



**Juvenile Justice Commission
Annual Inspection Report
2024 - 2025**

Elysian - Short Term Residential Treatment Facility (STRTP)

FACILITY NAME: Elysian

FACILITY TYPE: Short Term Residential Treatment Facility (STRTP)

FACILITY CAPACITY: 6

FACILITY ADDRESS: 31 Tower Road, San Mateo, CA 94402

FACILITY PHONE NUMBER: 650-312-5320

FACILITY MANAGER: Aimee Salazar, Milieu Program Specialist Supervisor

COMMISSION INSPECTORS: Jennifer Blanco, Trena Petton, and Whitney Genevro

PRESIDING DEPENDENCY COURT JUDGE: The Honorable Susan Etezadi

DIRECTOR OF CHILDREN & FAMILY SERVICES: John Fong

FACILITY MILIEU PROGRAM SPECIALIST SUPERVISOR: Aimee Salazar

INSPECTION PERIOD: July 1, 2024 - June 30, 2025

INSPECTION DATE: July 25, 2025

DATE OF PREVIOUS INSPECTION: August 14, 2024

BACKGROUND INFORMATION

Elysian is a 12-bed Short-Term Residential Therapeutic Program (STRTP) operated by the County's Human Services Agency (HSA). The facility offers 24-hour intensive residential care for adolescents in the child welfare system who have been removed from their homes due to abuse or neglect. Elysian's mission is to deliver comprehensive support services, including behavioral guidance, supervision, safety, health care, and overall well-being for its residents.



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EXECUTIVE SUMMARY

Elysian, operated by San Mateo County’s Human Services Agency (HSA), serves youth ages 12–17 in a co-ed, 12-bed short-term residential therapeutic program. The program provides 24-hour intensive care and emphasizes *voice and choice*, ensuring that each young person is heard and has meaningful input into their care. With a strong focus on harm reduction, Elysian adapts schedules, routines, and services to meet the unique needs of each youth, recognizing that individualized care is central to healing and growth.

Therapeutic support at Elysian is both medical-based and creative, with 3–4 therapy interventions offered weekly, including individual, group, and crisis sessions when necessary. Youth are encouraged to set their own therapeutic goals. Staff also teach vital skills such as creating healthy routines, repairing relationships, and preparing for successful transitions. A “stepping down” approach is a key focus, ensuring that youth gradually build independence and stability as they prepare to return home, enter foster care, or transition to alternative family or community placements. Aftercare services are available for graduates of the program, helping them stay connected and supported after their stay.

Education is prioritized, with strong collaboration between staff, schools, and families. If a young person resists attending school, staff work with them to identify barriers and develop solutions, emphasizing flexibility rather than force. Youth may remain at their home schools or, when that isn’t possible, attend Aragon High School, which provides supportive resources. For many, staff also make special efforts to ensure inclusion in milestones like attending prom, which reinforces a sense of normalcy and belonging.

Elysian also fosters a homelike environment with thoughtful amenities and opportunities for personal expression. Youth can do laundry at any time, keep plants in their rooms, and have access to a study room. A range of personal care items—including brand-name cosmetics like Makeup by Mario, Ouai, NYX, The Inkey List, and Milk, as well as culturally specific items such as hair bonnets—are provided to ensure all youth feel respected and cared for. These details reflect a commitment to recognizing individuality and dignity.

The Elysian team demonstrates deep commitment and care, often going above and beyond to maintain lifelong connections with youth. Many young people stay in touch with staff years after leaving. Thoughtful gestures—such as creating a personalized cookbook for a departing youth—underscore the nurturing environment. Transitions are celebrated with kits, blankets, and group recognition, while holidays are honored in ways that create meaningful memories.



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Behavioral support strategies are customized to each youth's background and needs. Traditional punitive measures, such as confinement to a room, are intentionally avoided; instead, staff identify activities and positive alternatives that encourage self-regulation and growth. This approach helps build trust and accountability without retraumatizing youth.

Staffing at Elysian includes a dedicated placement team of two workers who thoughtfully consider each youth's needs when arranging placements, even when homes are located farther away. Importantly, Elysian has always maintained enough beds to meet demand, and staff remain proactive about alternatives should capacity ever be exceeded. Physical improvements, such as the addition of new storage facilities, reflect the program's commitment to maintaining a safe, well-organized, and welcoming environment.

Ultimately, Elysian is a model of therapeutic care that blends structure, compassion, and individualized attention. The program's culture of respect and consistency helps ensure that every youth not only feels cared for in the present but also leaves with skills, experiences, and connections that serve them well into adulthood.

I was able to interview one youth who previously was apart of the Elysian program. They are 16 and were in the program for six months. The youth reported that the program was very nice; staff were friendly, listened to their needs and did their jobs very well. They reported that the only issue at the program was other youth being unkind, but noted that staff promptly stepped in and addressed any issues, making them feel supported and safe. They went to foster care after graduating the program and is currently transitioning back to one of their parents. Elysian is still providing them with aftercare services as well to support this transition.

COMMENDATIONS

The Commission also commends Elysian STRTP for its responsiveness to last year's recommendations and for implementing substantial program improvements. Like the Receiving Home, Elysian expanded its handbook to more than 500 pages, ensuring that staff have access to detailed policies and guidance. These updates place particular emphasis on the therapeutic purpose of the program, reinforcing Elysian's role in providing intensive 24-hour residential treatment for adolescents in the child welfare system.

The revised handbook underscores the program's commitment to individualized care, emotional and mental well-being, and structured therapeutic services. By clarifying its mission and aligning daily practices with its core purpose, Elysian has demonstrated a strong dedication to accountability and to improving outcomes for youth.



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The Commission commends the leadership and staff for taking deliberate steps to strengthen the program, adapt to feedback, and reaffirm their commitment to the long-term success of the young people they serve.

PRIOR RECOMMENDATIONS				
REVIEWED	YES	NO	N/A	COMMENTS
Implemented	X	<input type="checkbox"/>	<input type="checkbox"/>	<ul style="list-style-type: none"> Update Resident Handbook to Include trauma informed language Weekly Allowance increased to \$20.00
Partially Implemented	<input type="checkbox"/>	X	<input type="checkbox"/>	
Pending Implementation	X	<input type="checkbox"/>	<input type="checkbox"/>	<ul style="list-style-type: none"> Add Shade to outdoor recreation areas Provide water source to garden area
No Action	X	<input type="checkbox"/>	<input type="checkbox"/>	<ul style="list-style-type: none"> Cell Phone Policy: Children and youth are still required to pay for their own phone bill

DOCUMENTATION				
REVIEWED	YES	NO	N/A	COMMENTS
Community Care License	x	<input type="checkbox"/>	<input type="checkbox"/>	
Fire Life & Safety Inspection: San Mateo County Fire Department	x	<input type="checkbox"/>	<input type="checkbox"/>	Any concerns from the report were promptly corrected.
Natural Disaster & Fire Safety Evacuation, Drills, & Equipment	x	<input type="checkbox"/>	<input type="checkbox"/>	



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Pre-Intake, Intake & Checklist Procedures	x	<input type="checkbox"/>	<input type="checkbox"/>	
Removal and/or Discharge Procedures	x	<input type="checkbox"/>	<input type="checkbox"/>	
Resident Handbook	x	<input type="checkbox"/>	<input type="checkbox"/>	
Facility Handbook	x	<input type="checkbox"/>	<input type="checkbox"/>	
Facility Rules	x	<input type="checkbox"/>	<input type="checkbox"/>	
Facility Dress Code	x	<input type="checkbox"/>	<input type="checkbox"/>	
Staffing Ratios: 84665.5 Sections 84065.5 and 84065.7 do not apply to Temporary Shelter Care Facilities	x	<input type="checkbox"/>	<input type="checkbox"/>	1:3 for STRTP during day time and night; graveyard is 1:6
Positive Discipline Policies & Procedures	x	<input type="checkbox"/>	<input type="checkbox"/>	
Crisis Intervention Services	x	<input type="checkbox"/>	<input type="checkbox"/>	



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Emergency Intervention Plan	x	<input type="checkbox"/>	<input type="checkbox"/>	
Complaints & Investigation Reports	x	<input type="checkbox"/>	<input type="checkbox"/>	Report forms are readily available for youth to fill out
Medication	x	<input type="checkbox"/>	<input type="checkbox"/>	
Trauma Informed Policies	x	<input type="checkbox"/>	<input type="checkbox"/>	
Trauma Informed Interventions & Treatment Practices	x	<input type="checkbox"/>	<input type="checkbox"/>	
Use of Restraints	<input type="checkbox"/>	<input type="checkbox"/>	x	Restraints are not used at this facility
LGBTQIA+ & Gender Inclusive Programming	x	<input type="checkbox"/>	<input type="checkbox"/>	
Nutrition & Meals	x	<input type="checkbox"/>		
Weekly Allowance	x	<input type="checkbox"/>	<input type="checkbox"/>	Allowance has increased since our last visit. Youth are given gift cards to some of their favorite places to go.
Transportation	x	<input type="checkbox"/>	<input type="checkbox"/>	
PROGRAMS & SERVICES				
REVIEWED	YES	NO	N/A	COMMENTS



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Assessments	x	<input type="checkbox"/>	<input type="checkbox"/>	Youth are assessed when they arrive at the program.
Health Related Services	x	<input type="checkbox"/>	<input type="checkbox"/>	Mental Health Program Approval from Department of Healthcare Services
Education	x	<input type="checkbox"/>	<input type="checkbox"/>	Youth are generally able to attend their home school unless extenuating circumstances.
Programming Schedule	x	<input type="checkbox"/>	<input type="checkbox"/>	
Recreation Schedule	x	<input type="checkbox"/>	<input type="checkbox"/>	
Needs and Services Plan	x	<input type="checkbox"/>	<input type="checkbox"/>	Youth are provided with individualized plans for needs and services.
Placement Planning	x	<input type="checkbox"/>	<input type="checkbox"/>	Youth stay at Elysian up to 6 months, with the possibility if it extending if needed. And then transition either home or into foster care.
Extracurricular, enrichment, and social activities	x	<input type="checkbox"/>	<input type="checkbox"/>	Youth are able to participate in different extracurricular or social activities based on their own interests (i.e. rollerskating or horseback riding, etc.)
Mentorship and Peer Support Programs	x	<input type="checkbox"/>	<input type="checkbox"/>	Some youth have a Court Appointed Special Advocate: CASA
Visiting	x	<input type="checkbox"/>	<input type="checkbox"/>	Youth are able to visit with friends and family.
Telephone	x	<input type="checkbox"/>	<input type="checkbox"/>	Landline available for youth to use
Cell Phones	x	<input type="checkbox"/>	<input type="checkbox"/>	Youth are able to keep their own cell phones and use as



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				needed.
Mail	x	<input type="checkbox"/>	<input type="checkbox"/>	
Technology & Internet Use	x	<input type="checkbox"/>	<input type="checkbox"/>	Wifi and computer access available as well as TVs
Outings	x	<input type="checkbox"/>	<input type="checkbox"/>	Youth regularly go on outings including places such as restaurants, sports games, amusement parks, etc.
PHYSICAL INSPECTION				
EXTERIOR OF FACILITY				
REVIEWED	YES	NO	N/A	COMMENTS
Parking Lot	x	<input type="checkbox"/>	<input type="checkbox"/>	
Lighting	x	<input type="checkbox"/>	<input type="checkbox"/>	
Security	x	<input type="checkbox"/>	<input type="checkbox"/>	No issues noted or reported by staff.
Exterior Paint	x	<input type="checkbox"/>	<input type="checkbox"/>	In good condition
Roof, Gutters, & Drainage	x	<input type="checkbox"/>	<input type="checkbox"/>	No issues noted or reported by staff.



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Windows & Doors	x	<input type="checkbox"/>	<input type="checkbox"/>	
Sidewalks, Ramps, and Patios	x	<input type="checkbox"/>	<input type="checkbox"/>	
Gates & Fencing	x	<input type="checkbox"/>	<input type="checkbox"/>	
Landscaping	x	<input type="checkbox"/>	<input type="checkbox"/>	Drought resistant landscaping
Renewable Energy	x	<input type="checkbox"/>	<input type="checkbox"/>	Solar panels are located in the parking lot
OUTDOOR RECREATION				
REVIEWED	YES	NO	N/A	COMMENTS
Outdoor Recreation Area	x	<input type="checkbox"/>	<input type="checkbox"/>	
Grass and Open Space	x	<input type="checkbox"/>	<input type="checkbox"/>	
Patio & Walkways	x	<input type="checkbox"/>	<input type="checkbox"/>	No issues noted
Furniture	x	<input type="checkbox"/>	<input type="checkbox"/>	
Recreation Equipment	x	<input type="checkbox"/>	<input type="checkbox"/>	



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Recreation: Other: Hiking	x	<input type="checkbox"/>	<input type="checkbox"/>	
Garden	x	<input type="checkbox"/>	<input type="checkbox"/>	
Storage Shed	x	<input type="checkbox"/>	<input type="checkbox"/>	
Other: BBQ	x	<input type="checkbox"/>	<input type="checkbox"/>	
Comments	Everything looks amazing and very organized			

MAIN ENTRANCE, LOBBY, & ADMINISTRATIVE OFFICES

REVIEWED	YES	NO	N/A	COMMENTS
Furniture	x	<input type="checkbox"/>	<input type="checkbox"/>	
Walls & Flooring	x	<input type="checkbox"/>	<input type="checkbox"/>	
Doors	x	<input type="checkbox"/>	<input type="checkbox"/>	
Lobby: Waiting Area.	x	<input type="checkbox"/>	<input type="checkbox"/>	
Hallway	x	<input type="checkbox"/>	<input type="checkbox"/>	
Meeting & Therapy Rooms	x	<input type="checkbox"/>	<input type="checkbox"/>	



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Administrative Offices	x	<input type="checkbox"/>	<input type="checkbox"/>	
FACILITY INTERIOR				
INDOOR ACTIVITY SPACE / DAYROOM				
REVIEWED	YES	NO	N/A	COMMENTS
Staff Office	x	<input type="checkbox"/>	<input type="checkbox"/>	
Layout	x	<input type="checkbox"/>	<input type="checkbox"/>	
Cleanliness	x	<input type="checkbox"/>	<input type="checkbox"/>	
Walls & Flooring	x	<input type="checkbox"/>	<input type="checkbox"/>	
Doors & Windows	x	<input type="checkbox"/>	<input type="checkbox"/>	
Fixtures: Cabinets	x	<input type="checkbox"/>	<input type="checkbox"/>	Large built in cabinets are on the wall of the “living area” .
Furniture	x	<input type="checkbox"/>	<input type="checkbox"/>	Couch, table, chairs, bookcase, television
Technology	x	<input type="checkbox"/>	<input type="checkbox"/>	
Study Room	x	<input type="checkbox"/>	<input type="checkbox"/>	Youth can use the space to do homework or use the computer.



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HALLWAYS				
REVIEWED	YES	NO	N/A	COMMENTS
Cleanliness	x	<input type="checkbox"/>	<input type="checkbox"/>	The hallways were clean and free of clutter.
Walls & Flooring	x	<input type="checkbox"/>	<input type="checkbox"/>	
Lighting	x	<input type="checkbox"/>	<input type="checkbox"/>	
Doors	x	<input type="checkbox"/>	<input type="checkbox"/>	
Fixtures	x	<input type="checkbox"/>	<input type="checkbox"/>	
Supply Closet	x	<input type="checkbox"/>	<input type="checkbox"/>	
Gym	x	<input type="checkbox"/>	<input type="checkbox"/>	The activities in gym rotate.
Laundry Room	x	<input type="checkbox"/>	<input type="checkbox"/>	
BATHROOMS				
REVIEWED	YES	NO	N/A	COMMENTS
Cleanliness	x	<input type="checkbox"/>	<input type="checkbox"/>	
Toilets	x	<input type="checkbox"/>	<input type="checkbox"/>	



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Showers	x	<input type="checkbox"/>	<input type="checkbox"/>	
Sinks	x	<input type="checkbox"/>	<input type="checkbox"/>	
Toiletries & Towels	x	<input type="checkbox"/>	<input type="checkbox"/>	
Windows & Doors	x	<input type="checkbox"/>	<input type="checkbox"/>	
Walls & Flooring	x	<input type="checkbox"/>	<input type="checkbox"/>	
Lighting	x	<input type="checkbox"/>	<input type="checkbox"/>	
Ventilation	x	<input type="checkbox"/>	<input type="checkbox"/>	
KITCHEN - DINING ROOM				
REVIEWED	YES	NO	N/A	COMMENTS
Cleanliness	x	<input type="checkbox"/>	<input type="checkbox"/>	The kitchen was clean and welcoming
Appliances	x	<input type="checkbox"/>	<input type="checkbox"/>	The appliances and fixtures were modern and appeared to be in good working order.
Food Storage / Panty	x	<input type="checkbox"/>	<input type="checkbox"/>	
Furniture	x	<input type="checkbox"/>	<input type="checkbox"/>	The furniture was in good condition.
Windows & Doors	x	<input type="checkbox"/>	<input type="checkbox"/>	
Walls & Flooring	x	<input type="checkbox"/>	<input type="checkbox"/>	



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Lighting	x	<input type="checkbox"/>	<input type="checkbox"/>	Lots of natural light
Ventilation	x	<input type="checkbox"/>	<input type="checkbox"/>	The kitchen has ample ventalation
Comments	The large eat in kitchen provides youth a "homelike environment" with a modern open floor plan and lots of natural light.. Staff did not report any maintenance or repair issues.			
BEDROOMS				
REVIEWED	YES	NO	N/A	COMMENTS
Bedrooms: Number of children per room.	x	<input type="checkbox"/>	<input type="checkbox"/>	Rooms can be shared with up to two youths. However, the population at the facility oftentimes allows for youth to have their own room.
Cleanliness	x	<input type="checkbox"/>	<input type="checkbox"/>	The bedrooms were clean, welcoming, and free of clutter.
Personal Property	x	<input type="checkbox"/>	<input type="checkbox"/>	
Clothing <ul style="list-style-type: none"> ● clothing ● seasonal ● outdoor ● shoes 	x	<input type="checkbox"/>	<input type="checkbox"/>	<p>Clothing Stipends for Youths were raised to \$250. Also have partnership with Old Navy and Kohls card.</p> <p>The Commission donated two dozen pairs of athletic shoes during this inspection cycle.</p>
Personal Hygiene Items	x	<input type="checkbox"/>	<input type="checkbox"/>	
Personal Storage: Closet/Wardrobe	x	<input type="checkbox"/>	<input type="checkbox"/>	Individual space is available for each youth
Furniture	x	<input type="checkbox"/>	<input type="checkbox"/>	



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Bed & Mattress	X	<input type="checkbox"/>	<input type="checkbox"/>	
Bedding & Pillows	X	<input type="checkbox"/>	<input type="checkbox"/>	
Windows & Doors	X	<input type="checkbox"/>	<input type="checkbox"/>	
Walls & Flooring	X	<input type="checkbox"/>	<input type="checkbox"/>	
Room Temperature	X	<input type="checkbox"/>	<input type="checkbox"/>	
Ventilation	X	<input type="checkbox"/>	<input type="checkbox"/>	
Comments	The bedrooms were clean, welcoming, and appeared to be comfortable. The furniture and bedding was in good condition. There were no issues noted and everything appeared to be in good working order. Staff did not report any maintenance or repair issues.			
YOUTH INTERVIEWS				
	YES	NO	N/A	COMMENTS
Interview(s)	X	<input type="checkbox"/>	<input type="checkbox"/>	An interview was conducted with a 16 year old
Is this the first time you have been placed at Elysian?	<input type="checkbox"/>	X	<input type="checkbox"/>	This youth had been placed here in the past.
How long have you been in this program?	X	<input type="checkbox"/>	<input type="checkbox"/>	6 Months



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Hows do you like the program?	X	<input type="checkbox"/>	<input type="checkbox"/>	They reported liking the program and described it as “very nice”.
Can you tell me about the staff here?	X	<input type="checkbox"/>	<input type="checkbox"/>	They described the staff as being friendly, open to listening to their needs, and that they did their jobs very well.
Have your interactions with the other youth in the program been positive?	X	<input type="checkbox"/>	<input type="checkbox"/>	They reported that the only issue at the program was that other youth are unkind. They explained that staff would promptly intervene and address this behavior, which made them feel supported and safe.
Have you been able to maintain contact with your siblings, extended family members, and other trusted adults	X	<input type="checkbox"/>	<input type="checkbox"/>	They reported that they are currently transitioning back to one of their parents.
Do you have a Transition Plan?	X	<input type="checkbox"/>	<input type="checkbox"/>	The plan included going to a “resource home” after completing the program, with the reunification goal of transitioning back into the care of their parent.
Does your Transition Plan include any After Care Services	X	<input type="checkbox"/>	<input type="checkbox"/>	Aftercare services are provided and continue to support as well to support this transition.

STAFF INTERVIEWS

REVIEWED	YES	NO	N/A	COMMENTS
Do you have the	X	<input type="checkbox"/>	<input type="checkbox"/>	



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training, tools, and resources needed to fulfill your job duties?				
Are there an adequate number of supervisors?	X	<input type="checkbox"/>	<input type="checkbox"/>	
Staff Training	X	<input type="checkbox"/>	<input type="checkbox"/>	
Do you feel the promotion process is fair and transparent?	X	<input type="checkbox"/>	<input type="checkbox"/>	Would like to see more opportunities for relief counselors to transition into permanent roles
What are the biggest challenges facing the facility?	X	<input type="checkbox"/>	<input type="checkbox"/>	No challenges; before staffing was an issue but were able to go to leadership and let them know the needs and were able to increase hiring. In a really great space.
Internal Communication	X	<input type="checkbox"/>	<input type="checkbox"/>	Employees stay well informed and everyone knows what they need to do their job.
External Communication	X	<input type="checkbox"/>	<input type="checkbox"/>	Staff communicate with CFT members and others as applicable.
Collaboration Between Agencies, Departments, System Partners, and CFT members	X	<input type="checkbox"/>	<input type="checkbox"/>	CFT: Child Family Team Meetings are held regularly. Members include: Youth, Family members, Social Worker, Youth's Attorney, School, BHRS, Service Providers, CASA and other trusted adults.



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Employee Morale	X	<input type="checkbox"/>	<input type="checkbox"/>	Things have improved significantly over the last three years. Currently have a very healthy team.
Is there anything we have not covered that you would like to add?	X	<input type="checkbox"/>	<input type="checkbox"/>	Thank you for coming and allowing youth to come out of their shell when we visited. Thank you to Jennifer Blanco for following up and reaching out about other resources she informed site about.

Signatures of Juvenile Justice Commissioners preparing this report:

Commissioner Whitney Genevro Date: September 25, 2025

Jennifer Blanco

Commissioner Jennifer Blanco Date: September 25, 2025

Trena Patton

Commissioner Trena Patton Date: September 25, 2025