success-Court Clothing Program, founded in 2021 by Commissioners Rasmussen & Bocanegra, has evolved into a comprehensive initiative that provides more than just court attire. Participants receive a full set of formal wear, including a suit, dress shirt, and tie, free of charge. The program's impact extends beyond clothing, as it instills confidence and creates opportunities for youth upon their release. By providing attire for crucial events like job interviews, school, and community functions, the program empowers participants to approach these situations with dignity and self-assurance. During this reporting period, the program received substantial support through a generous donation from the family of former San Mateo County Sheriff and Supervisor, Don Horsley. The program also covers the cost of dry cleaning.
- Music Therapy Program: In 2022, Commissioners Rasmussen and Bocanegra procured 75 MP3 players, chargers, and headphones to launch a music therapy initiative for incarcerated youth. The program aims to provide access to music and guided meditations, which many participants report as improving their mood, reducing stress and anxiety, and aid in both relaxation and sleep.
- Holiday Gift Bags: A commission lead community based initiative to provide youths with ethnically appropriate hygiene projects each holiday season. New board games for the visiting rooms are also provided.

**Data Collection: Effectiveness of Contracted Services, Youth Outcomes, Arrest & Recidivism Data:** The Probation Department conducts a bi-annual survey with youth and institutions staff to help gauge the overall satisfaction and effectiveness of the programs offered at the facility. The information the team reviewed was insufficient as it relied service providers to capture and report this data. Juvenile arrest and recidivism data are needed to direct resources and delinquency prevention efforts throughout the county.

**Youth Services Center: Main Entrance Lobby**

**Pest Control: Safety Issues:** There are safety concerns related to current pest control services. Photos of easily accessible bait stations and glue traps filled with two different species of lizards are included in the attachment section of this report.

**Poor Temperature Control & Air Circulation**

Parents report that the lobby gets very hot and poor air circulation makes them wait outside. The automatic door has a switch that can hold the the automatic door open. Keeping the door open can help improve the air circulation and reduce temperature in the lobby.



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION  
JUVENILE HALLS AND CAMP  
HILLCREST JUVENILE HALL  
2023-2024**

**Housing Units: Repairs and Maintenance**

The housing units are showing extensive wear. The carpet on the Forest 3 housing unit is heavily soiled and stained with food and other filth. Showers 3 & 4 in the Forest 3 unit do not heat properly and all showers on the unit need power washing. Cell mirrors are damaged beyond repair and must be replaced. The bookcases on the housing unit need to be updated. The Commission received several boxes of books from the Sheriff's Department that can be utilized for this purpose. The shower in the Forest 3 uni does not heat properly. The remaining showers need power washing. The Forest 2 unit shows less wear. Aside from the need to periodically test the water temperature of the showers on the Forest 2 housing unit, all of the Forest 3 recommendations also apply to Forest 2.

**Interior Buildings: Repairs and Maintenance**

The dining hall, school building, and gymnasium need to be repainted. The gymnasium floor and bleachers must be cleaned and maintained on a regular basis.

**Housing Unit and Facility Equipment**

Individual cells also lack personal storage. The wall units that were reported to have been ordered in 2022, remain in the county's antiquated procurement process. Hampers or laundry carts are needed to contain soiled laundry so that it is not stored on the dayroom floors. Purchasing outdoor picnic tables for the recreation area will provide much needed outdoor seating and provide a space to eat meals and work on projects. The basketball courts located on the patios adjacent to each housing unit are also still in need of court lines.

**RECOMMENDATIONS**

**Electronic Monitoring Program<sup>3</sup> - Out-of-County Youth**

Even with passage of SB448, the Probation Department has yet to recommended a single youth for release on the Electronic Monitoring program. Neighboring Probation Department's are routinely recommending eligible Out of County youths for release on Electronic Monitoring. We recommend our Probation Department do the same.

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<sup>3</sup>Electronic Monitoring Program: EMP - Ankle Monitor



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION  
JUVENILE HALLS AND CAMP  
HILLCREST JUVENILE HALL  
2023-2024**

**Classification & Housing**

The facility does a poor job classifying and housing youths. The facility has multiple unused housing units that sit vacant while the majority of youths detained in the juvenile hall are housed in the Forest 3 unit. Several youths we interviewed reported feeling uncomfortable with their current housing assignment(s). Gender, age, and length of commitment time were the primary sources of their concern and discomfort.

**Law Library**

Youth do not have access to a law library. The facility's Librarian should procure the following books and added to the main library: Thomson Reuters California Juvenile Courts Practice and Procedure, Seiser & Kumli on California Juvenile Courts Practice and Procedure, California, Welfare & Institutions Code, California Penal Code, California Education law and Regulation, Educational Code, and Vehicle Code. Nolo Press publications on Immigration, Family Law, and Guide on Conducting Legal Research. Legal dictionaries and "The Evolution of the Juvenile Court: Race, Politics, and the Criminalizing of Juvenile Justice," by Professor Barry C. Feld should also be included.

**Online Law Library & Research**

The California Department of Corrections utilizes Law Library Kiosks to provide individuals the opportunity to access an online law library and conduct legal research. We recommend the department work with Orijin<sup>4</sup>, to see if an online law library can be added to the tablets.

**Disabled Youth**

The facility has begun to assign staff to monitor youths with cognitive and developmental disabilities more closely. This is largely done to maintain order within the housing unit. The Commission appreciates these efforts and encourages the department to continue to identify ways to support youths with special needs.

**Food & Nutrition**

The food being provided by the Sheriff's Department under the current Food Services Contract continues to be extremely costly and of very poor quality. The Commission recommends terminating the food services contract for the third consecutive year in a row and going back to preparing daily meals in the state of the art kitchen at the juvenile hall.

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<sup>4</sup> Orijin is the company contracted to provide the tablets the youths are using to make telephone calls.



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION  
JUVENILE HALLS AND CAMP  
HILLCREST JUVENILE HALL  
2023-2024**

**Athletic Shoes**

Youth continue to report blisters, knee and ankle injuries, and soreness on the arches of their feet, which can significantly limit their ability to walk and exercise and causes unnecessary pain and discomfort. The current athletic shoes are of such inferior quality they prematurely wear out in 30-45 days. While youth can request a new pair of shoes, this policy fails to address the orthopedic and health equity issues deriving from their continued use. Switching to a quality athletic shoe will also eliminate the need to replace athletic shoes every 1-2 months which is neither financially prudent nor environmentally responsible.

**Haircuts & Hygiene Products**

An outside barber is providing monthly haircuts free of charge. Access to ethnically appropriate hygiene products continues to be an issue at this facility. The majority of youth at this facility are youth of color.

**Staffing**

The facility utilizes overtime to maintain established staffing levels. In order to meet the needs of youth in therapeutic detention, the Commission is requesting the Board of Supervisors ensure the facility receives the resources needed to

- house youths based upon their age, identifying gender, and rehabilitation needs.
- provide youths with adequate interventions and therapies needed to address their needs and behaviors.
- utilize the Multi-Sensory Deescalation room. The room has not been used since it was opened in 2023.
- properly train all employees to ensure they are proficient in the basic rights of youths in detention and the facility's compliance with the Youth Bill of Rights
- manage staff led programs
- improve internal communications
- effectively communicate and coordinate with system partners
- Provide robust transition and reentry services

**Staff Training**

Based upon the information disclosed during interviews with teachers, facility staff, youths, parents, and system partners, the Commission recommends the institutions staff receive the following training:

- Educational Rights: Institutional Service Managers need to be formally trained on the basic educational rights of youth in detention to stop the types of violations that were reported to have occurred during this inspection period. Repeatedly removing special education students from the classroom for non security related behavior issues against the advice of the principal, is a violation of the standing MOU with the school department and detrimental to the students educational progress.



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION  
JUVENILE HALLS AND CAMP  
HILLCREST JUVENILE HALL  
2023-2024**

- Establish Guidelines for staff to follow when making decisions and/or issuing punishments that impact the educational rights of a youth.
- The Youth Bill of Rights and any related policy and procedure changes made due to its passage.

**Youth Services Center Main Entrance and Lobby**

- There are safety concerns related to current pest control services. Photos of easily accessible poisonous bait stations and a glue trap containing two different species of lizards are in the attachments section of this report. The Commission recommends discontinuing the use of both forms of pest control and they pose a hazard to small children and endangered species living in the open space surrounding the facility.
- Visitors who come to the facility wait in a small lobby located near the main entrance. Parents report that the lobby gets very hot and the poor air circulation forces them to wait outside. Utilizing the switch on the automatic door to allow it to stay open during visiting hours will help improve air circulation and reduce temperature in the lobby.

**Juvenile Hall Lobby**

The Commission recommends:

- Staffing the front desk on Monday-Friday from 9:00-5:00 pm.
- Keeping lights on during business hours
- Replace the missing keys for the lockers
- Remove the outdated information posted on the walls and contained in the circular display rack.
- Ensure the rack in the lobby containing copies of the Commission's handbook "How to Help Your Child Arrest" in English and Spanish is refilled as needed.

**Administration Building Hallway - Youth Artwork**

A portion of the hallway is decorated with artwork created by the youth. We recommend moving the art to the visiting room so it can be enjoyed by the youth and families.

**Intake & Admissions: Update Intake Forms**

- a section to document the youth's religion or spiritual practice to assist staff in identifying the spiritual and religious needs of each youth.
- a section to document a youth's ACEs score, if known.



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION  
JUVENILE HALLS AND CAMP  
HILLCREST JUVENILE HALL  
2023-2024**

**Orientation Packet for Youth**

The following items should be provided to youths in their primary language<sup>5</sup> as part of the orientation packet they receive when they arrive at the facility:

- A copy of the Youth Bill of Rights
- The name and contact information for the youth's attorney, probation officer, and the group supervisor assigned to write the youth's Behavioral Summary court reports.
- Information sheet on how to request medical, dental, and mental health services.
- a copy of the San Mateo County Office of Education's Educational Handbook
- Information sheet outlining how to request alternative religious services, prayer books, and spiritual aids.

**Orientation Packet for Parents/Guardians**

The following items should be provided to parents/guardians in their primary language as part of the orientation packet:

- A copy of the Youth Bill of Rights
- Telephone numbers and contact information for the juvenile hall, admissions, Medical (Correctional Health), BHRS, Hillcrest School, and name and contact information for the youth's Probation Officer.
- A Copy of the San Mateo County Office of Education's Educational Handbook.

**Exit Survey for Youth & Families**

- Create an exit survey for youths to evaluate the treatment services and care they received while at the facility. Survey data should be used to identify treatment needs, evaluate programming, and obtain input to help measure and improve outcomes.
- Create an exit survey for parents/guardians to evaluate the services received while their child participated in the program. Survey data should be used to identify service gaps, evaluate programming, and obtain input to help support families and improve outcomes.

**Reentry Services & Resources**

Youths and parents report that the reentry services being provided by the facility are not sufficient to meet the needs of youth transitioning back into the community.

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<sup>5</sup> San Mateo County provides translation services for written materials.



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION  
JUVENILE HALLS AND CAMP  
HILLCREST JUVENILE HALL  
2023-2024**

- Phoenix Program: We recommend the Probation Department conduct a full review of the Phoenix Program to determine:
  - Is the program viable? Can it be revamped to meet the current needs of youth or should it be discontinued?
  - Is the Probation Department best equipped to deliver reentry services or are youths better served by contracting with an outside service provider?
- Fresh Lifelines for Youth-FLY: is currently contracted to provide re-entry support and case management services for 9 months. The Commission recommends extending these services to 12 months, to ensure youth are stabilized in the community, before discontinuing services.
- Reentry Resources: Probation officers lack the basic resources youths need upon release, this includes, transitional housing programs, clothing, school supplies, transportations.
- Introducing Mentorship programs.

**Data Collection: Arrest and Recidivism Trends**

The Commission recommends the Probation Department set up the system necessary to capture and track the juvenile arrest and recidivism data for San Mateo County in order to direct adequate resources and pinpoint delinquency prevention efforts.

**Adverse Childhood Experiences (ACES)**

Formally assess each youth for Adverse Childhood Experiences (ACEs), document their score, and share it with institutional staff working in the housing units. Understanding a youth's ACE score can help probation staff manage behaviors effectively, implement appropriate behavioral interventions, and identify therapeutic and rehabilitative needs. Additionally, this information supports the multidisciplinary team (MDT) in developing targeted treatment plans and assists the court in determining the most beneficial programs and services for the youth and their families.

**Mental Health Therapy Room**

The Forest 2 and Forrest 3 Housing Units currently lack a dedicated, therapeutically designed space where youth can receive mental health services. Given that many of the youth in juvenile hall have experienced significant trauma, mental health care is critical for their rehabilitation and well-being. Without a designated therapy room, mental health services are often provided in spaces that are not conducive to healing. These environments may lack the privacy, comfort, and calming atmosphere necessary for effective therapeutic interventions.



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION  
JUVENILE HALLS AND CAMP  
HILLCREST JUVENILE HALL  
2023-2024**

A thoughtfully designed therapy space can create a safe and supportive environment where youth feel more at ease, increasing their willingness to engage in treatment and improving outcomes. The Commission urges the Probation Department to allocate \$3,500 to convert an existing office into a therapeutically designed therapy room. BHRS has committed to designing the therapy room once funding is secured, ensuring it meets clinical and therapeutic standards. This investment aligns with best practices in juvenile justice reform, emphasizing rehabilitation over punishment. Investing in this space is a crucial step in creating a more rehabilitative environment within the juvenile hall, ultimately benefiting both the youth and the broader community. The Commission recommends the Probation Department explore the possibility of funding this project with Proposition 1 funds.

**Music Therapy Program- MP3 Players**

When staff, youth, and members of the commission developed the MP3 music therapy program it was intended to be therapeutic and not a privilege. The MP3 players offer a variety of music including Native American flute and Spanish music, meditations, sleep sounds, and webinars on self improvement. We urge the Probation Department to utilize the MP3 players for music therapy as they were intended.

**Recommended Programming**

The Omega program is the most popular program amongst the youth. The program highlights inspiring individuals with lived experience who have overcome challenges and obstacles during their lifetimes. Expanding the Omega Program to allow at least 2 speakers per month would be highly beneficial for youths.

The Commission continues to advocate for youth to receive the following evidence based programming:

- Victim Offender Education Group -VOEG
- Credible Messenger Program
- Mentorship Opportunities
- Anger Management
- Life Skills & Employment Readiness
- Substance Abuse Treatment, when applicable.

**Evaluating Contracted Services and Youth Outcomes**

The Probation Department conducts a bi-annual survey with youth and institutions staff to help gauge the overall satisfaction and effectiveness of the programs offered at the facility. However, this data was not available to the inspection team. We recommend the Probation Department post the survey results on their website.



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION  
JUVENILE HALLS AND CAMP  
HILLCREST JUVENILE HALL  
2023-2024**

**Programming and Contracted Services**

Due to the low population, higher treatment needs of youth, and the increase in the length of youth commitments at this facility, providing evidence-based rehabilitation treatment and services to youths and their families has become increasingly difficult. Switching to a pay-per-service model will give the Probation Department greater control over the services it can provide and the flexibility needed to individualize services to meet the therapeutic and rehabilitative needs of each youth.

**Outdoor Recreation Areas**

- Basketball Courts adjacent to Housing Units: Basketball courts do not have any lines and markings painted on the ground.
- Add picnic tables to the outdoor recreation space. The picnic tables will provide much needed outdoor seating and can be used to eat meals, work on projects, and the garden program.

**Facility: Repairs, Maintenance, & Equipment**

- Remove the carpet on the housing units and replace with laminate flooring, which is easier to clean and provides a more home-like environment.
- Replace all the mirrors inside the cells in each housing unit
- Install institutional shelving to provide personal storage in each cell.
- Repaint the housing units, dining room, schools building, and gymnasium.
- Adjust the water temperature in showers 3 & 4 on the Forest 3 housing unit.
- Power wash the showers on the housing units and admissions.
- Clean and maintain the gymnasium floor and bleachers
- Inspect the air conditioning system for the Administration building to ensure it is operating properly.
- Purchase hampers or laundry carts to contain soiled laundry

**THE COMMISSION REQUESTS THE PROBATION DEPARTMENT PROVIDE A WRITTEN  
RESPONSE ADDRESSING EACH OF THE RECOMMENDATIONS CONTAINED IN THIS  
INSPECTION REPORT WITHIN 45 DAYS OF OFFICIAL RECEIPT OF REPORT.**



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION  
 JUVENILE HALLS AND CAMP  
 HILLCREST JUVENILE HALL  
 2023-2024**

<b>PRIOR RECOMMENDATIONS</b>				
<b>REVIEWED</b>	<b>YES</b>	<b>NO</b>	<b>N/A</b>	<b>COMMENTS</b>
Implemented	X	<input type="checkbox"/>	<input type="checkbox"/>	The facility will offer 4/10 & 3/12 weekly shifts in 2025
Pending Implementation	X	<input type="checkbox"/>	<input type="checkbox"/>	<ul style="list-style-type: none"> <li>● Storage shelves are still struck in the county's procurement There is no estimated date for installation.</li> <li>● Electronic Medical Records System: Correctional Health anticipates implementation will go online in 2025</li> <li>● Employees will be offered 4/10 &amp; 3/12 shifts in 2025.</li> </ul>
No Action	X	<input type="checkbox"/>	<input type="checkbox"/>	<ul style="list-style-type: none"> <li>● Remove carpets on the housing units</li> <li>● Terminate Food Services contract -Sheriff's Department</li> <li>● Staff Training: Youth Bill of Rights</li> <li>● Provide eyeglasses to youth in a timely manner</li> <li>● Provide a therapeutically designed mental health space for youth to participate in therapy.</li> <li>● Implement systems to enable electronic monitoring of Out of County Youth.</li> <li>● Provide ethnically appropriate hygiene items</li> <li>● Provide adequate athletic shoes</li> <li>● Provide electric razors to reduce hazardous &amp; plastic waste</li> <li>● Install picnic tables in the outdoor recreation space</li> </ul>



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION  
 JUVENILE HALLS AND CAMP  
 HILLCREST JUVENILE HALL  
 2023-2024**

<b>DATA, DEMOGRAPHICS &amp; STATISTICS</b>																																																																										
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**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION  
 JUVENILE HALLS AND CAMP  
 HILLCREST JUVENILE HALL  
 2023-2024**

Bookings: Out-of-County Youth:	<input type="checkbox"/>	X	<input type="checkbox"/>	<table border="1"> <tr> <th>2023-2024</th> <th>2022-2023</th> <th>2021-2022</th> </tr> <tr> <td align="center">Refused</td> <td align="center">61</td> <td align="center">45</td> </tr> </table>	2023-2024	2022-2023	2021-2022	Refused	61	45																																																	
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**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION  
 JUVENILE HALLS AND CAMP  
 HILLCREST JUVENILE HALL  
 2023-2024**

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**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION  
 JUVENILE HALLS AND CAMP  
 HILLCREST JUVENILE HALL  
 2023-2024**

City of Residence: San Mateo County Incarcerated Youth	<input type="checkbox"/>	X	<input type="checkbox"/>	<p align="center">Youth Incarceration: Top 5 Cities in San Mateo County</p> <table border="1"> <thead> <tr> <th>City of Residence</th> <th>2023 2024</th> <th>2022-2023</th> <th>2021-2022</th> </tr> </thead> <tbody> <tr> <td>San Mateo</td> <td>Refused</td> <td>86</td> <td>2nd</td> </tr> <tr> <td>Redwood City</td> <td>Refused</td> <td>76</td> <td>1st</td> </tr> <tr> <td>East Palo Alto</td> <td>Refused</td> <td>58</td> <td>3rd<sup>6</sup></td> </tr> <tr> <td>South San Francisco</td> <td>Refused</td> <td>16</td> <td>N/A</td> </tr> <tr> <td>Daly City</td> <td>Refused</td> <td>14</td> <td>N/A</td> </tr> </tbody> </table>	City of Residence	2023 2024	2022-2023	2021-2022	San Mateo	Refused	86	2nd	Redwood City	Refused	76	1st	East Palo Alto	Refused	58	3rd <sup>6</sup>	South San Francisco	Refused	16	N/A	Daly City	Refused	14	N/A
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**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION  
 JUVENILE HALLS AND CAMP  
 HILLCREST JUVENILE HALL  
 2023-2024**

Race	<input type="checkbox"/>	X	<input type="checkbox"/>	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 25%;">Race</th> <th style="width: 25%;">2023-2024</th> <th style="width: 50%;">2022-2023</th> </tr> </thead> <tbody> <tr> <td>Hispanic</td> <td>Refused</td> <td>75 %</td> </tr> <tr> <td>Black</td> <td>Refused</td> <td>11 %</td> </tr> <tr> <td>White</td> <td>Refused</td> <td>5.5 %</td> </tr> <tr> <td>Pacific Islander</td> <td>Refused</td> <td>3.7 %</td> </tr> <tr> <td>Native American</td> <td>Refused</td> <td>1.8 %</td> </tr> <tr> <td>Asian</td> <td>Refused</td> <td>1.8 %</td> </tr> <tr> <td>Other</td> <td>Refused</td> <td>0.93 %</td> </tr> <tr> <td>Unknown</td> <td>Refused</td> <td>0.93 %</td> </tr> </tbody> </table>	Race	2023-2024	2022-2023	Hispanic	Refused	75 %	Black	Refused	11 %	White	Refused	5.5 %	Pacific Islander	Refused	3.7 %	Native American	Refused	1.8 %	Asian	Refused	1.8 %	Other	Refused	0.93 %	Unknown	Refused	0.93 %			
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February	Refused	16.4																																
March	Refused	16.8																																
April	Refused	16.9																																



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION  
 JUVENILE HALLS AND CAMP  
 HILLCREST JUVENILE HALL  
 2023-2024**

				<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 25%;">May</td> <td style="width: 25%;">Refused</td> <td style="width: 50%;">16.3</td> </tr> <tr> <td>June</td> <td>Refused</td> <td>16.5</td> </tr> <tr> <td>July</td> <td>Refused</td> <td>16.6</td> </tr> <tr> <td>Average</td> <td>Refused</td> <td>16.6</td> </tr> </table>	May	Refused	16.3	June	Refused	16.5	July	Refused	16.6	Average	Refused	16.6																								
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EMP: Electronic Monitoring Program	<input type="checkbox"/>	<b>X</b>	<input type="checkbox"/>	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr style="background-color: #e0e0e0;"> <th colspan="6" style="text-align: center;">Number of EMP Placements</th> </tr> <tr> <th style="width: 15%;">Number of Placements</th> <th style="width: 10%;">1st</th> <th style="width: 10%;">2nd</th> <th style="width: 10%;">3rd</th> <th style="width: 10%;">4th</th> <th style="width: 15%;">Total</th> </tr> </thead> <tbody> <tr> <td>2023-2024</td> <td>Refused</td> <td>Refused</td> <td>Refused</td> <td>Refused</td> <td>Refused</td> </tr> <tr> <td>2022-2023</td> <td>86</td> <td>7</td> <td>0</td> <td>1</td> <td>94</td> </tr> </tbody> </table> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr style="background-color: #e0e0e0;"> <th colspan="3" style="text-align: center;">EMP Average Length of Placement</th> </tr> <tr> <th style="width: 60%;">Average Length of EMP Placements</th> <th style="width: 20%;">2023-2024</th> <th style="width: 20%;">2022-2023</th> </tr> </thead> <tbody> <tr> <td>Average Length of EMP Placements</td> <td>Refused</td> <td>69 days</td> </tr> <tr> <td>Median Length of EMP Placements</td> <td>Refused</td> <td>44 days</td> </tr> </tbody> </table>	Number of EMP Placements						Number of Placements	1st	2nd	3rd	4th	Total	2023-2024	Refused	Refused	Refused	Refused	Refused	2022-2023	86	7	0	1	94	EMP Average Length of Placement			Average Length of EMP Placements	2023-2024	2022-2023	Average Length of EMP Placements	Refused	69 days	Median Length of EMP Placements	Refused	44 days
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 JUVENILE HALLS AND CAMP  
 HILLCREST JUVENILE HALL  
 2023-2024**

				<table border="1" style="width: 100%; border-collapse: collapse; margin-bottom: 5px;"> <tr style="background-color: #e0e0e0;"> <th colspan="3" style="text-align: center;">EMP Participants - San Mateo County Youth</th> </tr> <tr> <th style="width: 30%;">San Mateo County Youth</th> <th style="width: 35%;">2023-2024</th> <th style="width: 35%;">2022-2023</th> </tr> <tr> <td>Participants</td> <td style="text-align: center;">Refused</td> <td style="text-align: center;">94</td> </tr> <tr> <td>Percentage of Bookings</td> <td style="text-align: center;">Refused</td> <td style="text-align: center;">45%</td> </tr> </table> <p>*Out-of-County Youth = 0</p>	EMP Participants - San Mateo County Youth			San Mateo County Youth	2023-2024	2022-2023	Participants	Refused	94	Percentage of Bookings	Refused	45%
EMP Participants - San Mateo County Youth																
San Mateo County Youth	2023-2024	2022-2023														
Participants	Refused	94														
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Juvenile Arrest Data	<input type="checkbox"/>	X	<input type="checkbox"/>	<p>Juvenile arrest data is critical to delinquency prevention in San Mateo County. Juvenile arrest data for San Mateo County is currently unavailable.</p> <p>Juvenile arrest data is required to:</p> <ul style="list-style-type: none"> <li>● Pinpoint where delinquency prevention efforts are needed</li> <li>● Identify grants and potential funding sources</li> <li>● Identify the programs and services producing results</li> <li>● Identify crime trends throughout the county</li> <li>● Track and reduce recidivism</li> <li>● Measure outcomes and success of current programs</li> </ul> <p>Juvenile arrest data should include:</p> <ul style="list-style-type: none"> <li>● Name of law enforcement agency<sup>7</sup></li> <li>● City where the arrest(s) occurred</li> <li>● Name of the city/county where the youths resides</li> <li>● Law violation(s) associated with each arrest.</li> <li>● Data on school related arrests</li> <li>● Total number of juvenile arrests are made</li> <li>● Number of arrests resulting juvenile hall booking</li> </ul>												

<sup>7</sup> Police Department, Sheriff Department, California Highway Patrol, BART Police, Gang Task Force



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION  
 JUVENILE HALLS AND CAMP  
 HILLCREST JUVENILE HALL  
 2023-2024**

Out of Home Placement	<input type="checkbox"/>	X	<input type="checkbox"/>	There were no youths in placement during this inspection period. San Mateo County has not sent a youth to placement in 5+ years.
Comments	The probation department's refusal to provide even the most basic data for this facility basic significantly limited the inspection team's ability to complete this section of the annual inspection report.			

<b>DOCUMENT REVIEW</b>				
<b>REVIEWED</b>	<b>YES</b>	<b>NO</b>	<b>N/A</b>	<b>COMMENTS</b>
Board of State & Community Corrections Inspection	X	<input type="checkbox"/>	<input type="checkbox"/>	Prepared by: Craigus Thompson, 916-597-4610 <ul style="list-style-type: none"> <li>● 2023 Biennial Inspection dates: April 3, 5, &amp; 12, 2023</li> <li>● 2024-Targeted Inspection date May 23, 2024</li> </ul>
County of San Mateo: Building/ Facility Safety Inspection	X	<input type="checkbox"/>	<input type="checkbox"/>	Inspection Conducted on September 7, 2023 Brae Hunter -San Mateo County ADA Coordinator Human Resources Department 650-647-9930 / 650-599-1151
Fire Safety	X	<input type="checkbox"/>	<input type="checkbox"/>	Inspection was conducted on 03/21/2024 by: Austin Seely San Mateo County - Cal Fire 650-477-0327
County Office of Education: 3rd Party Educational Evaluation	X	<input type="checkbox"/>	<input type="checkbox"/>	Evaluation performed on 10/23/23 by: Dr. Jen Izant Gonzales Senior Director, Alternative Education Santa Cruz County Office of Education 831-466-5739



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION  
 JUVENILE HALLS AND CAMP  
 HILLCREST JUVENILE HALL  
 2023-2024**

San Mateo County Environmental Health	X	<input type="checkbox"/>	<input type="checkbox"/>	Conducted on October 10, 2023 by: Aris Veloso, Environmental Health Specialist 650-372-6200
Nutritional Health/ Retail Food Inspection	X	<input type="checkbox"/>	<input type="checkbox"/>	Conducted on May 16, 2024 by: Joanne Jarin-650-372-6200 SMC Environmental Health Specialist
Food Services: Juvenile Menu Analysis for T15	X	<input type="checkbox"/>	<input type="checkbox"/>	Denise Chu- Dietician Correctional Health Last conducted on 03/08/24
Juvenile Justice Commission Annual Inspection Reports	X	<input type="checkbox"/>	<input type="checkbox"/>	Inspection reports are available on the JJDPC website <a href="http://www.smcgov.org/probation/jjdpc-inspection-reports">www.smcgov.org/probation/jjdpc-inspection-reports</a>
Juvenile Court Judge Inspection	X	<input type="checkbox"/>	<input type="checkbox"/>	Conducted on January 5, 2024 by: The Honorable Susan I. Etezadi Presiding Judge, Juvenile Court
Probation Chief: Annual Letter to BSCC	X	<input type="checkbox"/>	<input type="checkbox"/>	
San Mateo County Safety Review	X	<input type="checkbox"/>	<input type="checkbox"/>	ADA Coordinator Human Resources Department 650-647-9930 / 650-599-1151
Workplace Violence Prevention Plan Per <u>SB 553</u> – Effective July 1, 2024	X	<input type="checkbox"/>	<input type="checkbox"/>	Under this new law, employers in California must establish, implement, and maintain a "Workplace Violence Prevention Plan" that includes: prohibiting employee retaliation, accepting and responding to reports of workplace violence, and emergency response.



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION  
 JUVENILE HALLS AND CAMP  
 HILLCREST JUVENILE HALL  
 2023-2024**

Natural Disaster: Fire Drill Logs	X	<input type="checkbox"/>	<input type="checkbox"/>	
Natural Disaster: Wildfire Evacuation Plan and Procedures	X	<input type="checkbox"/>	<input type="checkbox"/>	Mutual Aid agreements with local jurisdictions are in place should the facility and/or area need to be evacuated.
Air Quality Indoors/Outdoors	X	<input type="checkbox"/>	<input type="checkbox"/>	The Department of Public Works maintains this facility. Management reported that a new ventilation system was installed in 2021 to address wildfire smoke.
Annual Budget: Juvenile Detention Facilities	<input type="checkbox"/>	X	<input type="checkbox"/>	The Commission continues to be denied access to the budget for the Juvenile Hall, SYTF, and Camp Kemp facilities It is difficult for the Commission to advocate and evaluate programs and services when we do not know where current funds are being allocated.
TITLE 15: § 1340. Reporting of Legal Actions <sup>8</sup>	<input type="checkbox"/>	<input type="checkbox"/>	X	There were no reported lawsuits filed during this inspection period.
Website: Juvenile Services & Institutions Division	<input type="checkbox"/>	X	<input type="checkbox"/>	<p>The Payments for Juvenile Cases section of the Probation Department website needs to be updated to reflect the passage of AB1186—which eliminated youth restitution fines, ended joint &amp; several liability, and wage &amp; account garnishments</p> <ul style="list-style-type: none"> <li>● The Partner Agency link for Mental Health on the Youth Services Center page remains broken.</li> </ul>

<sup>8</sup> Board of State and Community Corrections, Title 15, Article 4, §1340; Welfare and Institutions Code, §209, 210 & 885.



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION  
 JUVENILE HALLS AND CAMP  
 HILLCREST JUVENILE HALL  
 2023-2024**

Facility Rules	<input type="checkbox"/>	X	<input type="checkbox"/>	The team was not provided with a copy of the facility rules																																			
Staffing: Is there an adequate number of personnel sufficient to carry out the overall facility operation and its programming, to provide for the safety and security of youth and staff, and meet established standards and regulations.	<input type="checkbox"/>	X	<input type="checkbox"/>	<table border="1"> <thead> <tr> <th>Positions</th> <th>2024</th> <th>Difference</th> <th>2023</th> <th>2022</th> </tr> </thead> <tbody> <tr> <td>Group Supervisor 1</td> <td align="center">16</td> <td align="center">220 % increase</td> <td align="center">5</td> <td align="center">11</td> </tr> <tr> <td>Group Supervisor 2</td> <td align="center">20</td> <td align="center">9% decrease</td> <td align="center">22</td> <td align="center">39</td> </tr> <tr> <td>Group Supervisor 3</td> <td align="center">13</td> <td align="center">31.58% decrease</td> <td align="center">19</td> <td align="center">26</td> </tr> <tr> <td>Institutional Service Managers</td> <td align="center">7</td> <td align="center">—</td> <td align="center">—</td> <td align="center">—</td> </tr> <tr> <td>Extra Help</td> <td align="center">—</td> <td align="center">—</td> <td align="center">13</td> <td align="center">34</td> </tr> <tr> <td><b>Total</b></td> <td align="center"><b>60</b></td> <td align="center"><b>-11.76%</b></td> <td align="center"><b>68</b></td> <td align="center"><b>110</b></td> </tr> </tbody> </table> <p>Unlike previous years, the data we received did not align with the individual facilities or inspection time period requested.</p>	Positions	2024	Difference	2023	2022	Group Supervisor 1	16	220 % increase	5	11	Group Supervisor 2	20	9% decrease	22	39	Group Supervisor 3	13	31.58% decrease	19	26	Institutional Service Managers	7	—	—	—	Extra Help	—	—	13	34	<b>Total</b>	<b>60</b>	<b>-11.76%</b>	<b>68</b>	<b>110</b>
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Institutions Overtime Eligibility & Training	X	<input type="checkbox"/>	<input type="checkbox"/>	Adult probation officers routinely work overtime shifts within the facility. It is unknown what training, if any, is received prior to being allowed to work an overtime shift within the facility and/or directly with youth.																																			



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION  
 JUVENILE HALLS AND CAMP  
 HILLCREST JUVENILE HALL  
 2023-2024**

Staffing Vacancies	X	<input type="checkbox"/>	<input type="checkbox"/>	<table border="1"> <thead> <tr> <th>Vacant Positions</th> <th>2023 - 2024</th> </tr> </thead> <tbody> <tr> <td>Group Supervisor 1</td> <td align="center">10</td> </tr> <tr> <td>Group Supervisor II</td> <td align="center">37</td> </tr> <tr> <td>Group Supervisor III</td> <td align="center">17</td> </tr> <tr> <td>Institution Services Manager</td> <td align="center">3</td> </tr> <tr> <td>Utility Worker 1</td> <td align="center">2</td> </tr> <tr> <td><b>Total</b></td> <td align="center"><b>69</b></td> </tr> </tbody> </table>	Vacant Positions	2023 - 2024	Group Supervisor 1	10	Group Supervisor II	37	Group Supervisor III	17	Institution Services Manager	3	Utility Worker 1	2	<b>Total</b>	<b>69</b>
Vacant Positions	2023 - 2024																	
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Overtime Expenses	X	<input type="checkbox"/>	<input type="checkbox"/>	<table border="1"> <thead> <tr> <th>Division</th> <th>Overtime Expenses</th> </tr> </thead> <tbody> <tr> <td>Juvenile Probation</td> <td align="right">\$650,827.58</td> </tr> <tr> <td>Institutions:</td> <td align="right">\$29,243.85</td> </tr> <tr> <td><b>Total</b></td> <td align="right"><b>\$680,071.43</b></td> </tr> </tbody> </table>	Division	Overtime Expenses	Juvenile Probation	\$650,827.58	Institutions:	\$29,243.85	<b>Total</b>	<b>\$680,071.43</b>						
Division	Overtime Expenses																	
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Juvenile Probation Officers	X	<input type="checkbox"/>	<input type="checkbox"/>	<table border="1"> <thead> <tr> <th>Juvenile Probation Officers</th> <th>2023-2024</th> </tr> </thead> <tbody> <tr> <td>Deputy Probation Officer I</td> <td align="center">1</td> </tr> <tr> <td>Deputy Probation Officer II</td> <td align="center">1</td> </tr> <tr> <td>Deputy Probation Officer III</td> <td align="center">7</td> </tr> <tr> <td><b>Total</b></td> <td align="center"><b>9</b></td> </tr> </tbody> </table> <p>Some youths were supervised by adult probation officers it is unclear if they are included in data received</p>	Juvenile Probation Officers	2023-2024	Deputy Probation Officer I	1	Deputy Probation Officer II	1	Deputy Probation Officer III	7	<b>Total</b>	<b>9</b>				
Juvenile Probation Officers	2023-2024																	
Deputy Probation Officer I	1																	
Deputy Probation Officer II	1																	
Deputy Probation Officer III	7																	
<b>Total</b>	<b>9</b>																	



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION  
 JUVENILE HALLS AND CAMP  
 HILLCREST JUVENILE HALL  
 2023-2024**

Management Probation Services	X	<input type="checkbox"/>	<input type="checkbox"/>	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left; padding: 5px;">Management Positions</th> <th style="text-align: center; padding: 5px;">2023-2024</th> </tr> </thead> <tbody> <tr> <td style="padding: 5px;">Deputy Chief</td> <td style="text-align: center; padding: 5px;">1</td> </tr> <tr> <td style="padding: 5px;">Probation Services Manager I</td> <td style="text-align: center; padding: 5px;">2</td> </tr> <tr> <td style="padding: 5px;">Probation Services Manager II</td> <td style="text-align: center; padding: 5px;">2</td> </tr> <tr> <td style="padding: 5px;">Total</td> <td style="text-align: center; padding: 5px;">5</td> </tr> </tbody> </table>	Management Positions	2023-2024	Deputy Chief	1	Probation Services Manager I	2	Probation Services Manager II	2	Total	5
Management Positions	2023-2024													
Deputy Chief	1													
Probation Services Manager I	2													
Probation Services Manager II	2													
Total	5													
Is there a sufficient number of supervisory staff to ensure adequate supervision of all staff?	X	<input type="checkbox"/>	<input type="checkbox"/>											
Searches	X	<input type="checkbox"/>	<input type="checkbox"/>	<p>Strip Searches:          In 2023, Probation Chief John Keene informed the Commission that the Probation Department had ended the use of strip searches on youth in detention. Research shows that these invasive searches are not only degrading for youth, they inflict lasting psychological damage, compound existing trauma and reinforce fear and distrust in a system meant to support them. Eliminating this harmful practice was a critical step toward creating more humane and trauma-informed policies and practices.</p> <ul style="list-style-type: none"> <li>● Youth are searched whenever they enter the housing unit. Staff conduct “pat down” searches and use a handheld metal detector or “wand” to scan each youth for contraband.</li> <li>● Random routine sweeps are conducted of the housing units, school building, all and other buildings and areas within the facility.</li> </ul>										



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION  
 JUVENILE HALLS AND CAMP  
 HILLCREST JUVENILE HALL  
 2023-2024**

Medical, Dental, BHRS Request Forms.	X	<input type="checkbox"/>	<input type="checkbox"/>	Request forms for medical, dental and mental health care services are readily available. Youth report having timely access to urgent medical care and mental health services.																				
Audio and Video Recording: Storage	X	<input type="checkbox"/>	<input type="checkbox"/>	Videos are stored for at least 1 year on a server. Institutional Services Managers and above have access to this footage.																				
New Charges Filed	The number of new charges filed against incarcerated youth increased a staggering <b>900%</b> , a deeply concerning trend that contradicts the fundamental goals of the juvenile justice system. Unlike neighboring counties that utilize alternative interventions over filing new charges, San Mateo County stands apart in its approach, raising significant concerns about its impact on youth rehabilitation.																							
Serious Incident Reports: Deaths, Suicide Attempts, Suicidal Statements & Self-Mutilation	<table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <thead> <tr style="background-color: #e0e0e0;"> <th style="padding: 5px;">Type</th> <th style="padding: 5px;">2023-2024</th> <th style="padding: 5px;">Comparison</th> <th style="padding: 5px;">2022-2023</th> <th style="padding: 5px;">2021-2022</th> </tr> </thead> <tbody> <tr> <td style="padding: 5px;">Suicide Attempts</td> <td style="padding: 5px;">3</td> <td style="padding: 5px;">-</td> <td style="padding: 5px;">0</td> <td style="padding: 5px;">1</td> </tr> <tr> <td style="padding: 5px;">Suicidal Statements</td> <td style="padding: 5px;">6</td> <td style="padding: 5px;">50% Increase</td> <td style="padding: 5px;">4</td> <td style="padding: 5px;">6</td> </tr> <tr> <td style="padding: 5px;">Self-Mutilation</td> <td style="padding: 5px;">17</td> <td style="padding: 5px;">325% Increase</td> <td style="padding: 5px;">4</td> <td style="padding: 5px;">16</td> </tr> </tbody> </table> <p style="padding: 5px;">There were no deaths, escapes, or fires reported.</p>				Type	2023-2024	Comparison	2022-2023	2021-2022	Suicide Attempts	3	-	0	1	Suicidal Statements	6	50% Increase	4	6	Self-Mutilation	17	325% Increase	4	16
Type	2023-2024	Comparison	2022-2023	2021-2022																				
Suicide Attempts	3	-	0	1																				
Suicidal Statements	6	50% Increase	4	6																				
Self-Mutilation	17	325% Increase	4	16																				



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 JUVENILE HALLS AND CAMP  
 HILLCREST JUVENILE HALL  
 2023-2024**

Serious Incident Reports: Including Use of Force	Type of Incident	Incidents	Comparison	2022-2023	2021-2022
	Major Disturbance: Youth Injured by Staff	0	No Change	0	0
	Major Disturbance: Involving Multiple Youth	4	-	0	1
	New Charges Filed	10	900% Increase	1	3
	Assaults Between Youth	20	186% Increase	7	5
	Number of Youths Involved in Assaults	39	550 % Increase	6	10
	Safety Room Placements	1	-	0	2
	Use of Force: Incidents Involving Mechanical Restraints	33	154% Increase	13	15
	Mechanical Restraints Used per Youth	23	64% Increase	14	11
	Assault on Staff by Youth	1	No Change	1	0
	Threats to Staff	5	150% Increase	2	3
	Staff Injuries: Responding to incidents	3	50% Increase	2	3
	Youth on Special Program (OAA)	62	100% Increase	31	25
Reportable Incidents & Other	265	135% Increase	113	58	



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION  
 JUVENILE HALLS AND CAMP  
 HILLCREST JUVENILE HALL  
 2023-2024**

	<table border="1"> <tr> <td>Property Destruction<sup>9</sup></td> <td>1</td> <td>- 67% Decrease</td> <td>3</td> <td>0</td> </tr> <tr> <td>Total Incidents</td> <td>456</td> <td>136% Increase</td> <td>193</td> <td>136</td> </tr> </table>			Property Destruction <sup>9</sup>	1	- 67% Decrease	3	0	Total Incidents	456	136% Increase	193	136
Property Destruction <sup>9</sup>	1	- 67% Decrease	3	0									
Total Incidents	456	136% Increase	193	136									
Intake & Admission Forms	X	<input type="checkbox"/>	<input type="checkbox"/>	The intake and assessment packet covers medical history, mental health, family relations, education, employment, substance use/abuse, gang involvement, insight, and future goals.									
Juvenile Hall Parent/Youth Handbook	X	<input type="checkbox"/>	<input type="checkbox"/>	The Parent/Youth Handbook needs to be updated to reflect the passage of AB2417, the Youth Bill of Rights									
Handbook: Parents/Guardians	X	<input type="checkbox"/>	<input type="checkbox"/>	The team was not provided a copy of the current parent handbook.									
Educational Handbook	<input type="checkbox"/>	X	<input type="checkbox"/>	Youths and families should also be receiving the Educational Handbook produced by the County Office of Education, as required by Title 1.									
Institutional Case Plan	<input type="checkbox"/>	X	<input type="checkbox"/>	Institutional Case Plans (ICP's) are created for youth who are incarcerated for 30 Days or more. We did not have the opportunity to review a sample ICP during our inspection.									
Ohio Youth Assessment System (OYAS)	X	<input type="checkbox"/>	<input type="checkbox"/>	In November of 2022, the Probation Department implemented the use of the Ohio Youth Assessment System (OYAS)									
Transportation Log	<input type="checkbox"/>	X	<input type="checkbox"/>	The inspection team was not provided access to the transportation log.									

<sup>9</sup> Felony Vandalism charges were filed.



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION  
 JUVENILE HALLS AND CAMP  
 HILLCREST JUVENILE HALL  
 2023-2024**

Approved Magazine & Books List	X	<input type="checkbox"/>	<input type="checkbox"/>	
Recommendations	<p>Probation Department Website</p> <ul style="list-style-type: none"> <li>● Provide all PREA information and data on the Probation Department’s website. When a facility has no data to report, that data point is important to share with the public, even if it is not mandated by law.</li> <li>● Update and maintain the Juvenile Services &amp; Institutions Division portions of the Probation Department’s website to ensure parents, family members, and the public can access information.             <ul style="list-style-type: none"> <li>○ The Payments for Juvenile Cases section of the Probation Department website needs to be updated to reflect the passage of AB1186—which eliminated youth restitution fines, ended joint &amp; several liability, and wage &amp; account garnishments</li> <li>○ The Partner Agency link for Mental Health on the Youth Services Center page remains broken.</li> </ul> </li> </ul> <p>ReEntry Services</p> <ul style="list-style-type: none"> <li>● Pre-Release: Phoenix Prep Program. Approximately 8 youths participated in this program during this inspection period. Youth outcomes and recidivism data for this program are needed. Data should be tracked and measured for efficacy.</li> <li>● Post Release: Extend services from 9 to 12 months.</li> </ul> <p>Providing Equitable Information and Services to Youth &amp; Families</p> <ul style="list-style-type: none"> <li>● Court Notices: Documents and mail are sent to families in English.</li> <li>● Youth Grievance Forms are only available in English.</li> <li>● Update the Parent/Youth Handbook to reflect the Youth Bill of Rights</li> </ul>			



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION  
JUVENILE HALLS AND CAMP  
HILLCREST JUVENILE HALL  
2023-2024**

<b>POLICIES &amp; PROCEDURES</b>				
<b>REVIEWED</b>	<b>YES</b>	<b>NO</b>	<b>N/A</b>	<b>COMMENTS</b>
Policy & Procedure Manual Juvenile Hall	X	<input type="checkbox"/>	<input type="checkbox"/>	The facility Policy and Procedure Manual was updated in 2023
Has the Policy and Procedure Manual been updated to adhere to amendments, additions, and/or changes to state and local laws?	<input type="checkbox"/>	X	<input type="checkbox"/>	Policy and Procedural Manual needs to be updated to include the items covered in the Youth Bill of Rights that went into effect on January 1, 2023, including: <ul style="list-style-type: none"> <li>● Visiting Policies</li> <li>● Telephone Calls</li> <li>● Programming</li> <li>● Education</li> <li>● Technology</li> </ul>
Request Forms: Medical, Dental, & BHRS	X	<input type="checkbox"/>	<input type="checkbox"/>	Requests forms are readily available.
Use of Force Policy	X	<input type="checkbox"/>	<input type="checkbox"/>	
Behavior Policy	X	<input type="checkbox"/>	<input type="checkbox"/>	
Anti-Harassment and Bullying Policies	X	<input type="checkbox"/>	<input type="checkbox"/>	
Safety Check Logs	X	<input type="checkbox"/>	<input type="checkbox"/>	Staff checks each cell every 15 minutes. Each cell has an individualized barcode that is scanned during each safety check. Group Supervisors must sign off on late safety checks.



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION  
 JUVENILE HALLS AND CAMP  
 HILLCREST JUVENILE HALL  
 2023-2024**

<p>Youth Movements Within the Facility</p>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<p>Youths are required to walk with their hands behind their backs whenever they are moving through the facility. This policy is unique to San Mateo County, as neighboring counties require youths to keep their arms at their sides.</p> <p>This policy:.</p> <ul style="list-style-type: none"> <li>● Undermines Rehabilitation Goals by creating a punitive environment that can create resentment rather than encouraging personal growth or accountability.</li> <li>● Psychological Harm: Forcing youth to adopt submissive postures can be degrading and psychologically damaging. It reinforces a sense of powerlessness and humiliation, which can exacerbate mental health issues and trigger traumatic memories that can hinder their emotional recovery.</li> <li>● Result in Negative Behavior: This policy may foster defiance or rebellion in youth who feel they are being unfairly treated and can create adversarial relationships between staff and juveniles.</li> <li>● Erode Trust: between youth and staff—which is critical for successful rehabilitation.</li> <li>● Reduce Recidivism: Rehabilitation programs that focus on respect, accountability, and emotional safety have proven to be far more effective in reducing recidivism than punitive or degrading measures.</li> </ul>
<p>Voting Rights: Written Voting Policy</p>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<p>Elections Code section 2105.7, all state and local juvenile detention facilities have an affirmative duty to do all of the following:</p> <ul style="list-style-type: none"> <li>● Identify every person held in the facility who is eligible to vote.</li> <li>● Provide a registration application (paper or online) to each eligible person.</li> <li>● Assist every eligible person to register unless the person declines this assistance.</li> </ul>



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION  
 JUVENILE HALLS AND CAMP  
 HILLCREST JUVENILE HALL  
 2023-2024**

				<ul style="list-style-type: none"> <li>• If providing a paper registration application, assist in returning the completed form to the county elections official or accept any completed voter registration application and transmit it to a county elections official.</li> </ul>
Classification and Separation of Youth	<input type="checkbox"/>	X	<input type="checkbox"/>	<p>During this inspection period the facility housed the following youths together in the same housing units.</p> <ul style="list-style-type: none"> <li>• Juvenile and adults</li> <li>• youths identifying as male and female</li> <li>• Secure Track Youth with and non-Secure Track youth</li> <li>• youth with histories of assaultive behaviors</li> <li>• youths with varying degrees of criminal sophistications</li> <li>• cognitive abilities</li> <li>• mental health and trauma histories</li> </ul>
Step Program: Behavioral Modification System	X	<input type="checkbox"/>	<input type="checkbox"/>	<p>Step 1 Restrictions</p> <ul style="list-style-type: none"> <li>• MP3 Player privileges revoked</li> <li>• No canteen snacks or special food items are allowed</li> <li>• Cannot use ethnically appropriate hygiene</li> <li>• Restricted recreational activities</li> </ul> <p>Step 2 Privileges</p> <ul style="list-style-type: none"> <li>• Use of assigned MP3 Player</li> <li>• Receives snacks for the canteen on Sundays</li> <li>• Allowed to use ethnically appropriate hygiene</li> <li>• Have additional or special foods</li> <li>• Participate in special programming with staff</li> <li>• Can serve as a helper on the housing unit</li> </ul> <p>It should be noted that:</p> <ul style="list-style-type: none"> <li>• The MP3 players were intended to be used as a therapeutic tool for youth rather than a privilege that could be taken away if the youth was not a Step 2.</li> <li>• The use of alternative hygiene products are protected under the Youth Bill of Rights.</li> </ul>



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION  
JUVENILE HALLS AND CAMP  
HILLCREST JUVENILE HALL  
2023-2024**

Personal Items: Allowed in cells	X	<input type="checkbox"/>	<input type="checkbox"/>	Photos, drawings, paperback books, magazines, letters, short pencils, journals, and paper. All items are subject to limits.
Personal Items: Prohibited in cells	X	<input type="checkbox"/>	<input type="checkbox"/>	Chromebooks, hardcover books, alternative hygiene products, and any item(s) that exceeds the approved limits are held at the staff desk on the housing unit.
Visiting Policies	X	<input type="checkbox"/>	<input type="checkbox"/>	During this inspection period, visitors were required to present their ID and proof of vaccination to enter the facility. The Superintendent of the facility, Probation Officer, and Juvenile Courts can approve visits for youth. Except for most parents/guardians, visitors must pass a background screening. Zoom Visiting Policy is attached.
Telephone Policy and Approval Procedures	X	<input type="checkbox"/>	<input type="checkbox"/>	Telephone policy also needs to be updated to reflect the changes in law that expand the list of “extended family members” and individuals a youth can legally maintain contact, communicate and visit with during their incarceration. Approved telephone calls are approved by the probation officer and/or juvenile court.
Physical Mail Policy	X	<input type="checkbox"/>	<input type="checkbox"/>	No changes from previous inspection.
Electronic Mail Policy	<input type="checkbox"/>	X	<input type="checkbox"/>	The current policy may be in conflict with the Youth Bill of Rights and requires additional clarification.
Computer Access	X	X	<input type="checkbox"/>	It is unclear if a policy exists.
Tablet Policy	<input type="checkbox"/>	<input type="checkbox"/>	X	Tablets are expected to be implemented at the facility by December 31, 2023. <ul style="list-style-type: none"> <li>● The Probation Department has entered into a contract with a service provider who will be providing tablets to the Juvenile Hall/Camp Kemp facilities.</li> </ul>



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION  
 JUVENILE HALLS AND CAMP  
 HILLCREST JUVENILE HALL  
 2023-2024**

				<ul style="list-style-type: none"> <li>Policy on the proper use and care of the tablets by youth is currently under development.</li> </ul>
MP3 Player Policy	X	<input type="checkbox"/>	<input type="checkbox"/>	<p>The MP3 policy was drafted by youth, with the assistance of staff and commission members. The MP3 players are intended to be used as therapeutic tools for youths. The program seeks to reduce sensory deprivation during periods of locked confinement, reduce stress and anxiety, elevate mood, and assist in the treatment of insomnia. Long-term and Secure Track youths have access to their assigned MP3 players from 3:00 pm - 8:00 am each day.</p>
Implementation of Court Orders	X	<input type="checkbox"/>	<input type="checkbox"/>	<p>Court Orders are generally conveyed to the Probation Department via a standardized form that is completed by the Court Officer, who is also a Probation Officer. Court's Orders are handwritten onto the form and entered into the electronic records system within 24 hours. The original forms are then placed into the youth's physical file. Court orders are conveyed verbally to staff members. Notifications involving system partners are made either verbally or via email.</p>
Court Clothing	X	<input type="checkbox"/>	<input type="checkbox"/>	<p>The Court Clothing program began in 2021 and has been extremely successful. Members of the commission provide court clothing to all youth upon request. Court clothing consists of a suit, or pants, sweater or sports coat, shirt, tie, and pair of dress shoes. Youths are given the clothing to keep so they can return to their communities with professional clothing to wear to formal events, job, and school related interviews, and special celebrations. The program improves self esteem and helps to teach the youth the importance of dressing for success. Youth's often report that the court clothing is the first time they have ever worn a formal outfit.</p> <p>Court clothing and shoes are stored inside a large room in Admissions. All items are placed in a blue zip up garment bag that is labeled with a number and the youth's name. Each</p>



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION  
JUVENILE HALLS AND CAMP  
HILLCREST JUVENILE HALL  
2023-2024**

				garment bag hangs on a motorized commercial garment conveyor. Each youth is allowed to have 1-2 suits, 2 shirts, and a tie. A suit can be substituted for pants, sweater or sports coat. Commissioner Rasmussen coordinates the program with Probation staff. Dry Cleaning is also provided as part of the program.
Electronic Monitoring Program: EMP	X	X	<input type="checkbox"/>	The Electronic Monitoring Program is only available to youth who are residing in San Mateo County. 61 Out-of-County Youth were unable to participate in this program during this inspection period.
Wrap Around Services: Turning Point Program	<input type="checkbox"/>	<input type="checkbox"/>	X	None of the children or parents we spoke to had been offered Wrap Around Services.
Release: Deportation ICE Cooperation/ Notification Policies	X	<input type="checkbox"/>	<input type="checkbox"/>	In 2023, the Board of Supervisors approved a resolution prohibiting the use of county funds to provide ICE notifications.
Notifications: Juvenile Justice Commission	<ul style="list-style-type: none"> <li>● Scheduling Annual Inspections. Annual Inspections will be moved up from June to July to align with the fiscal year. Annual inspections dates will be scheduled no later than June 15th each year.</li> <li>● Serious Incidents, Closure of Housing Unit, and Legal Actions: The Commission wishes to be notified of serious incidents, the closures of a housing unit(s), cancellation of a program, and any relevant legal issues within 72 hours.</li> <li>● General Notifications: The Commission wishes to be notified whenever a significant change occurs that impacts operations, policies, programming, or education. The Commission is requesting the Probation Department include these updates in their oral report provided at our monthly commission meetings.</li> </ul>			
Comments	On October 8, 2023, Governor Newsom signed SB448, The Equity for Youth in Detention Act into law, removing a youth's county of residence as a determining factor for detention. The new law requires a minor be given equal consideration for			



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION  
 JUVENILE HALLS AND CAMP  
 HILLCREST JUVENILE HALL  
 2023-2024**

	<p>release on home supervision and grants the court the authority to order the minor to be placed on home supervision, with or without electronic monitoring.</p>
<p>Recommendations</p>	<p>Electronic Monitoring Program</p> <ul style="list-style-type: none"> <li>● Eliminate policies and practices prohibiting a Probation Department employee from recommending eligible Out-of-County youths be released from custody on EMP.</li> <li>● Provide training to all relevant Probation Department employees on the SB448 related changes to policies, practice, and procedures.</li> </ul> <p>Step Program: Incentive Based Behavioral Modification System</p> <ul style="list-style-type: none"> <li>● Criteria outlining how daily points are accrued and removed is needed. The criteria needs to be clear and based on objective measures that both the staff and youth understand. Inconsistencies in how points are awarded or removed undermine the overall effectiveness of the program and can create mistrust between youth and staff. Grievances filed over this inspection period indicate there were a series of inconsistent and subjective decisions made to remove points from several that were overturned by a Supervisor, in the youth's favor. Clarifying the Step Program criteria will ensure the program is being consistently run in a non-subjective, structured, and equitable manner.</li> <li>● Court Orders &amp; Electronic Records: Streamlining the data entry process for court orders will ensure staff members have immediate access to updated and accurate information for every youth.</li> <li>● Removal of MP3 Players: When Probation staff, youth, and members of the Commission developed the MP3 program they were intended to be used as therapeutic tools. As such, they were not meant to be used in conjunction with the behavioral Step Program or taken away as a form of punishment. The MP3 players offer a variety of music, including Native American flute and Spanish music, meditations, sleep sounds, and webinar discussions on self improvement. These were selected to help redirect and calm youths who were struggling with behavior.</li> <li>● Zoom Visits. The Commission continues to recommend expanding the length and frequency of Zoom visits. Virtual visits eliminate the need for child care and transportation, are essential in maintaining familial bonds, and assist the</li> </ul>



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION**  
**JUVENILE HALLS AND CAMP**  
**HILLCREST JUVENILE HALL**  
**2023-2024**

	<p>Probation Department in providing youths with the expanded visiting opportunities afforded to them under the new Youth Bill of Rights. A copy of the Zoom visiting policy can be found in the attachments.</p> <ul style="list-style-type: none"> <li>● Writing Instrument: allow youths to keep one writing instrument in their cell to allow them the opportunity to complete homework, write letters, engage in creative writing or journaling while they are locked inside their cells. Youths are currently required to turn in their pencil at 8:30 pm each night.</li> <li>● Notification of Serious Incidents &amp; Facility Related Issues: The commission was not consistently notified within 72 hours of serious incidents, legal action, and facility related changes as agreed upon.</li> <li>● General Notifications: The Commission wishes to be notified whenever a significant change occurs that impacts operations, policies, programming, or the education of youth. The Commission is requesting the Probation Department include these updates as part of their monthly report at commission meetings.</li> <li>● Serious Incidents, Closure of Housing Unit, and Legal Actions: The Commission wishes to be notified of serious incidents, the closures of a housing unit(s) or program, and any relevant legal issues within 7 days.</li> </ul>
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<b>INTAKE AND ADMISSIONS</b>				
<b>REVIEWED</b>	<b>YES</b>	<b>NO</b>	<b>N/A</b>	<b>COMMENTS</b>
Classification & Housing	X	X	<input type="checkbox"/>	Youth are classified according to Title 15. However, youths are not always housed by these classifications.
Admissions Youth Orientation & General Information Packet	X	<input type="checkbox"/>	<input type="checkbox"/>	We recommend the following items be added: <ul style="list-style-type: none"> <li>● Youth Bill of Rights</li> <li>● Information on how to request religious services and materials.</li> </ul>



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION  
 JUVENILE HALLS AND CAMP  
 HILLCREST JUVENILE HALL  
 2023-2024**

				<ul style="list-style-type: none"> <li>Name and contact information for the youth's Attorney Probation Officer, and the name of the Group Supervisor assigned to write the youth's Behavioral Summary court reports.</li> </ul>
Parent/Guardian Information Packet	X	<input type="checkbox"/>	<input type="checkbox"/>	<p>We recommend adding the following items in English and Spanish</p> <ul style="list-style-type: none"> <li>The Youth Bill of Rights</li> <li>Contact information for the Juvenile Hall</li> <li>Name and contact information for the youth's Probation Officer, Attorney, Behavioral Health and Recovery Services, Correctional Health, and Hillcrest School.</li> </ul>
Orientation: Ensuring youth comprehend the rules, procedures, and what is expected of them.	X	<input type="checkbox"/>	<input type="checkbox"/>	
Recommendations	<p><b>Intake Forms</b></p> <ul style="list-style-type: none"> <li>Add a section on the intake form to document a youth's religious or spiritual beliefs. This will help staff meet the religious and spiritual needs of every youth.</li> <li>Update intake forms to include a space to document a youth's ACEs score.</li> </ul> <p><b>Orientation Packet for Youth</b></p> <ul style="list-style-type: none"> <li>Include a copy of the Youth Bill of Rights</li> <li>Information on how to request religious services and materials.</li> <li>Include the name and contact information for the youth's attorney Probation Officer, and name of the Group Supervisor assigned to write the youth's Behavioral Summary court reports</li> <li>Create an informational form outlining how youth can request religious services and materials.</li> </ul> <p><b>Orientation Packet for Parents/Guardians</b></p> <ul style="list-style-type: none"> <li>Include a copy of the Youth Bill of Rights</li> </ul>			



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION**  
**JUVENILE HALLS AND CAMP**  
**HILLCREST JUVENILE HALL**  
**2023-2024**

	<ul style="list-style-type: none"> <li>• General contact information for the Juvenile Hall.</li> <li>• Name and contact information for the youth’s Probation Officer, Attorney, Behavioral Health and Recovery Services, Correctional Health, and Hillcrest School</li> </ul>
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<b>DUE PROCESS</b>				
<b>REVIEWED</b>	<b>YES</b>	<b>NO</b>	<b>N/A</b>	<b>COMMENTS</b>
Grievance Forms	X	<input type="checkbox"/>	<input type="checkbox"/>	Grievance forms are available in Admissions and at the “Staff Desk” on the housing units.
Grievance Logs	X	<input type="checkbox"/>	<input type="checkbox"/>	Every grievance filed during this inspection period was reviewed. The majority of grievances general categories: <ul style="list-style-type: none"> <li>• Youth Bill of Rights violations</li> <li>• Staff deducting behavior points</li> <li>• The temperature on the housing unit, cells, and water in the shower was too cold.</li> </ul>
Grievance Process	X	<input type="checkbox"/>	<input type="checkbox"/>	
Grievance Trends	X	<input type="checkbox"/>	<input type="checkbox"/>	2023-2024 40 grievances were filed between January 1 - July 31, 2022. 33 grievances were filed during the last inspection period. Most grievances were related to staff decisions to remove points for minor infractions. For example, points were removed from youth for talking while in the shower. Another was for talking cell to cell. There were also grievances related to school. A youth reported a female teacher had



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION  
 JUVENILE HALLS AND CAMP  
 HILLCREST JUVENILE HALL  
 2023-2024**

				made a racist comment. Others were related to the substandard food.
Recommendations	Provide grievance forms that are in Spanish			

<b>SEXUAL ABUSE PREVENTION</b>				
<b>REVIEWED</b>	<b>YES</b>	<b>NO</b>	<b>N/A</b>	<b>COMMENTS</b>
Are there established reporting protocols for youth and staff?	X	<input type="checkbox"/>	<input type="checkbox"/>	
Do youth have access to Confidential Reporting via <ul style="list-style-type: none"> <li>● Telephone</li> <li>● In-Person</li> <li>● Tablet</li> <li>● Computer</li> <li>● Mail</li> <li>● Other Written Communications</li> </ul>	X	X	<input type="checkbox"/>	Youth are assigned tablets. Approved contacts are uploaded onto the tablets. Tablets have not been programmed with the attorney phone numbers.
Are protections in place to ensure confidentiality is maintained for each form of communication?	X	<input type="checkbox"/>	<input type="checkbox"/>	
Do youth have to go through staff to make confidential phone calls?	X	<input type="checkbox"/>	<input type="checkbox"/>	



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION  
 JUVENILE HALLS AND CAMP  
 HILLCREST JUVENILE HALL  
 2023-2024**

How are confidential visits scheduled? Is advance notice required?	X	<input type="checkbox"/>	<input type="checkbox"/>	
How are confidential calls, e-mails, visits recorded? Please explain	X	<input type="checkbox"/>	<input type="checkbox"/>	
Youth Education: Classes, Training, or Videos	X	<input type="checkbox"/>	<input type="checkbox"/>	
Youth Information: Handbooks, brochures, information sheets	X	<input type="checkbox"/>	<input type="checkbox"/>	
Parent Information: Reporting Instructions	X	<input type="checkbox"/>	<input type="checkbox"/>	
Posters & Notices explaining how to report abuse are posted in the housing unit, common areas, and visiting Rooms	X	<input type="checkbox"/>	<input type="checkbox"/>	English & Spanish
Service Provider Reporting	X	<input type="checkbox"/>	<input type="checkbox"/>	
Staff Reporting Procedures	X	<input type="checkbox"/>	<input type="checkbox"/>	
PREA Telephone Hotline				



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION  
 JUVENILE HALLS AND CAMP  
 HILLCREST JUVENILE HALL  
 2023-2024**

Prison Rape Elimination Act Reporting	X	<input type="checkbox"/>	<input type="checkbox"/>	While Juvenile Halls are not legally required to comply with the PREA reporting, best practices throughout the state are to report this data. The BSCC is anticipating legislative changes that will expand PREA reporting requirements to include Juvenile Halls. The Commission recommends posting all PREA data on the Probation Department website. Zero data is still data to report and demonstrates the efforts the Probation Department is taking to address these issues.
Security Cameras	X	<input type="checkbox"/>	<input type="checkbox"/>	

**YOUTH BILL OF RIGHTS**

REVIEWED	YES	NO	COMMENTS
Are youth provided a copy of the Youth Bill of Rights during the admissions process?	<input type="checkbox"/>	X	Information from OYCR was not available during this inspection period. The Youth Bill of Rights should be added to the Youth/Parent Handbook and orientation materials and provided at the time of admission.
Are copies of the Youth Bill of Rights posted in a visible location on the housing unit(s) or commons areas?	X	<input type="checkbox"/>	Posters and pamphlets provided by OYCR were posted throughout the facility in July 2024
Have all staff members been trained on the Youth Bill of Rights?	<input type="checkbox"/>	X	Training on the Youth Bill of Rights has not been conducted at this facility.



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION  
 JUVENILE HALLS AND CAMP  
 HILLCREST JUVENILE HALL  
 2023-2024**

<p><b>W&amp;I Code 224.71</b></p> <p>It is the policy of the state that all youth confined in a juvenile facility shall have the following rights, which are established by existing law and regulations)</p> <p>a)To live in a safe, healthy, and clean environment conducive to treatment, positive youth development, and healing and where they are treated with dignity and respect.</p>	X	<input type="checkbox"/>	<ul style="list-style-type: none"> <li>● Youth report that they feel respected by most staff members.</li> <li>● Additional staff training is needed on providing trauma informed care to youths extensive mental health and trauma histories.</li> <li>● Youths continue to report that they do not feel supported by the ISM on the Forest 3 housing unit. Several youths reported feeling that they were intentionally picked on for minor things like “horseplay” and not tucking in their shirts.</li> </ul>
<p>b) To be free from physical, sexual, emotional, or other abuse, or corporal punishment.</p>	X	<input type="checkbox"/>	
<p>c) To receive adequate and healthy meals and snacks, clean water at any time, timely access to toilets, access to daily showers, sufficient personal hygiene items, clean bedding, and clean clothing in good repair, including clean undergarments on a daily basis, and new underwear that fits. Clothing, grooming, and hygiene products shall be adequate and respect the child’s culture, ethnicity, and gender identity and expression.</p>	<input type="checkbox"/>	X	<ul style="list-style-type: none"> <li>● The facility is still not providing youths with ethnically appropriate hygiene products.</li> </ul>



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION  
 JUVENILE HALLS AND CAMP  
 HILLCREST JUVENILE HALL  
 2023-2024**

<p>d) To receive adequate, appropriate, timely medical, reproductive, dental, vision, and mental health services provided by qualified professionals and consistent with current professional standards of care.</p>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<p>Prescription Eyeglasses: Youths are still facing wait times of 4 to 6 months to see an ophthalmologist and receive prescription eyeglasses. While this is an improvement from prior inspections when the wait was 9 to 12 months, it continues to significantly hinder their ability to participate in their education and rehabilitation programming, and negatively impacts their self-esteem.</p>
<p>e) To refuse the administration of psychotropic and other medications consistent with applicable law or unless immediately necessary for the preservation of life or the prevention of serious bodily harm.</p>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
<p>f) To not be searched for the purpose of harassment or humiliation, a form of discipline or punishment, or to verify the youth's gender. To searches that preserve the privacy and dignity of the person and to have access to a written search policy at any time, including the policy on who may perform searches.</p>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<p>In 2024, Probation Chief John Keene informed the Commission that his department had ended the use of strip searches on youth in detention. Research shows that these invasive searches are not only degrading for youth, they inflict lasting psychological damage, compound existing trauma and reinforce fear and distrust in a system meant to support them. Eliminating this harmful practice was a critical step toward creating more humane and trauma-informed policies and practices.</p>



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION  
 JUVENILE HALLS AND CAMP  
 HILLCREST JUVENILE HALL  
 2023-2024**

<p>g) To maintain frequent and continuing contact with parents, guardians, siblings, children, and extended family members, through visits, telephone calls, and mail. Youth may be provided with access to computer technology and the internet for maintaining relationships with family as an alternative, but not as a replacement for in-person visiting.</p>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<p>The department's policy on electronic communications or e-mails appears to be in conflict with the language in the OYCR materials on the Youth Bills of Rights. The Chief of Probation is currently seeking additional guidance from OYCR.</p>
<p>h) To make and receive confidential telephone calls, send and receive confidential mail, and have confidential visits with attorneys and their authorized representatives, ombudspersons, including the Division of the Ombudsperson of the Office of Youth and Community Restoration, and other advocates, holders of public office, state and federal court personnel, and legal service organizations.</p>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<ul style="list-style-type: none"> <li>● Confidential visits are not being honored as required. Youths are being forced to share sensitive and confidential information in front of staff, other youths, and even other youths' families. Visits are also being videotaped.</li> <li>● Youth must ask staff to make confidential calls. It is critically important to add an additional layer of anonymity and security to the reporting process. Confidence in the reporting process is key to preventing abuse.</li> <li>● Confidential mail procedures were not reviewed with staff during our inspection.</li> </ul>
<p>i) To have fair and equal access to all available access to services, housing, care, treatment, and benefits, and to not be subjected to discrimination or harassment on the basis of actual or perceived race, ethnicity, ancestry, national origin, language, color, religion, sex, sexual orientation, gender identity, gender</p>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION  
 JUVENILE HALLS AND CAMP  
 HILLCREST JUVENILE HALL  
 2023-2024**

expression, mental or physical disability, immigration status, or HIV status.			
j) To have daily opportunities for age-appropriate physical exercise and recreation, including time spent outdoors and access to leisure reading, letter writing, and entertainment.	X	<input type="checkbox"/>	Current policy prohibits youths from going outside when the temperature exceeds 90 degrees. It should be noted that there have been no reported incidents of heat related illness or injuries at this facility. This policy should be revised to comply with Title 15. .
k) To contact attorneys, ombudspersons, including the Division of the Ombudsperson of the Office of Youth and Community Restoration, and other advocates, and representatives of state or local agencies, regarding conditions of confinement or violations of rights, and to be free from retaliation for making these contacts or complaints.	<input type="checkbox"/>	X	Contact with other agencies and individuals is limited and in most cases, impossible without a court order. Youths are also denied access to the phone calls to report concerns to the Chair of the Commission to which is legally allowed under this section.
l) To exercise the religious or spiritual practice of their choice and to participate in or refuse to participate in religious services and activities.	<input type="checkbox"/>	X	Religious books, materials, and studies on the housing unit(s) are limited to the Christian faith. The only religious services offered at this facility are Christian based services. Youths can refuse to attend religious services. The facility does not provide religious services and spiritual materials to youths practicing any other religions.
m) To not be deprived of any of the following as a disciplinary measure: food, contact with parents, guardians, family, or attorneys, sleep, exercise, education, bedding, clothing, access to religious services, a daily	X	<input type="checkbox"/>	



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION  
 JUVENILE HALLS AND CAMP  
 HILLCREST JUVENILE HALL  
 2023-2024**

<p>shower, clean water, a toilet, hygiene products, medical services, reading material, or the right to send and receive mail; to not be subject to room confinement as a disciplinary measure; to access written disciplinary policies, including the right to be informed of accusations against them, have an opportunity to be heard, present evidence and testimony, and their right to appeal disciplinary decisions.</p>			
<p>n) To receive a rigorous, quality education that complies with state law, and the abilities of students and prepares them for high school graduation, career entry, and postsecondary education; to attend appropriate level school classes and vocational training; to have access to postsecondary academic and career technical education courses and programs; to have access to computer technology and the internet for the purposes of education and to continue to receive educational services while on disciplinary or medical status; and to have access to information about the educational options available to youth.</p>	<input type="checkbox"/>	X	<ul style="list-style-type: none"> <li>● Institutional Service Managers and Group Supervisors 1-3 need to be formally trained on the basic educational rights of youth in detention. Threats to take educational opportunities away from youths as a form of punishment and limiting the number of courses a youth can enroll in due to staffing limitations are prohibited by law. Writing a youths up or “staff manipulation” or deducting behavioral points from a youth who repeatedly asks staff for access to the computer to complete their school assignments is concerning and must be addressed.</li> <li>● The facility must establish basic guidelines and parameters for institutions staff and supervisors to rely upon when making a decision and/or issue a punishment that could potentially impact a youth’s educational rights.</li> </ul>



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION  
 JUVENILE HALLS AND CAMP  
 HILLCREST JUVENILE HALL  
 2023-2024**

<p>o) To information about their rights as parents, including available parental support, reunification advocacy, and opportunities to maintain or develop a connection with their children; to access educational information or programming about pregnancy, infant care, parenting, and breast-feeding, and childhood development; to proper prenatal care, diet, vitamins, nutrition, and medical treatment; to counseling for pregnant and postpartum youth; to not be restrained by the use of leg irons, waist chains, or handcuffs behind the body while pregnant or in recovery after delivery; to not be restrained during a medical emergency, labor, delivery, or recovery unless deemed necessary for their safety and security, and to have restraints removed when a medical professional determines removal is medically necessary; and to access written policies about pregnant, postpartum, and lactating youth.</p>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<p>We interviewed one youth on Forest 3 who stated they were a parent and had not received any of this information</p>
<p>p) To attend all court hearings pertaining to them.</p>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION  
 JUVENILE HALLS AND CAMP  
 HILLCREST JUVENILE HALL  
 2023-2024**

q) To have counsel and a prompt probable cause hearing when detained on probation violations.	X	<input type="checkbox"/>	
r) To make at least two free telephone calls within an hour after initially being placed in a juvenile facility following an arrest.	X	<input type="checkbox"/>	
Recommendations	The Commission recommends bringing the department into compliance on each of the Youth Bill of Rights violations and related issues outlined above.		

<b>APPEARANCE OF YOUTH</b>				
<b>REVIEWED</b>	<b>YES</b>	<b>NO</b>	<b>N/A</b>	<b>COMMENTS</b>
Appearance	X	<input type="checkbox"/>	<input type="checkbox"/>	
Personal Hygiene	X	<input type="checkbox"/>	<input type="checkbox"/>	Youths shower everyday.
Clothing	X	<input type="checkbox"/>	<input type="checkbox"/>	Our inspection occurred in August when the weather was hot. Youth did confirm they had access to outdoor wear.
Athletic Shoes	X	X	<input type="checkbox"/>	The athletic shoes continue to be a problem. For the third year in a row, youths continue to report that the shoes are of such inferior quality that they wear out within 45 days. They reported instances of physical pain that at times can prevent them from participating in PE and large muscle activities. The lack of orthopedic support has also been attributed to knee and ankle injuries, As in our prior two inspection reports, we continue to urge the Probation Department to provide youths with adequate athletic shoes.



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION  
 JUVENILE HALLS AND CAMP  
 HILLCREST JUVENILE HALL  
 2023-2024**

Nails	X	<input type="checkbox"/>	<input type="checkbox"/>	
Hair Cuts	X	<input type="checkbox"/>	<input type="checkbox"/>	The facility contracts with a barber who donates their time and talent to cut the youth's hair every month.
Skin	X	X	<input type="checkbox"/>	Youth continue to report dry and itchy skin and scalps, irritation, bumps, and discomfort from using these products. Issues related to the personal hygiene products at this facility have been well documented for decades and result in multiple visits to the medical clinic each year.
Shaving	X	<input type="checkbox"/>	<input type="checkbox"/>	The current razors are poor quality and can irritate the skin. Introducing electric razors will alleviate these issues and reduce the amount of hazardous and plastic waste being produced by this facility.
Feminine Hygiene	X	<input type="checkbox"/>	<input type="checkbox"/>	The Commission recommends providing pads that correspond with a youth's menstrual flow (light, normal, heavy). Tampons that account for menstrual flow are already provided.

**INTERVIEWS**

**YOUTH INTERVIEWS**

INTERVIEWED	YES	NO	N/A	COMMENTS
Do you have any immediate needs, general questions, or concerns?	<input type="checkbox"/>	X	<input type="checkbox"/>	Food was the main concern mentioned when asked this question.



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION  
 JUVENILE HALLS AND CAMP  
 HILLCREST JUVENILE HALL  
 2023-2024**

Describe the meals and snacks.	X	<input type="checkbox"/>	<input type="checkbox"/>	The overall consensus was that the food was terrible. “the oatmeal is like a big glob.” They complained of temperature issues where the meals were either not warm enough or dried out from overheating. “We be having hot dogs like all the time” and “ the meatballs are nasty”.
Are you getting enough to eat?	X	X	<input type="checkbox"/>	Most youths stated that they are hungry several times a week.
Are you getting enough rest and sleep?	X	X	<input type="checkbox"/>	A couple were using sleep journals provided by correctional health to document their sleep. Others slept fine or took medication that helped with sleep.
Have you seen a doctor, nurse, dental, or behavioral health staff?	X	<input type="checkbox"/>	<input type="checkbox"/>	Youths reported timely access to healthcare. However, Eyeglasses were the exception.
Did you go through orientation when you arrived at the facility?	X	<input type="checkbox"/>	<input type="checkbox"/>	
Do you know the rules at this facility and understand the consequences for not following them?	X	<input type="checkbox"/>	<input type="checkbox"/>	
Understanding of the Legal Process	X	<input type="checkbox"/>	<input type="checkbox"/>	The majority of the youth’s knew: <ul style="list-style-type: none"> <li>● the name of their attorney</li> <li>● how to contact their attorney</li> <li>● the name of the staff member assigned to write their Behavioral Summary Report(s) for the court.</li> <li>● the date of next court hearing</li> <li>● the name of their probation officer</li> </ul>



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION  
 JUVENILE HALLS AND CAMP  
 HILLCREST JUVENILE HALL  
 2023-2024**

Do you know what a grievance is and how to file one if needed?	X	<input type="checkbox"/>	<input type="checkbox"/>	
Youth Bill of Rights	X	<input type="checkbox"/>	<input type="checkbox"/>	
Do you have an IEP	X	<input type="checkbox"/>	<input type="checkbox"/>	Several youths report having an IEP.
Have you received any of the following assessments? <ul style="list-style-type: none"> <li>● mental health</li> <li>● substance abuse</li> <li>● educational</li> </ul>	X	<input type="checkbox"/>	<input type="checkbox"/>	
Have you been offered any therapeutic aids from BHRS?	X	<input type="checkbox"/>	<input type="checkbox"/>	Therapeutic tools include stress balls, weighted blankets, writing journals, and sleep journals.
How many hours do you spend locked in your cell on an average day?	X	<input type="checkbox"/>	<input type="checkbox"/>	Daily programming ends around 9:00. Youths are locked in their cells from 9:00 pm to approximately 7:30 am. They return to their cells after breakfast before going to school, before lunch, during staff breaks, and again after showers.
Emergency Call Lights	X	<input type="checkbox"/>	<input type="checkbox"/>	Youths are familiar with the call light system. Staff perform safety checks every 15 minutes by scanning the barcode on each cell.
Have you participated in natural disaster drills or been instructed on what to do in an emergency?	X	<input type="checkbox"/>	<input type="checkbox"/>	Participation in routine fire drills was reported.



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION  
 JUVENILE HALLS AND CAMP  
 HILLCREST JUVENILE HALL  
 2023-2024**

<p>Describe a typical day at the facility.</p>	<p>A typical day begins around 7:30 am and ends around 9:00 pm. On weekdays, youths attend school. Court is also held on weekday mornings and afternoons. Large Muscle Activity is offered in the afternoon, followed by showers, and dinner. Programming is offered in the evenings. On weekends, youth perform chores on the unit after breakfast, followed by open recreation. Christian church services are offered on Sunday mornings. Visiting takes place Saturday-Thursday.</p>
<p>What programs do you look forward to participating in most?</p>	<p>Popular Programming</p> <ul style="list-style-type: none"> <li>● Beat Within</li> <li>● Omega</li> <li>● Cooking Class</li> </ul>
<p>What programs or activities help you reflect on the thinking patterns and behaviors that brought you into the criminal justice system?</p>	<ul style="list-style-type: none"> <li>● Mental Health Therapy</li> <li>● Mentors: “Mentors who understand how we grew up. We can share our stories too, maybe go to schools and tell them what we’ve been through and what can happen to them if they stay in the streets”.</li> <li>● Motivational Speakers through the Omega Program</li> <li>● Music Therapy-MP3 players</li> <li>● Increased Physical Activity: To help release stress and improve sleep</li> </ul>
<p>Recommendations</p>	<p>Youth Exit Survey</p> <ul style="list-style-type: none"> <li>● Create an exit survey for youths to evaluate the treatment services and care they received while at the facility. Survey data should be used to identify treatment needs, evaluate programming, and obtain input to help measure and improve outcomes.</li> </ul>



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION  
JUVENILE HALLS AND CAMP  
HILLCREST JUVENILE HALL  
2023-2024**

<b>PARENT INTERVIEWS</b>				
<b>QUESTIONS</b>	<b>YES</b>	<b>NO</b>	<b>N/A</b>	<b>COMMENTS</b>
Do you or your child have any immediate needs or concerns?	X	<input type="checkbox"/>	<input type="checkbox"/>	One parent stated that court ordered wrap around services had not been put into place.
Initial Notification: What information was provided to you?	X	<input type="checkbox"/>	<input type="checkbox"/>	Parents were informed of the arrest and booking into the juvenile hall. They were also contacted to provide background information about their child.
Have you received a copy of the Youth Bill of Rights?	X	<input type="checkbox"/>	<input type="checkbox"/>	Parents had received copies from the Commission. OYCR pamphlets were also displayed on the day of the inspection.
How often do you speak with staff at the Juvenile Hall?	X	<input type="checkbox"/>	<input type="checkbox"/>	Parents typically called the juvenile hall to book visits.
Notification of Court Proceedings	X	<input type="checkbox"/>	<input type="checkbox"/>	All families reported receiving a telephone notification regarding their child's first court appearance. They also receive a notice in the mail after court is held that explains what took place in court. These notices are in English.
When was your first contact with your child's lawyer?	X	<input type="checkbox"/>	<input type="checkbox"/>	Just before the first court hearing.
Do you know which staff member prepares your child's reports for court?	X	X	<input type="checkbox"/>	Not all parents knew who was assigned to write their child's court report.
Do you know how and who to contact with questions or concerns regarding your child?	X	<input type="checkbox"/>	<input type="checkbox"/>	Parents called the juvenile hall or probation officer.



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION  
 JUVENILE HALLS AND CAMP  
 HILLCREST JUVENILE HALL  
 2023-2024**

Do you receive Medical, Dental, Behavioral Health, and Education related notifications from staff?	X	X	<input type="checkbox"/>	Parents report that notifications are intermittent and not always timely. One parent obtained a court order to receive notifications if their child becomes ill or is injured while incarcerated at this facility.
Have you attended an IEP meeting with your child?	<input type="checkbox"/>	X	<input type="checkbox"/>	None of the parents we spoke to had attended an IEP meeting.
Have you spoken to a member of the Correctional Health, or BHRS staff?	X	<input type="checkbox"/>	<input type="checkbox"/>	Parents report positive interactions with BHRS and Correctional Health staff, especially with Nurse Pam Isaac.
Have you visited your child while at this facility?	X	<input type="checkbox"/>	<input type="checkbox"/>	.
Telephone Calls	X	<input type="checkbox"/>	<input type="checkbox"/>	Parents report that it is sometimes difficult to hear on the telephone due to echos and static.
What forms of transportation do you use to get to and from the Juvenile Hall/Court.	X	<input type="checkbox"/>	<input type="checkbox"/>	Personal car, ride from a family member of friend, or an UBER through the transportation program operated by Re-Evolution. Sam Trans ended service to the Youth Services Center—which was the only public transportation option available..
Is there anything else you would like to share or discuss?	X	<input type="checkbox"/>	<input type="checkbox"/>	Parent: <ul style="list-style-type: none"> <li>● received a medical bill for treatment their child received while detained at the juvenile hall</li> <li>● were sent a letter stating their child had missed a court date while they were already in custody.</li> </ul>
Recommendations	<ul style="list-style-type: none"> <li>● Provide court related information in Spanish.</li> <li>● Ensure parents receive notification when their child requires medical, dental, and educational assistance and/or treatment.</li> </ul>			



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION  
 JUVENILE HALLS AND CAMP  
 HILLCREST JUVENILE HALL  
 2023-2024**

	<ul style="list-style-type: none"> <li>Exit Survey for Families: Create an exit survey for parents/guardians to evaluate the services received while their child participated in the program. Survey data should be used to identify service gaps, evaluate programming, and obtain input to help support families and improve outcomes.</li> </ul>
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<b>STAFF INTERVIEWS</b>				
<b>QUESTIONS</b>	<b>YES</b>	<b>NO</b>	<b>N/A</b>	<b>COMMENTS</b>
Group Supervisor	X	<input type="checkbox"/>	<input type="checkbox"/>	
Housing Unit ISM	X	<input type="checkbox"/>	<input type="checkbox"/>	
Probation Officer	<input type="checkbox"/>	X	<input type="checkbox"/>	Our request to interview a Probation Officer was denied.
Behavioral Summary or Court Reports	X	<input type="checkbox"/>	<input type="checkbox"/>	Group Supervisor Ill's assign court reports to staff.
Do you have the tools, training, and staffing needed to perform your duties?	<input type="checkbox"/>	X	<input type="checkbox"/>	Additional staffing and training were the two areas staff reported were needed.
Do you have any ideas or suggestions on how to improve operations of this facility?	X	<input type="checkbox"/>	<input type="checkbox"/>	<ul style="list-style-type: none"> <li>Expand reentry services</li> <li>More funding for staff to create programs.</li> <li>Allow group supervisors to attend and participate in MDT meetings</li> </ul>
How is critical information communicated to staff and service partners? i.e.. BHRS, school, attorney.	X	<input type="checkbox"/>	<input type="checkbox"/>	<ul style="list-style-type: none"> <li>Most information is exchanged orally.</li> <li>Court and legal related information is computerized.</li> <li>BHRS, Correctional Health, Courts, and the School all use different systems.</li> </ul>



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION  
 JUVENILE HALLS AND CAMP  
 HILLCREST JUVENILE HALL  
 2023-2024**

Protocol for identifying youth with cognitive or developmental disabilities?	<input type="checkbox"/>	X	<input type="checkbox"/>	There is no official protocol. Staff will report to BHRS, or medical. The school may also be notified.
Has staff been trained on the Youth Bill of Rights	<input type="checkbox"/>	X	<input type="checkbox"/>	Formal training has not been provided.
Are the individual therapeutic goals tracked and measured against actual outcomes?	<input type="checkbox"/>	X	<input type="checkbox"/>	There are no systems in place that can capture data to accurately measure a youth's progress and the effectiveness of programming, treatment, and the services being provided to them.
Are there any programs or services you would like to see implemented at this facility?	X	<input type="checkbox"/>	<input type="checkbox"/>	<ul style="list-style-type: none"> <li>● Competitive Sports</li> <li>● SAI Special Education class</li> <li>● Intensive Mental Health</li> </ul>
Serious Incident Support	X	<input type="checkbox"/>	<input type="checkbox"/>	Support services are available to staff. There are no stigmas attached to utilizing supportive services.
Promotion Process: Qualifications	X	<input type="checkbox"/>	<input type="checkbox"/>	<ul style="list-style-type: none"> <li>● Annual performance reviews cover attendance, training, creating programs, meeting annual goals, and standards.</li> <li>● Group Supervisor II &amp; III positions require a 4-year degree.</li> </ul>
Staff Commendations	<p>The Commission wishes to thank the following individuals for consistently going above and beyond to help youth meet their therapeutic and rehabilitative goals:          Group Supervisors Mejia, Owens, Stewart, Curincita, Gonzalez, Vargas, and Academic Counselor Laureen Sneed.</p> <p>Additionally, we wish to recognize Group Supervisors Whitley and Van for their professionalism in engaging with the public while serving in admissions.</p>			



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION  
JUVENILE HALLS AND CAMP  
HILLCREST JUVENILE HALL  
2023-2024**

<b>CORRECTIONAL HEALTH</b>				
<b>INTERVIEWED</b>	<b>YES</b>	<b>NO</b>	<b>N/A</b>	<b>COMMENTS</b>
Medical Records System	X	<input type="checkbox"/>	<input type="checkbox"/>	Correctional Health expects the county's new electronic medical records system to go live in Spring 2025.
Medical Care	X	<input type="checkbox"/>	<input type="checkbox"/>	<ul style="list-style-type: none"> <li>● Hours of Operation: 8:00 am - 10:00 pm</li> <li>● All youth receive a physical exam upon entering the facility. Medical histories are obtained from parents/guardians, primary care, and mental health providers, when applicable. Continuity of care and treatment are prioritized, especially regarding medications.</li> </ul>
Emergency and Specialized Care	X	<input type="checkbox"/>	<input type="checkbox"/>	Nurses triage care. When necessary, youths are examined by the Nurse Practitioner, or transported to San Mateo Medical Center to receive care.
Pharmacy Services	X	<input type="checkbox"/>	<input type="checkbox"/>	<ul style="list-style-type: none"> <li>● Pharmacy services are provided by the San Mateo County Medical Center. Prescriptions are sent electronically</li> <li>● Parents/Guardians are allowed to bring their child's prescription medication(s) to the facility, when applicable.</li> <li>● 7-Day Rule: If a child has been off of medication for 7 days or more, the medication must be prescribed by a doctor, prior to dispensing the medication.</li> <li>● Medications can be delivered to the facility daily.</li> </ul>
Medication Logs	X	<input type="checkbox"/>	<input type="checkbox"/>	Doctors are notified whenever a youth requests changes to their medication(s) or they refuse to take their medication three consecutive times in a row.
Medication: Labeling and Storage	X	<input type="checkbox"/>	<input type="checkbox"/>	All medication is labeled and stored in a secure location.



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION  
 JUVENILE HALLS AND CAMP  
 HILLCREST JUVENILE HALL  
 2023-2024**

Continuum of Care: Medication	X	<input type="checkbox"/>	<input type="checkbox"/>	Youth typically receive a 30 day supply of medication upon their release.
Are all youths screened alcohol & substance use?	X	<input type="checkbox"/>	<input type="checkbox"/>	Youth are pre-screened by the arresting agency before booking. Institutions staff screen youth during the admissions process. BHRS performs drug and alcohol assessments upon request.
Substance Abuse: Withdrawal Protocols	X	<input type="checkbox"/>	<input type="checkbox"/>	Youths actively experiencing withdrawals from opioids or alcohol are treated using the established protocols that call for close monitoring and the dispensing of medications to help manage withdrawal symptoms.
Substance Abuse Treatment Services	<input type="checkbox"/>	X	<input type="checkbox"/>	San Mateo County does not provide/have an inpatient or residential substance abuse treatment services to youths.
Vision Care & Optical Services	X	<input type="checkbox"/>	<input type="checkbox"/>	Youths are unable to obtain prescription eyeglasses in a timely manner. The current wait time is 4-6 months.
Audiology	X	<input type="checkbox"/>	<input type="checkbox"/>	Correctional Health conducts hearing screenings inside the medical clinic inside the facility.
Dental Care	X	<input type="checkbox"/>	<input type="checkbox"/>	The dentist visits the facility once a month to provide youth dental services. Dental services include routine exams, cleanings, fillings, root canals, and crowns. An oral surgeon is available to perform oral surgery when needed.
Orthodontic Care	X	<input type="checkbox"/>	<input type="checkbox"/>	Orthodontics: Youth who come into the facility wearing orthodontic braces are transported to and from their orthodontist to receive care. Parents are responsible for the costs of orthodontic services and care.



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION  
 JUVENILE HALLS AND CAMP  
 HILLCREST JUVENILE HALL  
 2023-2024**

Reproductive Health Care & Education	X	<input type="checkbox"/>	<input type="checkbox"/>	The medical staff provide reproductive health care, STD & HIV education, testing, and treatment. Condoms and various forms of birth control are also provided.
Prenatal Care	X	<input type="checkbox"/>	<input type="checkbox"/>	Pregnant youths receive prenatal care and supportive services.
Diagnostic Testing & Laboratory Services	X	<input type="checkbox"/>	<input type="checkbox"/>	The facility provides medical screenings and testing.
Medical Equipment	X	<input type="checkbox"/>	<input type="checkbox"/>	Medical equipment is provided by the San Mateo Medical Center. This typically consists of: Wheelchairs, crutches, knee braces, orthopedic boots, splints, etc.
Immunizations: Administration, Records and Consent	X	<input type="checkbox"/>	<input type="checkbox"/>	Immunizations are provided to youth. Parental consent is required for youth under 18.
Communicable Disease Protocols & Notifications	X	<input type="checkbox"/>	<input type="checkbox"/>	Parents, staff, teachers, BHRS, service providers and county health officials are notified as applicable.
Other: Correctional Health Budget	X	<input type="checkbox"/>	<input type="checkbox"/>	All medical care and costs are covered under the Correctional Health Budget.
Comments	Youths are still waiting up to 6 months to obtain prescription eyeglasses. While this is an improvement from prior inspections where youths waited up to a year for glasses, it continues to significantly interfere with their ability to participate in education and rehabilitation programs, and it negatively impacts their self-esteem and overall sense of well-being. The optometrist Correctional; Health is obligated to use has limited availability and a waiting list that is 4-6 months long. Once a prescription is received from the optometrist, the optician can typically dispense eyeglasses within 72 hours.			



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION  
 JUVENILE HALLS AND CAMP  
 HILLCREST JUVENILE HALL  
 2023-2024**

<b>Recommendations</b>	The Commission urges the Board of Supervisors to take immediate action to ensure that youths in need of eyeglasses can be seen by an optometrist within 10 business days of their arrival to the facility or submission of a medical request form for vision related issues—whichever is sooner.
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<b>MEALS AND NUTRITION</b>				
<b>REVIEWED</b>	<b>YES</b>	<b>NO</b>	<b>N/A</b>	<b>COMMENTS</b>
Food Services Contract	X	<input type="checkbox"/>	<input type="checkbox"/>	San Mateo County Sheriff’s Department’s Maple Street Correctional Facility.
Cost of Food Services	X	<input type="checkbox"/>	<input type="checkbox"/>	The cost of each individual meal is \$89.94. The annual food services costs for fiscal year 2022-2023 was \$1,705,714.36 <sup>10</sup> for an average daily population of 27 <sup>11</sup> .
Subsidized Meals	X	<input type="checkbox"/>	<input type="checkbox"/>	The facility’s food costs are offset by funding <sup>12</sup> provided by federal and state school based breakfast and lunch programs.
Food Service Preparation & Meal Service	X	<input type="checkbox"/>	<input type="checkbox"/>	The Sheriff’s Department’s Dietary Services staff is responsible for delivering pre-made single-serving meals in reusable plastic containers. Each meal is typically provided in two containers, one for hot foods and one for cold foods to the Juvenile Hall and Camp Kemp twice a day, 7 days a week. They also collect and clean the used food containers. Probation Staff is responsible for the refrigeration, heating, and distribution of the meals and snacks. Youth eat their meals at the tables inside their housing units. Youth help clean up after meals by clearing and wiping down the tables.

<sup>10</sup> San Mateo County Probation Department figures for FY 22-23

<sup>11</sup> Average Population is combined for both Juvenile Hall and Camp Kemp.

<sup>12</sup> Please see attachments for a detailed breakdown of food costs.



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION  
 JUVENILE HALLS AND CAMP  
 HILLCREST JUVENILE HALL  
 2023-2024**

Are meals heated and cooled properly?	X	<input type="checkbox"/>	<input type="checkbox"/>	Youths reported receiving cold, undercooked entrees, raw meat, and overcooked or burnt food on multiple occasions.
What time are meals and snacks served?	X	<input type="checkbox"/>	<input type="checkbox"/>	<ul style="list-style-type: none"> <li>● Breakfast: 8:00 am</li> <li>● Lunch: 12:30 pm</li> <li>● Dinner: 4:30 pm</li> <li>● Snacks: 10:25 am &amp; 8:30 pm</li> </ul>
Are staff present and supervising during meals?	X	<input type="checkbox"/>	<input type="checkbox"/>	Staff are present on the unit during mealtime. There were no choking-related incidents reported during this inspection time.
Time youth are allotted to eat	X	<input type="checkbox"/>	<input type="checkbox"/>	15-20 minutes
Are youth allowed to speak during meals?	X	<input type="checkbox"/>	<input type="checkbox"/>	
Are meal servings ample?	X	X	<input type="checkbox"/>	Technically, the meals are calorically sufficient according to the federally established school lunch program guidelines. However, due to the food's poor quality, texture, and taste, the youth consume limited portions of each meal, which, in turn, reduces their caloric intake and causes them to go hungry..
Are the meal servings nutritious?	X	<input type="checkbox"/>	<input type="checkbox"/>	Meals meet established nutritional guidelines for state and federal food programs. However, many opportunities exist to improve the nutritional quality of each meal. The Commission recommends eliminating canned fruits and frozen vegetables, whenever possible and substituting them with a variety of fresh fruits, vegetables, and salads. Offering additional protein sources like nuts and seeds are also recommended.



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION  
 JUVENILE HALLS AND CAMP  
 HILLCREST JUVENILE HALL  
 2023-2024**

Are the meals appetizing?	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<p>No. There is consensus among youth, institutions staff, and dietary staff at the Sheriff's Department that the food is awful. Many of the issues with food quality and texture stem from the process in which the meals are provided to the facility. Meals are prepared and packaged in advance, stored, delivered, and then reheated before serving them the following day.</p> <ul style="list-style-type: none"> <li>Youth who've been detained in nearby counties consistently report that San Mateo County's food is the worst.</li> <li>Lunch on the day of our inspection consisted of hot dogs, frozen sweet potato fries, applesauce, and coleslaw. The hot dog buns and sweet potato fries were soggy. The cole slaw and applesauce were served in a separate cold tray. Almost every cold tray was thrown away in its entirety. Most youths ate the hot dog(s), and about ¼ of them ate the sweet potato fries after they were given a packet of hot sauce to put on them.</li> </ul>
Beverages	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Regular and lactose-free milk are provided with meals.
Are meal menus posted in the dayroom?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are snacks provided?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Snacks are provided twice a day, at 10:25 am & 8:30 pm. Youths describe snacks as "small" and "not enough". Snacks meet nutritional federal school lunch guidelines.
Is food available outside of designated meal and snack times?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Fruit is provided through the food services contract with the San Mateo County Jail. Fruit typically consists of apples, bananas, or oranges.



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION  
 JUVENILE HALLS AND CAMP  
 HILLCREST JUVENILE HALL  
 2023-2024**

Other Food Related Programs	X	<input type="checkbox"/>	<input type="checkbox"/>	<ul style="list-style-type: none"> <li>● College Students: Each youth participating in the Project Change college program receives a monthly \$150 food stipend. Snacks are kept in the school building. Each youth must consume their snacks during the school day while inside the school building.</li> <li>● The Step Program: A behaviorally based incentive program that is utilized by staff at this facility. Youth who have maintained their Step 2 points and status for the week are given 2 extra snacks each Sunday.</li> </ul>
Is there a protocol for youth who miss meals due to court and/or unforeseen events?	<input type="checkbox"/>	X	<input type="checkbox"/>	Meals are saved and reheated for youth for when they return. Extra meals are ordered daily to cover accidents and new admissions. Staff can also call the county jail to request additional meals.
Foodborne Illness: Incidents	<input type="checkbox"/>	X	<input type="checkbox"/>	No incidents of foodborne illnesses were reported during this inspection period.
Comments	<p>In the Spring of 2021, the food services program at the facility ended. Probation entered into a MOU<sup>13</sup> with the Sheriff’s Department to prepare meals at the Maple Street Correctional Facility (county jail). Since this time, food quality has been a persistent problem resulting in countless grievances. Research has shown that a child's brain development, physical growth, and overall well-being depend on adequate nutrition. Hunger, poor nutrition, and food insecurity can cause physical discomfort, create preventable toxic stress, and contribute to long-term health disparities.</p>			

<sup>13</sup> MOU: Memorandum of Understanding



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION  
 JUVENILE HALLS AND CAMP  
 HILLCREST JUVENILE HALL  
 2023-2024**

Recommendations	<p><b>Food Service Contract:</b></p> <ul style="list-style-type: none"> <li>● Terminate current food services contact</li> <li>● Move Dietary Services back up to the juvenile hall to prepare meals onsite daily for less than \$89.94 a meal.</li> <li>● Terminate the current Food Services contract with the San Mateo County Sheriff’s Department.</li> <li>● Eliminate canned fruits and frozen vegetables, whenever possible and substitute them with fresh fruits, vegetables, and salads.</li> <li>● Offer additional sources of protein such as nuts and seeds are also recommended to offset hunger.</li> <li>● Maintain a supply of hot sauce and seasoning</li> </ul>
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<b>BEHAVIORAL HEALTH &amp; RECOVERY SERVICES</b>				
<b>REVIEWED</b>	<b>YES</b>	<b>NO</b>	<b>N/A</b>	<b>COMMENTS</b>
Mental Health Services	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Individual trauma focused Cognitive Behavioral Treatment, Dialectical Behavior Therapy, Eye Movement Desensitization & Reprocessing (EMDR), family therapy, art therapy, crisis intervention, emergency services, psychotropic medication management, sleep health and insomnia treatment. Services are based upon the real time needs of the youth and their families.
Caseload Ratios: Clinicians	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Current caseload ratios are 10:1. Clinicians provide services to youth at the Juvenile Hall, Camp Kemp, and to youth in the community. Youth report very positive interactions with their clinicians.
Frequency of Treatment	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Services are typically provided once a week for 30-50 minutes or as agreed upon by the client and their clinician.



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION  
 JUVENILE HALLS AND CAMP  
 HILLCREST JUVENILE HALL  
 2023-2024**

Psychotropic Medications	X	<input type="checkbox"/>	<input type="checkbox"/>	Parents/Guardians can bring in their children’s medication(s) and provide it to Correctional Health.
Mental Health Screenings & Assessments	X	<input type="checkbox"/>	<input type="checkbox"/>	A member of the BHRS team screens every youth when they enter the facility. Assessments are done on a case by case basis.
Communication: How is information conveyed to Probation staff and service providers?	X	<input type="checkbox"/>	<input type="checkbox"/>	Information is typically shared verbally via probation staff during MDT and school meetings, and interactions with the youth and their families. Written information consists of emails, assessments, court reports, IEP and educational records. reports.
Translation Services: Clients and Families?	X	<input type="checkbox"/>	<input type="checkbox"/>	Most clinicians speak Spanish. The team uses a contracted service to provide translation services in other languages, such as Tongan.
Does BHRS conduct court ordered mental health evaluations?	<input type="checkbox"/>	X	<input type="checkbox"/>	Doctors that are assigned through the courts perform formal evaluations.
Psychiatric Emergencies and Hospitalizations	X	<input type="checkbox"/>	<input type="checkbox"/>	Youths experiencing a psychiatric emergency are transported by ambulance to the San Mateo County Medical Center.
Self-Harm Protocols	X	<input type="checkbox"/>	<input type="checkbox"/>	
Drug & Alcohol Assessments	X	<input type="checkbox"/>	<input type="checkbox"/>	While BHRS can perform a drug & alcohol assessment, they do not provide treatment.
Substance Abuse Treatment	<input type="checkbox"/>	X	<input type="checkbox"/>	BHRS does not provide substance abuse treatment.



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION  
 JUVENILE HALLS AND CAMP  
 HILLCREST JUVENILE HALL  
 2023-2024**

Family Reunification and Counseling	X	<input type="checkbox"/>	<input type="checkbox"/>	Services are provided as needed.
Is the BHRS team at this facility fully staffed?	<input type="checkbox"/>	X	<input type="checkbox"/>	
Are staffing levels adequate to meet the level of care clients need?	X	X	<input type="checkbox"/>	No, the team is short one part time clinician.
Vacant Positions	X	<input type="checkbox"/>	<input type="checkbox"/>	There is one part time clinician position open.
What are the biggest challenges for BHRS staff at this facility?	X	<input type="checkbox"/>	<input type="checkbox"/>	Probation staff need more training on trauma-informed practices and issues surrounding teen mental health.
How can BHRS services be improved?	X	<input type="checkbox"/>	<input type="checkbox"/>	Having a fully staffed team is key to offering a variety of high-quality services to clients and their families.
Therapeutic tools and aids available at the Juvenile Hall	A variety of therapeutic tools, including journals, weighted blankets, stress balls, games, aroma therapy, and sleep logs, are utilized to assist youth in their therapy and therapeutic goals. Youths also have MP3 players that they can utilize during periods of locked confinement.			
How might mental and behavioral health treatment and services be improved at this facility?	<ul style="list-style-type: none"> <li>● Having a designated therapeutically designed mental health space.</li> <li>● Probation staff shortages impact the delivery of mental health services as two staff members must be on the unit in order for a clinician to come onto the unit to provide services.</li> </ul>			



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION  
 JUVENILE HALLS AND CAMP  
 HILLCREST JUVENILE HALL  
 2023-2024**

Comments	Therapeutically designed mental health spaces have therapeutic layouts, soft furnishings, pillows, rugs, decor and tools that help create a comfortable and safe place for clients to receive mental health therapy and work through childhood trauma. Clinicians are currently conducting therapy in programming rooms or in the ISM <sup>14</sup> office located on the housing unit. Programming schedules can conflict with therapy sessions which interfere with or delay mental health services.
Recommendations	<ul style="list-style-type: none"> <li>● Therapeutically Design the Designated Mental Health Space: We recommend the Probation Department allocate \$3,500 dollars to therapeutically design, furnish, and equip the dedicated Mental Health Space identified on Pine 4 housing unit.</li> <li>● Provide additional training to the Probation staff in the following areas:             <ul style="list-style-type: none"> <li>○ Providing trauma-informed care to vulnerable youth populations.</li> <li>○ Managing youth with mental health needs.</li> <li>○ Impacts of trauma and abuse on the developing brain</li> <li>○ Adverse Childhood Experiences</li> <li>○ Identifying youth with cognitive and developmental differences.</li> <li>○ Effective communication skills</li> </ul> </li> </ul>

<b>REHABILITATIVE PROGRAMMING</b>				
<b>REVIEWED</b>	<b>YES</b>	<b>NO</b>	<b>N/A</b>	<b>COMMENTS</b>
Weekly Programming Schedules	<input type="checkbox"/>	X	<input type="checkbox"/>	The Probation Department did not provide the inspection team with a copy of the weekly programming schedules for the very first time.

<sup>14</sup> ISM: Institutional Services Manager. ISM’s supervise Group Supervisors I, II, & III.



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION  
 JUVENILE HALLS AND CAMP  
 HILLCREST JUVENILE HALL  
 2023-2024**

High School & Post-Secondary Education	X	<input type="checkbox"/>	<input type="checkbox"/>	<ul style="list-style-type: none"> <li>● High School Weekly Schedule: Monday, Tuesday, Thursday &amp; Fridays: 8:45 am - 2:40 pm. Wednesdays: 9:00 am - 12:30 pm..</li> <li>● School Year: School is offered year round school with seasonal breaks of 1-2 weeks in length.</li> <li>● College Courses: Online college classes are available each fall, spring and summer semesters. College students complete college programming in a computer lab inside the school building.</li> </ul>
Vocational Training	<input type="checkbox"/>	X	<input type="checkbox"/>	<p>The Paxton &amp; Patterson construction modules included in the 2024 Juvenile Justice Realignment Block Grant Annual Plan continue to be on hold. The modules were purchased in 2023, to provide vocational training for Secure Track youths. The plan was to have Juvenile hall staff teach the youths basic construction skills using the modules. However, after the modules arrived, it was determined that this plan was not feasible and the program was placed on hold. The Probation Department is currently drafting an MOU with County Office of Education, to have them implement, manage, and staff the program. It is unclear if Secure Track youths will have access to the program as most have already graduated high school. The County Office of Education is not responsible for providing educational services to college students. Vocational programming has not been offered in juvenile hall since 2015.</p>
Mental Health Services <sup>15</sup>	X	<input type="checkbox"/>	<input type="checkbox"/>	All youths have access to individual mental health services.
Multisensory De-escalation, Calming and Art Therapy Room	<input type="checkbox"/>	X	<input type="checkbox"/>	Youths have not had access to this room since the Grand Opening on November 9, 2023.

<sup>15</sup> Please see Ancillary Services section of this report for detailed information



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION  
 JUVENILE HALLS AND CAMP  
 HILLCREST JUVENILE HALL  
 2023-2024**

Substance Abuse Education & Support	X	<input type="checkbox"/>	<input type="checkbox"/>	An addiction education program is due to start by the end of the year.
General Programming	<input type="checkbox"/>	X	<input type="checkbox"/>	Beat Within, Yoga, Fresh Lifeline for Youth, Beat Making, Art
Religious Programming	X	<input type="checkbox"/>	<input type="checkbox"/>	Please see the Youth Bill of Rights section beginning on page 51 for detailed information.
Unscheduled Activity	X	<input type="checkbox"/>	<input type="checkbox"/>	Youth have 60+ minutes of unscheduled activity each day.
Indoor RecreationI	X	<input type="checkbox"/>	<input type="checkbox"/>	Each housing unit has a programming room with board games, puzzles, desktop computers, and a video game console. There is a television capable of streaming movies, educational videos, and sports games, a small library with a variety of paperback books, and a ping pong table. The programming unit located on Pine 5 has a pool table, foosball table, board and card games. The gymnasium and adjacent workout room are used for various activities, including volleyball and basketball.
Daily Exercise: Large Muscle Activity - LMA	X	<input type="checkbox"/>	<input type="checkbox"/>	Youth traditionally receive one hour of LMA conducted by institution staff after school.
Outdoor Recreation	X	<input type="checkbox"/>	<input type="checkbox"/>	The outdoor recreation area includes: A running track, basketball courts, and a turf field where ball games such as soccer, kickball, and flag football are conductedEach housing unit has its own cement patio that is equipped with a basketball court. However, no court lines are drawn on the cement. When weather permits, yoga and other classes and activities are conducted in this area.



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION  
 JUVENILE HALLS AND CAMP  
 HILLCREST JUVENILE HALL  
 2023-2024**

Visiting: 2-hours per week	X	<input type="checkbox"/>	<input type="checkbox"/>	<ul style="list-style-type: none"> <li>• Youths are allowed two hours of visiting per week. Approved visitors may visit either in person or by Zoom. Zoom visits must be scheduled in advance with the Admission Department.</li> <li>• Visitors who have not been officially cleared or who are deemed a potential security risk must pass through glass.</li> <li>• Additional Zoom and in-person visits are allowed by court order, or upon the approval of the youth’s Deputy Probation Officer, or Superintendent of the facility.</li> </ul>
Telephone Calls	X	<input type="checkbox"/>	<input type="checkbox"/>	Youth are generally permitted to make phone calls 4 days a week. Days 1-3 are 10-minute calls. Day 4 is a 20-minute phone call. Phone calls are limited to approved individuals.
US Mail	X	<input type="checkbox"/>	<input type="checkbox"/>	There is no limit on the amount of mail a youth can send or receive Anyone who does not have a “non-association” classification can send and receive mail to and from the youth.
E-Mail - Electronic Communications	<input type="checkbox"/>	X	<input type="checkbox"/>	The Youth Bill of Rights affords youths utilize their computers to communicate with approved “extended family members” . The facility's current policy is in conflict with OYCR’s written guidance on this issue. Clarity is needed to ensure both the facility and the youth are in compliance.
Tattoo Removal Program	X	<input type="checkbox"/>	<input type="checkbox"/>	The Commission identified two programs that will provide free tattoo removal services to incarcerated youths. New Skin can provides tattoo removal services to youth at the Juvenile Hall, while the SMC Sheriff can provide services at Redwood City PAL building.
Garden Program	X	<input type="checkbox"/>	<input type="checkbox"/>	Supervisor Noelia Corzo allocated \$1,000.00 in measure K funds to establish a garden program for youth. The gardens will be planted in Spring 2025



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION  
 JUVENILE HALLS AND CAMP  
 HILLCREST JUVENILE HALL  
 2023-2024**

Music Therapy: MP3 Program	X	<input type="checkbox"/>	<input type="checkbox"/>	
Suited for Success: Court Clothing	X	<input type="checkbox"/>	<input type="checkbox"/>	
Comments	Contracted Services: The way in which programs and services are provided to youth have changed considerably over the last 5 years. The traditional models for providing programs and treatment services are no longer sustainable given the low population and the intensive treatment needs of the youth served at this facility.			
Recommendations	Contracted Services: Switching to a pay-per-service model will allow the facility to have greater control over the specific services they contract and pay for, based on the immediate needs of the detained youth. This model will require effective monitoring and coordination to ensure that the contracted services are of high quality and meet the necessary standards.			

<b>PROBATION SERVICES</b>				
<b>REVIEWED</b>	<b>PRE</b>	<b>POST</b>	<b>N/A</b>	<b>COMMENTS</b>
Probation Officers	X	<input type="checkbox"/>	<input type="checkbox"/>	Each youth who does not already have a probation officer is assigned one before their detention hearing. Probation officers caseloads are not specialized and include juveniles and adults, Secure Track, Electronic Monitoring, Wrap Around, Secure Track, and general supervision. The department does not have a dedicated officer for foster and unhoused youth.
Caseload Ratios	<input type="checkbox"/>	X	<input type="checkbox"/>	The inspection team was unable to obtain this information,



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION  
 JUVENILE HALLS AND CAMP  
 HILLCREST JUVENILE HALL  
 2023-2024**

Services Provided to Incarcerated Youth	X	<input type="checkbox"/>	<input type="checkbox"/>	Probation officers are responsible for approving visitors and callers, attending meetings, communicating with families, stakeholders, and service providers. They write court reports, make formal recommendations, and coordinate reentry services.
Pre Adjudication Services	<input type="checkbox"/>	X	<input type="checkbox"/>	Youths who are detained in the juvenile hall for the first time and do not already have a probation officer are not eligible to receive programs and services from the Probation Department.
Post Adjudication	X	<input type="checkbox"/>	<input type="checkbox"/>	Case management and supervision, make home visits, conduct drug testing. make referrals for programs and services and provide progress reports to the court. . Resources for for basic essentials <sup>16</sup> are extremely limited. Bus passes may be provided to youths needing transportation.
Electronic Monitoring	X	<input type="checkbox"/>	<input type="checkbox"/>	Youths are monitored by admissions staff. Probation officers track compliance and report the information to the court.
Community Care	X	<input type="checkbox"/>	<input type="checkbox"/>	Youth may be court ordered to participate in the Community Care program post adjudication. Youth who participate in the program on weekends are tasked with landscaping, and clean-up projects on the property surrounding the juvenile hall and Paul Scannell Drive.
Recommendations	<p>Pre-Adjudication Services          Research has proven that the criminal behavior that leads youth into the juvenile justice system is often a manifestation of unresolved trauma and untreated mental health conditions. Oftentimes by the time a child is booked into the juvenile hall, the child is in crisis. The majority of children booked into the juvenile hall are released back into the community within a week. Adjudication typically take between 3-12 months, even longer for more serious cases. During this time, youths are not eligible to receive services. Without access to necessary resources and treatment to address the root causes of their conduct and behavior,</p>			

<sup>16</sup> clothing, school supplies, transportation



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION  
 JUVENILE HALLS AND CAMP  
 HILLCREST JUVENILE HALL  
 2023-2024**

youth remain vulnerable to reoffending and increasing their likelihood of deeper entrenchment in the justice system. By providing youths access to pre adjudication programs and services youths can receive the support needed regain control of their behavior, ultimately reducing recidivism, stabilizing families, and increasing public safety.

**LOCKED CONFINEMENT**

<b>REVIEWED</b>	<b>COMMENTS</b>
Total hours in locked confinement per day.	During this inspection period, youth were locked inside of their cells between 12.5-14.5 hours each day.
What time are cells locked and unlocked throughout each day?	Youths are locked in their cells during sleeping hours 9:00 pm - 7:30 am and between 5:00 - 6:00 pm each day—which is the protected break time of staff.
Conditions Impacting the Amount of Time Youths Spend in Locked Confinement.	Staffing levels, meal breaks, shift change, holidays, court, investigations and codes <sup>17</sup> on the housing unit.

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<sup>17</sup> A “code” is when a probation staff member calls a code out over the radio to request immediate assistance. A code can be triggered by any situation deemed an immediate threat to the safety of youth and staff. During a code youths are required to lay face down on the ground with their hands behind their backs. Youths must remain silent and still as they await further instruction from staff. Once the immediate threat has been eliminated, youths are placed back in their cells until staff can attend to the person(s), document the circumstance surrounding the code, and notify the proper medical or law enforcement officials.



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION  
 JUVENILE HALLS AND CAMP  
 HILLCREST JUVENILE HALL  
 2023-2024**

<b>Recommendations</b>	<ul style="list-style-type: none"> <li>● Provide all youth with books, puzzles, and Chromebooks (for schoolwork) during periods of locked confinement regardless of behavioral status or their Step status.</li> <li>● Ensure all staff are aware of the policy changes related to hardcover books. Youths are now allowed to keep hardcover books inside cells unless they pose a safety risk to themselves or others.</li> <li>● Install chalkboards or chalkboard paint on the wall of each cell to reduce sensory deprivation.</li> </ul>
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<b>TRAUMA INFORMED CARE</b>				
<b>REVIEWED</b>	<b>YES</b>	<b>NO</b>	<b>N/A</b>	<b>COMMENTS</b>
Are youth screened for trauma?	X	<input type="checkbox"/>	<input type="checkbox"/>	Youth are screened for trauma as part of the intake process.
Are youths assessed for Adverse Childhood Experiences?	<input type="checkbox"/>	X	<input type="checkbox"/>	
Housing	<input type="checkbox"/>	X	<input type="checkbox"/>	Youths of all genders and varying trauma histories are housed together.
Gender-Responsive Programming	<input type="checkbox"/>	X	<input type="checkbox"/>	Programming is the same for all genders.
Rape Trauma Services	<input type="checkbox"/>	X	<input type="checkbox"/>	
Trauma-Informed Care Staff Training	X	X	<input type="checkbox"/>	Adult probation officers work overtime in the facility and it is unclear if they have received training on how to provide trauma informed care to incarcerated youth. Additionally, staff have requested additional training on impacts of complex trauma on child development.



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION  
 JUVENILE HALLS AND CAMP  
 HILLCREST JUVENILE HALL  
 2023-2024**

Recommendations			<p>Separate Housing Units: Male youths expressed concerns about being placed in the same housing unit with youth who identify as female. Mixed gender housing can be triggering for youth with complex trauma histories. We recommend providing a separate housing unit for youths who identify as female.</p> <p>Provide the following training to every probation staff member who works with youths in the juvenile hall, including those working overtime shifts.</p> <ul style="list-style-type: none"> <li>• Trauma-Informed Care: Basic Principals, Interventions, Safety Plans, Management of Secondary Traumatic Stress (STS), Cross System Collaboration, Programming, creating trauma-informed spaces and cultures, approaches to partnering with youths and families.</li> </ul>
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**CULTURALLY AND LINGUISTICALLY APPROPRIATE**

REVIEWED	YES	NO	N/A	COMMENTS
Meals & Food	<input type="checkbox"/>	X	<input type="checkbox"/>	The inability to access culturally appropriate nutrition and dietary services is a form of social inequity. Meal planning and preparation should be viewed through a culturally competent lens.
Hair and Skin	<input type="checkbox"/>	X	<input type="checkbox"/>	Ethnically appropriate hygiene products are not being provided. It is unclear if hair braiding services are being offered at all, let alone on a consistent basis.
Religion and Spirituality	X	X	<input type="checkbox"/>	The facility offers Christian religious services. Youths who practiced Judiam, Islam, or were Native American, did not have access to the services and spiritual tools needed to practice their religion or spiritual beliefs.



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION  
 JUVENILE HALLS AND CAMP  
 HILLCREST JUVENILE HALL  
 2023-2024**

Books and Reading Materials	X	<input type="checkbox"/>	<input type="checkbox"/>	Providing a variety of books and reading materials in different formats, languages, and reading levels is key to increasing literacy. Graphic illustrative novels and multilingual audiobooks can also assist youths with learning challenges.
Art & Music	X	<input type="checkbox"/>	<input type="checkbox"/>	<ul style="list-style-type: none"> <li>● Poetry Out Loud contest.</li> <li>● Youth has access to Spanish music on the MP3 players.</li> </ul>
Observances	X	<input type="checkbox"/>	<input type="checkbox"/>	The facility expanded their culturally relevant observances during this inspection period. The facility celebrated Cinco De Mayo in May with food, and music.
Therapeutic Tools	X	<input type="checkbox"/>	<input type="checkbox"/>	Youth have access to meditations, sleep sounds, and music via their MP3 players.
Equitable Language Services	<input type="checkbox"/>	X	<input type="checkbox"/>	Grievance Forms and important legal notices mailed to parents are in English.
Recommendations	Provide Equitable Language Services to Youth & Families <ul style="list-style-type: none"> <li>● Offer grievance forms in Spanish</li> <li>● Provide all court related and legal notices in English and Spanish</li> <li>● Update the Parent/Youth Handbook to reflect the Youth Bill of Rights in English and Spanish</li> </ul>			

<b>LGBTQI+</b>				
<b>REVIEWED</b>	<b>YES</b>	<b>NO</b>	<b>N/A</b>	<b>COMMENTS</b>
Classification and Housing Unit Assignments	<input type="checkbox"/>	X	<input type="checkbox"/>	



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION  
 JUVENILE HALLS AND CAMP  
 HILLCREST JUVENILE HALL  
 2023-2024**

Staff Education, Training & Best Practices	X	<input type="checkbox"/>	<input type="checkbox"/>	Staff have been trained on how to conduct pat-downs and searches on cross-gender, transgender, and intersex youth. Cross-gender pat-down searches and strip searches are prohibited except in exigent circumstances and must be justified and thoroughly documented in writing.
Clothing and Hygiene	X	<input type="checkbox"/>	<input type="checkbox"/>	
Institutional Forms: Gender Neutral Language	X	<input type="checkbox"/>	<input type="checkbox"/>	
Gender Neutral Restrooms & Showers	X	<input type="checkbox"/>	<input type="checkbox"/>	
LGBTQ Inclusive Healthcare	X	<input type="checkbox"/>	<input type="checkbox"/>	
LGBTQ Inclusive Literature and Media	X	<input type="checkbox"/>	<input type="checkbox"/>	
Celebrations & Observances	X	<input type="checkbox"/>	<input type="checkbox"/>	

**TECHNOLOGY**

REVIEWED	YES	NO	N/A	COMMENTS
School Building Classrooms	X	<input type="checkbox"/>	<input type="checkbox"/>	Chromebooks and desktop computers with internet access are available in the classrooms and computer lab.



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION  
 JUVENILE HALLS AND CAMP  
 HILLCREST JUVENILE HALL  
 2023-2024**

Zoom Visiting	X	<input type="checkbox"/>	<input type="checkbox"/>	Zoom visiting is available. Visits must be scheduled in advance. Technology is available on each housing unit.
Telephones	X	<input type="checkbox"/>	<input type="checkbox"/>	There is one telephone available in each housing unit to make confidential telephone calls.
Cable Services	-	-	-	It is still unclear if the facility actually has cable service. The Superintendent states Comcast charges the facility monthly for cable services. However, staff and youth report that the cable services were disconnected in an effort to reduce costs.
Internet Services & Security	X	<input type="checkbox"/>	<input type="checkbox"/>	<ul style="list-style-type: none"> <li>● Comcast provides internet services to the facility.</li> <li>● Go Guardian software controls the content and websites youths can access. The software is designed for youth under 18.</li> <li>● Youth who are participating in college courses require alternative software to complete their coursework and studies. Go Guardian often blocks links and websites provided by professors and content that is needed to complete assignments, projects, and prepare for tests.</li> </ul>
Online Programming	X	<input type="checkbox"/>	<input type="checkbox"/>	Online Victim Impact and Awareness classes are available by court order.
Computers	X	<input type="checkbox"/>	<input type="checkbox"/>	Computers and headphones are located in the programming room of Forest 3.
TV, Audio and Video Equipment	X	<input type="checkbox"/>	<input type="checkbox"/>	The Forrest 2 & 3 housing units have a television, DVD player, modem, and speakers.
MP3 Equipment	X	<input type="checkbox"/>	<input type="checkbox"/>	MP3's are available on all 3 housing units. Mp3's, headphones and charging stations are stored in the office space behind the staff desk.



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION  
 JUVENILE HALLS AND CAMP  
 HILLCREST JUVENILE HALL  
 2023-2024**

Fitness Trackers:: Running Program	X	<input type="checkbox"/>	<input type="checkbox"/>	In 2022, members of the commission purchased fitness trackers, running shoes, and water bottles for ISM Ramirez running program.
Website: Probation Department	X	<input type="checkbox"/>	<input type="checkbox"/>	The Probation Department's website <sup>18</sup> needs regular updating to ensure parents, guardians, and members of public receive timely and accurate information on the following: <ul style="list-style-type: none"> <li>● General Information</li> <li>● How to contact the Juvenile Hall</li> <li>● Visiting and Telephone Policies</li> <li>● Available Programs and Services</li> <li>● Parent Resources</li> </ul>

**PHYSICAL INSPECTION**

**FACILITY EXTERIOR**

REVIEWED	YES	NO	N/A	COMMENTS
Facility Perimeter	X	<input type="checkbox"/>	<input type="checkbox"/>	
Security Lighting	X	<input type="checkbox"/>	<input type="checkbox"/>	No issues noted in the daylight.
Fencing & Gates	X	<input type="checkbox"/>	<input type="checkbox"/>	
Sidewalks, Walkways, Pavement, and Concrete	X	<input type="checkbox"/>	<input type="checkbox"/>	No issues were noted.

<sup>18</sup> [www.smcgov.org/probation/youth-services-center-juvenile-hall](http://www.smcgov.org/probation/youth-services-center-juvenile-hall)



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION  
JUVENILE HALLS AND CAMP  
HILLCREST JUVENILE HALL  
2023-2024**

Exterior Paint and Windows	X	<input type="checkbox"/>	<input type="checkbox"/>	
Landscaping	X	<input type="checkbox"/>	<input type="checkbox"/>	The youth maintain the interior landscaping as part of the staff lead "Garden Program".
Gutters, Roof, Drains	X	<input type="checkbox"/>	<input type="checkbox"/>	
Recommendations	Add picnic tables to the outdoor recreation space. The picnic tables will provide much needed outdoor seating and can be used to eat meals, work on projects, and the garden program.			

**ADMINISTRATION BUILDING**

<b>REVIEWED</b>	<b>YES</b>	<b>NO</b>	<b>N/A</b>	<b>COMMENTS</b>
Lobby Furnishings	X	<input type="checkbox"/>	<input type="checkbox"/>	Furniture was clean and in good condition.
Lobby Restrooms	X	<input type="checkbox"/>	<input type="checkbox"/>	The restroom in the lobby is very clean, in good working order, and equipped with adequate supplies.
Lobby: Lockers	X	X	<input type="checkbox"/>	There is a bank of 24 lockers in the lobby. Lockers are clean and easy to operate. several lockers were missing keys.
Lobby Carpet	X	<input type="checkbox"/>	<input type="checkbox"/>	
Lobby: Desk	X	<input type="checkbox"/>	<input type="checkbox"/>	The main lobby of the Juvenile Hall is not staffed. There is a telephone on the main desk that visitors use to call Admissions to for assistance.
Lobby Lighting	X	<input type="checkbox"/>	<input type="checkbox"/>	Lighting is dim, which can give visitors the impression that the building is closed.



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION  
 JUVENILE HALLS AND CAMP  
 HILLCREST JUVENILE HALL  
 2023-2024**

Lobby Temperature	X	<input type="checkbox"/>	<input type="checkbox"/>	The air conditioning in the lobby did not appear to be working.
Lobby Doors & Windows	X	<input type="checkbox"/>	<input type="checkbox"/>	
Lobby Information & Brochures	X	<input type="checkbox"/>	<input type="checkbox"/>	The Commission’s guidebook: “How to Help Your Child After Arrest” and OYCR Youth Bill of Rights pamphlets are available in English and Spanish. The near empty rack containing outdated AA/NA brochures, should be removed.
Lobby Signage & Notifications	X	<input type="checkbox"/>	<input type="checkbox"/>	There is a TV attached to the wall that displays messages and information. The posters on the back wall <sup>19</sup> are faded and 10+ years old. The lobby also has a large television that displays probation and county related information in a loop. The date and time need to be reset.
Visiting Room: Main	X	<input type="checkbox"/>	<input type="checkbox"/>	Room is clean. There are 5 visiting tables of various sizes with chairs. There are
Visiting Room: Family	X	<input type="checkbox"/>	<input type="checkbox"/>	There is a small room adjacent to the main visiting room that is used for family visits. The space appears cluttered
Visiting Room: Conference Room	X	<input type="checkbox"/>	<input type="checkbox"/>	The team was not provided access to this room.
Confidential Visiting Rooms	X	<input type="checkbox"/>	<input type="checkbox"/>	Confidential visits can also take place in the interview rooms located in admissions.
Visiting Room: Restrooms	X	<input type="checkbox"/>	<input type="checkbox"/>	The gender neutral restrooms were closed.
Visiting Room: Water Fountain	X	<input type="checkbox"/>	<input type="checkbox"/>	The water faucet runs very loudly and needs cleaning.

<sup>19</sup> Photos attached



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION  
 JUVENILE HALLS AND CAMP  
 HILLCREST JUVENILE HALL  
 2023-2024**

Visiting Room: Temperature	X	<input type="checkbox"/>	<input type="checkbox"/>	Air conditioning did not appear to be working.
Admissions: Bathroom	X	<input type="checkbox"/>	<input type="checkbox"/>	The bathroom needs deep cleaning.
Admissions: Shower	X	<input type="checkbox"/>	<input type="checkbox"/>	The shower needs to be power washed.
Admissions: Holding Cells	X	<input type="checkbox"/>	<input type="checkbox"/>	
Admissions: Legal / Professional Visiting Rooms	X	<input type="checkbox"/>	<input type="checkbox"/>	The rooms are furnished with a table and chairs. The rooms and furnishing are clean.
Admissions: Law Enforcement Entrance	X	<input type="checkbox"/>	<input type="checkbox"/>	
Administration: Hallways	X	<input type="checkbox"/>	<input type="checkbox"/>	A portion of the hallway is decorated with artwork created by the youth. We recommend moving the art to the visiting room so it can be enjoyed by the youth and families.
Administration: Lighting	X	<input type="checkbox"/>	<input type="checkbox"/>	
Medical & Dental Offices	X	<input type="checkbox"/>	<input type="checkbox"/>	Very clean and well organized.
Signs & Notices	X	<input type="checkbox"/>	<input type="checkbox"/>	There are sexual abuse prevention posters and various Ombudsmen and Youth Bill of Rights posters on the wall.
Administration: Conference Rooms	<input type="checkbox"/>	X	<input type="checkbox"/>	The team was not provided access to this room.



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION  
 JUVENILE HALLS AND CAMP  
 HILLCREST JUVENILE HALL  
 2023-2024**

Control Room:	X	<input type="checkbox"/>	<input type="checkbox"/>	The team was not provided access to this room.
Recommendations	Lobby of the Juvenile Hall <ul style="list-style-type: none"> <li>• Staff front desk and keep lights on during business hours</li> <li>• Rekey the lockers with missing keys</li> <li>• Remove rack containing outdated AA brochures</li> <li>• Updates posters and notices on back wall</li> </ul>			

**INTERIOR OF LOCKED FACILITY**

**HOUSING UNIT / LIVING AREAS**

REVIEWED	YES	NO	N/A	COMMENTS
Notifications and Signage	X	<input type="checkbox"/>	<input type="checkbox"/>	Youth Bill of Rights and Ombudsman posters are displayed on the housing units.
First Aid, Emergency and Evacuation Supplies	X	<input type="checkbox"/>	<input type="checkbox"/>	Supplies are kept in the staff office behind the staff desk.
Fire Extinguishers	X	<input type="checkbox"/>	<input type="checkbox"/>	Fire extinguishers are kept in the back offices behind the staff desk.
Fire Alarms, Smoke and Carbon Monoxide Detectors	X	<input type="checkbox"/>	<input type="checkbox"/>	All systems are hard wired.
Security Cameras: Are all security cameras functioning and operable?	X	<input type="checkbox"/>	<input type="checkbox"/>	New cameras were installed on two housing units during this inspection period. Staff reported that all cameras were operational at the time of our inspection. We did not enter the control room to verify they were operational.



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION  
 JUVENILE HALLS AND CAMP  
 HILLCREST JUVENILE HALL  
 2023-2024**

General Condition & Cleanliness	X	<input type="checkbox"/>	<input type="checkbox"/>	The housing units are showing signs of age and wear.
Air Circulation	X	<input type="checkbox"/>	<input type="checkbox"/>	
Fresh Drinking Water	X	<input type="checkbox"/>	<input type="checkbox"/>	
Flooring and Carpets	X	<input type="checkbox"/>	<input type="checkbox"/>	The carpets on both housing units need to be replaced. They are heavily stained and damaged beyond repair. Laminate hardwood flooring would be more conducive for these spaces.
Walls	X	<input type="checkbox"/>	<input type="checkbox"/>	Need repainting
Windows and Doors	X	<input type="checkbox"/>	<input type="checkbox"/>	Main doors inside both housing units need repainting.
Fixtures	X	<input type="checkbox"/>	<input type="checkbox"/>	
Staff Desk	X	<input type="checkbox"/>	<input type="checkbox"/>	The staff desk serves as the central hub of the housing unit. The telephone is located at the staff desk. Notices, menus, and information is posted on the front of the desk. Fruit is also stored on the desk.
Furnishings	X	<input type="checkbox"/>	<input type="checkbox"/>	Institutional furniture is metal and hard plastic. The facility's physical environment is critical in creating an atmosphere that is conducive to learning and personal growth. Facilities that evoke a stark correctional feel (e.g., sterile hallways and common areas, concrete beds, hard furniture) send a message to youth about how they are valued and the type of behavior expected from them. The Commission recommends replacing furnishings with institutional furniture that is more “home like” and therapeutically appropriate.



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION  
JUVENILE HALLS AND CAMP  
HILLCREST JUVENILE HALL  
2023-2024**

Bookshelves	X	<input type="checkbox"/>	<input type="checkbox"/>	The bookshelves need to be sorted through and restocked. Outdated and damaged books should be replaced with books that are more linguistically and culturally appropriate for the population served at this facility. The bookshelves should also include legal and religious books, a dictionary, thesaurus, and an atlas.
Dining Tables	X	<input type="checkbox"/>	<input type="checkbox"/>	Steel tables have built in stools and are attached to the floor
Food Warming/Cooling Equipment	X	<input type="checkbox"/>	<input type="checkbox"/>	There is a refrigerator and portable oven/warming equipment located near the entrance of each housing unit.
Food Service Equipment: Carts, trays, and utensils	X	<input type="checkbox"/>	<input type="checkbox"/>	Items were observed on the unit.
Kitchenette	X	<input type="checkbox"/>	<input type="checkbox"/>	The kitchen has a refrigerator, sink, and cabinets for storage.
Kitchenette: Food Storage	X	<input type="checkbox"/>	<input type="checkbox"/>	
Restrooms	<input type="checkbox"/>	<input type="checkbox"/>	X	Youths use toilets inside their cells.
Showers	X	<input type="checkbox"/>	<input type="checkbox"/>	The showers are in need of a professional power washing. Showers number 3 & 4 need the water temperature adjusted. They do not get hot enough.
Programming Rooms	X	<input type="checkbox"/>	<input type="checkbox"/>	Programming Rooms need to be updated and have additional lightning. The rooms lack any natural sunlight.
Indoor Recreation Equipment	X	<input type="checkbox"/>	<input type="checkbox"/>	Yoga mats, ping pong table, television set, board games, puzzles, books, desktop computers.



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION  
 JUVENILE HALLS AND CAMP  
 HILLCREST JUVENILE HALL  
 2023-2024**

Computers	X	<input type="checkbox"/>	<input type="checkbox"/>	Computers and headphones are located in the programming room of Forest 3
TV, Audio and Video Equipment	X	<input type="checkbox"/>	<input type="checkbox"/>	Forrest 3 housing units have a television, DVD player, modem, and speakers.
Food Warming/Cooling Equipment	X	<input type="checkbox"/>	<input type="checkbox"/>	There is a refrigerator and portable oven/warming equipment located near the entrance of each housing unit.
Food Service Equipment: Carts, trays, and utensils	X	<input type="checkbox"/>	<input type="checkbox"/>	Items were observed on the unit.
Housing Unit Kitchen	X	<input type="checkbox"/>	<input type="checkbox"/>	The kitchen has a refrigerator, sink, and cabinets for storage.
Kitchen: Food and Beverage Storage	X	<input type="checkbox"/>	<input type="checkbox"/>	
Cleaning & General Supplies / Equipment, & Secure Storage	X	<input type="checkbox"/>	<input type="checkbox"/>	Cleaners, mop, broom, sponges, and rags and other supplies are kept in a room that has a wash basin. The back half of the room sits behind a locked metal gate that is used for secure storage.
Other: Pencils	X	<input type="checkbox"/>	<input type="checkbox"/>	Small sized pencils are issued to each youth. Pencils are stored in ziploc bags that are labeled with each youth's name and posted up on the wall behind the staff desk. Youths must return their pencils by 8:30 pm.
Comments	Institutional furnishings: The current furnishings are made of metal and hard plastics and evoke a stark correctional feel and send a message to youth about how they are viewed, valued, and the behaviors that are expected of them while at the facility.			



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION  
 JUVENILE HALLS AND CAMP  
 HILLCREST JUVENILE HALL  
 2023-2024**

Recommendations	<p>The following recommendation apply to the Forest 2 &amp; Forest 3 Housing Units.</p> <ul style="list-style-type: none"> <li>● Replace the damaged carpets on that are damaged beyond repair with hardwood laminate flooring.</li> <li>● Soften the environment of the housing unit by replacing dayroom furnishings with institutional "home-like" furniture</li> <li>● The housing units need to be repainted</li> <li>● Update the programming rooms</li> <li>● The showers need professional power washing.</li> </ul>
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<b>INDIVIDUAL CELLS</b>				
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REVIEWED	YES	NO	N/A	COMMENTS
Cell Description	X	<input type="checkbox"/>	<input type="checkbox"/>	The facility contains single and double cells. Youth are currently housed alone. There is a barcode affixed to each cell that staff scans during safety checks. The metal cell door has a food slot meal slot and a long rectangle window that allows staff to see inside. Youth can cover their windows when using the toilet. Cells are constructed of white cement and gray cement floors. A steel combination toilet sink unit is located at the entrance of the cell. A small desk and stool are attached to the cell wall and floor.. There are no built-in shelves or personal storage There is an ADA compliant cell on each housing unit.
Call Lights	X	<input type="checkbox"/>	<input type="checkbox"/>	Each cell is equipped with an emergency call light. Non-emergency calls are answered during routine safety checks which occur every 15 minutes.




**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION  
 JUVENILE HALLS AND CAMP  
 HILLCREST JUVENILE HALL  
 2023-2024**

Walls	X	<input type="checkbox"/>	<input type="checkbox"/>	The cells cement walls are painted white. Sensory deprivation when inside locked cells can be severe. Especially for youth who have a history of mental illness, trauma or youth who are entering the juvenile hall for the first time. Youth are allowed to hang pictures and art work on their cell walls.
Beds	X	<input type="checkbox"/>	<input type="checkbox"/>	The beds are standard prison beds attached to the wall.
Mattresses	X	<input type="checkbox"/>	<input type="checkbox"/>	The institutional foam mattresses are unusually thin, just 4- 5 inches thick and covered in a plastic type material. When tested the hard base of the bed could be felt through the mattress. We continue to urge the Probation Department to invest in mattresses capable of protecting youths' backs/bodies from the hard base of the bed. Mattress related back pain has been one of the chief medical complaints over the years.
Pillows	X	<input type="checkbox"/>	<input type="checkbox"/>	Every youth is issued a pillow.
Bedding & Blankets	X	<input type="checkbox"/>	<input type="checkbox"/>	Standard institutional sheets and blankets are provided.
Sink and Toilet	X	<input type="checkbox"/>	<input type="checkbox"/>	A steel sink/toilet combination sits at the entrance of each cell.
Toilet paper and hand towels	X	<input type="checkbox"/>	<input type="checkbox"/>	The staff provides these items.
Drinking Cups	X	<input type="checkbox"/>	<input type="checkbox"/>	Youth are issued cups
Mirror	X	<input type="checkbox"/>	<input type="checkbox"/>	The mirrors are scratched and damaged beyond repair. Youth cannot see their reflection. Mirrors all need to be replaced.
Temperature: Room	X	<input type="checkbox"/>	<input type="checkbox"/>	Youth report that the cells tend to be hot in summer and cold in the winter. The air conditioning unit does not appear to be functioning properly. This is an issue throughout the entire Youth Services Center facility and not just the Juvenile Hall.



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION  
 JUVENILE HALLS AND CAMP  
 HILLCREST JUVENILE HALL  
 2023-2024**

Temperature: Water	X	<input type="checkbox"/>	<input type="checkbox"/>	Tested no issues noted
Air Circulation	X	<input type="checkbox"/>	<input type="checkbox"/>	Unable to test with a closed door for any length of time.
Lighting	X	<input type="checkbox"/>	<input type="checkbox"/>	No issues were noted
Windows	X	<input type="checkbox"/>	<input type="checkbox"/>	Window sills are used to store and/or display personal items.
Desk & Stool	X	<input type="checkbox"/>	<input type="checkbox"/>	The desk is cemented to the wall. The stool is bolted to the cement floor. The distance between the desk and the stool is awkward for some youths, requiring them to lean over to reach the desk—which makes it difficult for them to utilize the desk as intended.
Storage of Personal Items	<input type="checkbox"/>	X	<input type="checkbox"/>	<p>There is no personal storage inside of the cells. Youths store their clothing and personal items on the bed, desk, floor, and window sill. Probation reported that the institutional shelving similar to the one pictured here, is stuck in the county’s procurement process. These storage units were ordered in 2022. There is no estimate when they will be installed.</p> 



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION  
 JUVENILE HALLS AND CAMP  
 HILLCREST JUVENILE HALL  
 2023-2024**

Recommendations	<ul style="list-style-type: none"> <li>● Storage: Install institutional shelving in each cell.</li> <li>● Install large chalkboards on the wall in each cell. Alameda County uses chalkboards to reduce sensory deprivation in cells.<sup>20</sup></li> <li>● Mattress: Replace mattress with more therapeutically appropriate mattress. The current institutional foam mattresses are very thin, just 4”- 5” inches thick.</li> </ul>
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SCHOOL BUILDING				
REVIEWED	YES	NO	N/A	COMMENTS
Classrooms	X	<input type="checkbox"/>	<input type="checkbox"/>	Please refer to the 2023-2024 JJDPC Educational Inspection Report <a href="http://www.smcgov.org/media/152454/download?inline=">www.smcgov.org/media/152454/download?inline=</a>
Computer Lab	X	<input type="checkbox"/>	<input type="checkbox"/>	Small, cramped, drab room consisting of computer stations.
Career Technical Education & Vocational Space	X	<input type="checkbox"/>	<input type="checkbox"/>	This rather large room is set up like a classroom, fully furnished, and has considerable open floor space. Over the years the room has been used as a special education and resource classroom, and has hosted a variety of group activities. This room would be an ideal space to hold CTE and Vocational Programming when it becomes available. The room was not in use the day of the inspection. The Commission recommends the COE and Probation Department move the computer lab into this space as the environment is much more conducive to learning—with lots of natural light and plenty of space for students to participate in online college courses and certification programs.

<sup>20</sup> Alameda County Juvenile Hall installed chalkboards to reduce sensory deprivation in cells. They report that youth utilizes chalkboards during periods of locked confinement and are beneficial overall.



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION  
 JUVENILE HALLS AND CAMP  
 HILLCREST JUVENILE HALL  
 2023-2024**

Academic Counseling Office	X	<input type="checkbox"/>	<input type="checkbox"/>	There are several offices being used by the County Office of Education Staff.
COE Administrative Offices	X	<input type="checkbox"/>	<input type="checkbox"/>	Several offices are being used by County Office of Education staff.
Main Library	X	<input type="checkbox"/>	<input type="checkbox"/>	The librarian has a budget she can use to purchase books requested by youth.
Gymnasium	X	<input type="checkbox"/>	<input type="checkbox"/>	The gym needs repainting. The floor and bleachers must also be properly cleaned and maintained.
Exercise Room	X	<input type="checkbox"/>	<input type="checkbox"/>	There is a separate exercise room within the gym.
Recommendations	<p>Main Library</p> <ul style="list-style-type: none"> <li>● Law Library: Youth do not have access to a law library. The commission recommends purchasing the following books for the main library: Thomson Reuters California Juvenile Courts Practice &amp; Procedure, Seiser &amp; Kumli on California Juvenile Courts Practice &amp; Procedure, California, Welfare &amp; Institutions Code, CA. Penal Code, California Educational Code, and Vehicle Code. Nolo Press publications on Immigration, Family Law, and Guide on Conducting Legal Research. Legal dictionaries and “The Evolution of the Juvenile Court: Race, Politics, and the Criminalizing of Juvenile Justice,” by Professor Barry C. Feld.</li> <li>● Online Law Library &amp; Research: The California Department of Corrections utilizes Law Library Kiosks to provide individuals the opportunity to access an online law library and conduct legal research. We recommend the department work with Orijin<sup>21</sup>, to see if an online law library can be added to the tablets.</li> <li>● Religious Texts: Expand the collection to include the major religions.</li> </ul> <p>Gymnasium</p> <ul style="list-style-type: none"> <li>● The gym needs repainting. The floor and bleachers must also be properly cleaned and maintained.</li> </ul>			

<sup>21</sup> Tablets are contracted through Orijin



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION  
 JUVENILE HALLS AND CAMP  
 HILLCREST JUVENILE HALL  
 2023-2024**

<b>KITCHEN &amp; DINING HALL</b>				
<b>REVIEWED</b>	<b>YES</b>	<b>NO</b>	<b>N/A</b>	<b>COMMENTS</b>
Kitchen	X	<input type="checkbox"/>	<input type="checkbox"/>	The facility has an impressive large commercial kitchen that is not being used. Staff reported that the dishwasher in the kitchen was replaced during this inspection period. The commission was unable to confirm the cost of this repair—which was reported to be 25K.
Staff Meal Storage				The Sheriff’s department delivers staff meals to the kitchen daily.
Offices	X	<input type="checkbox"/>	<input type="checkbox"/>	There are offices for Nutritional Services staff located in this space.
Dining Hall	X	<input type="checkbox"/>	<input type="checkbox"/>	Youths eat their meals in the housing units. The dining hall is adjacent to the commercial kitchen, and is currently being used as a multi-purpose room. The room has floor-to-ceiling windows that provide natural light, and is equipped with a large screen, audio/video equipment, a podium, and stacks of plastic chairs. The space also includes at least two restrooms. The space is used to host a variety of events, including Christian church services on Sunday mornings and other special events.
Restrooms	X	<input type="checkbox"/>	<input type="checkbox"/>	There are two sets of restrooms in this space.
Comments	The facility features a state-of-the-art commercial kitchen that once served fresh meals to over 100 youths daily. Considering the ongoing concerns about the quality of food being provided by the county jail coupled with the exorbitant cost of roughly \$90 per meal per youth—it is perplexing as to why this kitchen is not being utilized to prepare fresh meals			



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION  
JUVENILE HALLS AND CAMP  
HILLCREST JUVENILE HALL  
2023-2024**

**Signatures of Juvenile Justice Commissioners preparing this report:**

**Johanna Rasmussen**

**Date: January 25, 2025**

**Ameya Nori**

**Date: January 25, 2025**

**REPORT ATTACHMENTS**

- E-mail: Received from Deputy Chief Jehan Clark on August 5, 2024 advising the Commission that the department was “working with the county attorney’s office to process” the documents and data we were scheduled to review the following morning.
- 3 Photos: Pest Control Hazards: Youth Services Center Main Entrance & Lobby
- 2 Photos: Youth Services Center Main Entrance & Lobby
- 3 Photos: Interior Lobby: Juvenile Hall
- OYCR: Youth Bill of Rights
- Juvenile Hall Visiting Policy
- 2023 Forest 3 Housing Unit Programming Schedule

# Main Entrance: Youth Services Center Lobby

## Pest Control: Hazards



# Main Entrance: Youth Services Center Lobby



# Interior Lobby: Juvenile Hall



**PROFESSIONAL VISITING HOURS**

**WEEKDAYS**  
10:45 AM – 12:00 PM  
3:00 PM – 4:30 PM  
5:30 PM – 9:00 PM

**WEEKENDS**  
9:00 AM – 9:00 PM (EXCEPT MEALTIMES)

**(MEALTIMES)**  
BREAKFAST – 8:00 AM  
LUNCH – 12:00 PM  
DINNER – 4:30 PM



**MARK GHALY**  
SECRETARY



**Office of Youth and  
Community Restoration**



**GAVIN NEWSOM**  
GOVERNOR

The Office of Youth and Community Restoration (OYCR) Ombudsperson is responsible for developing a youth friendly document that explains the Youth Bill of Rights for youth that are in juvenile justice facilities in California. The law also requires that the Youth Bill of Rights be translated into Spanish and other languages. The OYCR Ombudsperson is required by law (Welfare and Institutions Code 224.74) to get feedback from youth, youth advocate and support groups, and groups representing children, families, children’s facilities, and other interested people in developing the document that explains the rights in a way that is youth friendly and easy for youth to understand. The law also requires that Probation Departments and Juvenile Justice facilities to give this document to youth, to explain their rights to them, answer any questions a youth has about these, and to provide the document to the parents or guardians of a youth in a juvenile justice facility (Welfare and Institutions Code 224.72).

In the table below we have listed the youth bill of rights as they are written in law in the blue column. In the orange column, we have listed those same rights in more youth friendly language.

The OYCR Ombudsperson needs your help with two things. First, we are asking for your feedback and help improving the youth friendly language. Second, we want to hear from you about the design of the Bill of Rights document that will be given to youth in juvenile facilities in California.

Please send all feedback to [OYCR@chhs.ca.gov](mailto:OYCR@chhs.ca.gov). We will accept feedback from stakeholders and the public from July 7, 2023 to July 31, 2023.

<b>Statutory Language</b> <i>(This column has the bill of rights as written in Welfare and Institutions Code 224.71)</i>	<b>Youth Friendly Language</b> <i>(This column has the rights written in more youth friendly language)</i>
It is the policy of the state that all youth confined in a juvenile facility shall have the following rights, which are established by existing law and regulation:	In our state, we have rules to protect the rights of young people who are in a juvenile hall, camp or other juvenile facility. These rights are based on the laws and regulations that exist. Below is a list of the rights:
a) To live in a safe, healthy, and clean environment conducive to treatment, positive youth development, and healing and where they are treated with dignity and respect.	You have the right to live in a safe, healthy, and clean place that assists you in getting the help, skills, and training you need to heal and return home. You have the right to be treated with dignity and respect.

<p>b) To be free from physical, sexual, emotional, or other abuse, or corporal punishment.</p>	<p>You have the right to not be hurt or abused in any way. This includes physical, sexual, emotional, or any other abuse. No one is allowed to punish you by hitting you.</p> <p>You should tell your probation officer, attorney, or a trusted adult if you are being abused. You can also call the Office of Youth and Community Restoration Ombudsperson at 1-844-402-1880.</p>
<p>c) To receive adequate and healthy meals and snacks, clean water at any time, timely access to toilets, access to daily showers, sufficient personal hygiene items, clean bedding, and clean clothing in good repair, including clean undergarments on a daily basis, and new underwear that fits. Clothing, grooming, and hygiene products shall be adequate and respect the child’s culture, ethnicity, and gender identity and expression.</p>	<p>You have the right to healthy food to eat, and clean water to drink at any time.</p> <p>You have the right to use the bathroom when you need to and to take a shower every day.</p> <p>You have the right to have clean bedding and clothes that fit you and are in good condition.</p> <p>You have the right to have clean underwear every day that fit you properly.</p> <p>You have the right to have the things you need for grooming (like soap, shampoo, deodorant, feminine products, and lotion) that respect your culture, ethnicity, gender identity, and expression. This means that you can have hair and body products that are best for your type of hair and skin and gender.</p>
<p>d) To receive adequate, appropriate, and timely medical, reproductive, dental, vision, and mental health services provided by qualified professionals and consistent with current professional standards of care.</p>	<p>You have the right to have timely access to doctors, dentists, eye doctors, reproductive care, and mental health services. All these services should be given to you by professionals who have the training and licenses to provide you with the type of care that you are getting.</p>
<p>e) To refuse the administration of psychotropic and other medications consistent with applicable law or unless immediately necessary for the preservation of life or the prevention of serious bodily harm.</p>	<p>You have the right to say no to certain medicines that are used to help with mental health. The only time this right can be taken away from you is if it is needed to save your life or protect you or others from serious harm.</p>

	<p>Psychotropic medications are medicines used to help with mental health conditions. You should always talk with your doctor about your concerns and the risks of not taking a medication. If you want to stop taking a medication you are already on, you should work with your doctor to do this in a safe way. You can also tell your lawyer and probation officer how you feel about the medications you are taking, any side effects, or other concerns you might have about these medications.</p>
<p>f) To not be searched for the purpose of harassment or humiliation, a form of discipline or punishment, or to verify the youth's gender. To searches that preserve the privacy and dignity of the person and to have access to a written search policy at any time, including the policy on who may perform searches.</p>	<p>You have the right to not be searched just to make you feel bad or embarrassed, or to punish you. If they need to search you, they should do it in a way that respects your privacy and dignity.</p> <p>You cannot be searched just to verify your gender. You can ask to see the rules about searching at any time and these policies must say who can do the searches.</p>
<p>g) To maintain frequent and continuing contact with parents, guardians, siblings, children, and extended family members, through visits, telephone calls, and mail. Youth may be provided with access to computer technology and the internet for maintaining relationships with family as an alternative, but not as a replacement for, in-person visiting.</p>	<p>You have the right to keep in touch with your family, like your parents, brothers and sisters, other relatives, mentors, godparents, clergy, teachers, neighbors, and family friends. You can talk to them on the phone, visit them, or send them letters. If you have access to a computer, you can use it to connect with your family, but it shouldn't replace seeing them in person.</p>
<p>h) To make and receive confidential telephone calls, send and receive confidential mail, and have confidential visits with attorneys and their authorized representatives, ombudspersons, including the Division of the Ombudsperson of the Office of Youth and Community Restoration, and other advocates, holders of public office, state and federal court personnel, and legal service organizations.</p>	<p>You have the right to make private phone calls, send and receive private mail, and have private visits with your lawyer, the Office of Youth and Community Restoration Ombudsperson, advocates, court personnel, people who give you legal services, and people who hold a public office.</p> <p>You have the right to have these visits and letters be confidential, which means that the Probation Department is not allowed to be listening or recording these visits or looking at mail or letters</p>

	<p>that you send to these people or they send to you.</p>
<p>i) To have fair and equal access to all available services, housing, care, treatment, and benefits, and to not be subjected to discrimination or harassment on the basis of actual or perceived race, ethnicity, ancestry, national origin, language, color, religion, sex, sexual orientation, gender identity, gender expression, mental or physical disability, immigration status, or HIV status.</p>	<p>You have the right to be treated fairly and equally. You should not be treated unfairly because of your race, ethnicity, ancestry, national origin, color, religion, sex, sexual orientation, gender identity and expression, mental or physical disability, immigration, or HIV status.</p> <p>You have the right to have fair and equal access to get help, find a place to live, get medical care, and other services you need.</p>
<p>j) To have daily opportunities for age-appropriate physical exercise and recreation, including time spent outdoors and access to leisure reading, letter writing, and entertainment.</p>	<p>You have the right to have time to play and do physical activities every day, and to go outside.</p> <p>You have the right to have books and time to read, to write letters, and to do fun things to do that match your age and maturity.</p>
<p>k) To contact attorneys, ombudspersons, including the Division of the Ombudsperson of the Office of Youth and Community Restoration, and other advocates, and representatives of state or local agencies, regarding conditions of confinement or violations of rights, and to be free from retaliation for making these contacts or complaints.</p>	<p>You have the right to talk to your lawyer, the Office of Youth and Community Restoration Ombudsperson, advocates, and certain people who work for the government about your rights being violated and what is happening inside the facility. You cannot be punished for contacting them.</p>
<p>l) To exercise the religious or spiritual practice of their choice and to participate in or refuse to participate in religious services and activities.</p>	<p>You have the right to practice your religion or spiritual beliefs. You can choose to go to religious services or not.</p>
<p>m) To not be deprived of any of the following as a disciplinary measure: food, contact with parents, guardians, family, or attorneys, sleep, exercise, education, bedding, clothing, access to religious services, a daily shower, clean water, a toilet, hygiene products, medical services, reading material, or the right to send and receive mail; to not be subject</p>	<p>No one is allowed to take away things, like food, talking to your family, sleep, exercise, education, bedding, clean clothes, going to religious services, a daily shower, clean water, a toilet, grooming products, medical care, reading materials, and sending or getting mail to punish you.</p>

<p>to room confinement as a disciplinary measure; to access written disciplinary policies, including the right to be informed of accusations against them, have an opportunity to be heard, present evidence and testimony, and their right to appeal disciplinary decisions.</p>	<p>You have the right to be given the rules on discipline. You must be given these rules in writing.</p> <p>You have the right to not be locked in a room as a punishment.</p> <p>If someone accuses you of something, you have the right to know what it is, to say what happened and share things to defend yourself and appeal the decision if you think it's unfair.</p>
<p>n) To receive a rigorous, quality education that complies with state law, and the abilities of students and prepares them for high school graduation, career entry, and postsecondary education; to attend appropriate level school classes and vocational training; to have access to postsecondary academic and career technical education courses and programs; to have access to computer technology and the internet for the purposes of education and to continue to receive educational services while on disciplinary or medical status; and to have access to information about the educational options available to youth.</p>	<p>You have the right to get a good education that follows the law and helps you prepare for high school, college, or a job.</p> <p>You have the right to have access to the classes and training for your grade level.</p> <p>You have the right to attend college and job training programs.</p> <p>You have the right to use a computer and the internet for your school or job training program.</p> <p>You have the right to go to school and job training even if you are in trouble or not feeling well.</p>
<p>o) To information about their rights as parents, including available parental support, reunification advocacy, and opportunities to maintain or develop a connection with their children; to access educational information or programming about pregnancy, infant care, parenting, and breast-feeding, and childhood development; to proper prenatal care, diet, vitamins, nutrition, and medical treatment; to counseling for pregnant and post partum youth; to not be restrained by the use of leg irons, waist chains, or handcuffs behind the body while pregnant or in recovery after delivery; to not be restrained during a medical emergency, labor, delivery, or</p>	<p>If you are a parent, you have the right to get information and help to take care of your child, your rights as a parent, things that can support you as a parent, reunification help, and ways you can stay connected with your child.</p> <p>You have the right to get education and special training on pregnancy, caring for your baby, parenting, breast-feeding, and child development.</p> <p>You have the right to get proper medical care if you are pregnant, including prenatal care, food and nutrition that is best for pregnancy, vitamins, other medical treatment that is needed to keep</p>

<p>recovery unless deemed necessary for their safety and security, and to have restraints removed when a medical professional determines removal is medically necessary; and to access written policies about pregnant, post partum, and lactating youth.</p>	<p>you and your pregnancy healthy, and counseling for you before and after your baby is born.</p> <p>You have the right to not be put in restraints like ankle or waist chains or handcuffs behind your back when you are pregnant or recovering after giving birth.</p> <p>You have the right to not be restrained during a medical emergency, labor, delivery, or recovery unless it is necessary for safety and security and to have them removed if a doctor or nurse determines you need to have them removed to provide you medical care.</p> <p>You have the right to access written policies that explain how pregnant, nursing, and new parents should be treated.</p>
<p>p) To attend all court hearings pertaining to them.</p>	<p>You have the right to go to all the court hearings that involve you.</p>
<p>q) To have counsel and a prompt probable cause hearing when detained on probation violations.</p>	<p>You have the right to have a lawyer and a court hearing, called a probable cause hearing, if you are being held in a juvenile facility for probation violations.</p>
<p>r) To make at least two free telephone calls within an hour after initially being placed in a juvenile facility following an arrest.</p>	<p>You have the right to make at least two free phone calls within an hour of when you first arrive at a juvenile facility.</p>

**Youth Bill of Rights: Design Ideas**

The document we will create has to have all the rights in it and written in a way that is easy for youth to understand. We also want the document to look youth friendly and we want your ideas on the design, colors, images, drawings, pictures, layout, size, fonts, and any other ideas you think are important for us to know when we decide how the Youth Bill of Rights will look.

Document Items	Your ideas:
Design	
Colors	

## **Revised Visiting Protocols**

### **Protective Custody Visits**

1. Protective custody youth must visit separately in the visiting room, or behind the glass in admissions. No exceptions. Make sure no other youth are present. PC's cannot be moved at the same time as other youth.

### **Younger Children Visiting**

1. Visitors 5 years old or younger must have their visit in the IEP Room. They must be separated from the other youth.
2. Two families with children under the age of 5 cannot visit in the same time slot.
3. Staff, please take your time when logging this in the visiting log; the information must be correct, so we do not double book.

### **Total Amount of Visitors in the Visiting Room**

1. **No more than 4 youth and 10 visitors are allowed to visit at one time, which is a total of 14 allowed in the visiting room. If there are more than 14 visitors, notify the OD for authorization.**
2. When booking visits, staff should have an idea of the total amount of visits coming in for the specific visiting time slot.
3. **4 visitors, the maximum for each youth visit.** (staff's discretion on the 4 visitors parents. Siblings, grandparents etc.).
4. Any other special circumstances, contact the OD for approval.

### **Special Visits Approved by the Court**

1. All significant other and nonrelatives unless accompanied by a relative member, visits are behind the glass unless specifically noted or approved by Sanam.
2. Visits with infants under two years old will take place behind the glass unless prior approval obtained.

### **NA's**

1. NA's **cannot** visit together in the visiting room or behind the glass.

### **Check Point and Late Arrival Visit Protocols**

1. Staff go to checkpoint 15 minutes prior to the start of the visit to check in visitors and bring them into the downstairs area at checkpoint. Staff checks visitors belongings, have visitors go through the metal detector and visitors are given the opportunity to use the restroom.
2. Staff waits downstairs until 5 minutes prior to visit just in case visitors arrive late.

3. 5 minutes prior to the visit, staff radios the visiting lines present, brings all visitors to reception, and have the visitors put all belongings in lockers.
4. For behind the glass visits, visitors must go through Cell Sense (metal detector) and, if needed, be wanded, and are then taken to the glass visiting area.
5. All other visitors must go through Cell Sense (metal detector) and, if needed, are wanded, and are then taken to the visiting room.
6. If visitors show up late after staff has already walked upstairs, the visit should only be accommodated **if** there is staff available. The visit will still end at the scheduled time.
7. If the visiting family have a history of being late, notify the OD.
8. If visitors show up late and the visit cannot be accommodated, the visitor can be offered the next open time slot, if available. If there are no time slots available, the family will need to reschedule for another day. This will not count as a missed visit.
9. If the visitor is not in PIMS or has no formal ID, they are **NOT** allowed to visit. Formal ID is a picture ID for adults. For minors under 18 years old must have a school ID or some form of ID. For youth under 10, this can be addressed on a case-by-case basis.
10. If there is an error or miscommunication by admissions staff regarding logging visit information in the visiting log, the visiting family will be granted an extra visit.
11. If visitors request to leave early, we will accommodate their request. For after-hour visits, visiting staff, please contact Control to guide visitors out to the main exit.

**The purpose of visiting is to help reunite the youth with their family and friends, so we will try our best as admissions staff to accommodate visits as much as possible.**



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION  
 JUVENILE HALLS AND CAMP  
 HILLCREST JUVENILE HALL  
 2023-2024**

**FORREST 3 WEEKLY SCHEDULE**

<b>AM SHIFT</b>	BREAKFAST 8:30AM PRG: CHURCH/SPECIAL TOPICS 9:00AM - 12:15PM  LUNCH 12:30PM	BREAKFAST 8:15AM SCHOOL/GRADUATE PRG. 8:45AM-10:25AM S.BREAK 10:25AM-10:45AM  LUNCH 12:30PM SCHOOL/GRADUATE PRG. 10:45AM-2:40PM	BREAKFAST 8:15AM SCHOOL/GRADUATE PRG. 8:45AM-10:25AM S.BREAK 10:25AM-10:45AM  LUNCH 12:30PM SCHOOL/GRADUATE PRG. 10:45AM-2:40PM	BREAKFAST 8:30AM SCHOOL/GRADUATE PRG. 9:00AM-10:00AM S.BREAK 10:00AM-10:30AM  LUNCH 12:30PM	BREAKFAST 8:15AM SCHOOL/GRADUATE PRG. 8:45AM-10:25AM S.BREAK 10:25AM-10:45AM  LUNCH 12:30PM SCHOOL/GRADUATE PRG. 10:45AM-2:40PM	BREAKFAST 8:15AM SCHOOL/GRADUATE PRG. 8:45AM-10:25AM S.BREAK 10:25AM-10:45AM  LUNCH 12:30PM SCHOOL/GRADUATE PRG. 10:45AM-2:40PM	BREAKFAST 8:30AM PRG: UNIT/ROOM CLEANING & OPEN REC 8:00AM-11:30AM MBA 10:00AM-11:15PM  LUNCH 12:30
	<i>OPERATIONAL STAFF BREAK 1:00PM-2:00PM</i>	SWEATER/PANTS EXCHANGE	ROBE EXCHANGE	SHEETS/BLANKET EXCHANGE		DOUBLE PACKS	<i>OPERATIONAL STAFF BREAK 11:30AM-12:30PM</i>
<b>PM SHIFT</b>	LMA/Program 2:15PM  SHOWERS 3:30PM DINNER 4:00PM	LMA 3:00PM  SHOWERS 4:00PM DINNER 4:30PM	LMA 3:00PM  SHOWERS 4:00PM DINNER 4:30PM	LMA: Yoga 2:00-3:00PM  SHOWERS 3:00PM DINNER 4:30PM	LMA 3:00PM  SHOWERS 4:00PM DINNER 4:30PM	LMA 3:00PM  SHOWERS 4:00PM DINNER 4:30PM	LMA 2:00PM  SHOWERS 3:00PM DINNER 4:00PM
	<i>OPERATIONAL STAFF BREAK 5:00PM-6:00PM</i>	<i>OPERATIONAL STAFF BREAK 5:00PM-6:00PM</i>	<i>OPERATIONAL STAFF BREAK 5:00PM-6:00PM</i>	<i>OPERATIONAL STAFF BREAK 5:00PM-6:00PM</i>	<i>OPERATIONAL STAFF BREAK 5:00PM-6:00PM</i>	<i>OPERATIONAL STAFF BREAK 5:00PM-6:00PM</i>	<i>OPERATIONAL STAFF BREAK 5:00PM-6:00PM</i>
	PROGRAM: OPEN REC. 6:00-8:30PM  NIGHT SNACK	PROGRAM: OPEN REC. 6:00PM - 8:30PM  NIGHT SNACK	PROGRAM: BIBLE STUDY 6:00PM - 7:00PM PROGRAM: OMEGA 7:00PM - 8:30PM  NIGHT SNACK	PROGRAM: OPEN REC. 6:00PM - 7:00PM PROGRAM: BEAT WITHIN 7:00PM - 8:30PM  NIGHT SNACK	PROGRAM: FLY 6:00-7:30PM PROGRAM: OPEN REC 7:30PM - 8:30PM  NIGHT SNACK	PROGRAM: OPEN REC. 6:00PM - 7:00PM PROGRAM: ART 7:00PM - 8:30PM  NIGHT SNACK	PROGRAM: OPEN REC. 6:00-8:30PM  NIGHT SNACK
	PHONE CALLS PHONE CALL #1 (10MIN.)			PHONE CALL #2 (10MIN.)		PHONE CALL #3 (10MIN.)	PHONE CALL #4 (10MIN.)
ZOOM CALLS ZOOM CALL #1 (15MIN.)						ZOOM CALL #2 (15MIN.)	

**\*ALL SCHEDULED PROGRAMS ARE SUBJECT TO CHANGE, DUE TO UNFORESEEN CIRCUMSTANCES.\***