



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

**San Mateo County Receiving Home
Temporary Shelter Care Facility- TSCF**

FACILITY NAME: San Mateo County Receiving Home
FACILITY TYPE: Temporary Shelter Care Facility - TSCF
FACILITY CAPACITY: 6

FACILITY ADDRESS: 31 Tower Road, San Mateo, CA 94402
FACILITY PHONE NUMBER: 650-312-5320
FACILITY STAFF/MANAGER: Aimee Salazar, Milieu Program Specialist Superviso

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

San Mateo County Receiving Home operates as a 24-hour emergency shelter for youth ages 12–17 who have been removed from their homes due to abuse, neglect, or other risks to their safety. The facility offers a secure, short-term, and home-like setting, along with supportive services designed to stabilize children and adolescents while longer-term placements or family reunification plans are established.



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

**San Mateo County Receiving Home
Temporary Shelter Care Facility- TSCF**

EXECUTIVE SUMMARY

The San Mateo County Receiving Home is a 24-hour emergency shelter that serves youth ages 6–17 who have been removed from their homes due to abuse, neglect, or risk to their well-being. Previously under a provisional license, Receiving Home is now under a permanent license. The program provides a safe and homelike short-term environment where youth can stabilize while longer-term placements or reunification with family are arranged. At the heart of the Receiving Home’s approach is the principle of *voice and choice*, ensuring that young people feel heard and respected, even in moments of crisis.

With a focus on harm reduction and individualized care, staff adapt schedules, expectations, and services to meet the unique needs of each youth. Samantha, who oversees the program, works closely with a dedicated full-time social worker and crisis response team to ensure high-quality, round-the-clock support. Therapy begins immediately upon arrival, with each youth screened on their first day. When possible, youth continue with their existing therapists to preserve stability and trust, though some stays are brief—sometimes less than 24 hours.

The Receiving Home fosters a nurturing environment that balances stability with engagement. Youth have access to their home schools whenever possible; when not, staff collaborate closely with educational partners to ensure continuity. If a youth resists attending school, staff take a supportive approach, working with the child to identify solutions and make schooling more accessible rather than relying on punitive measures. This flexibility emphasizes the program’s belief that every child deserves dignity and individualized support.

The environment itself is designed to be calming, inclusive, and supportive of youth needs. The Receiving Home recently added a sensory room with glow-in-the-dark stars to provide a safe, relaxing space for downtime. Youth have opportunities to participate in engaging activities and outings, celebrating holidays, supporting milestones, and fostering positive memories are all prioritized.

Practical supports are another cornerstone of the program. The clothing allowance was recently increased to approximately \$250 per youth, and staff have secured additional donations through partnerships with organizations and companies such as Old Navy, Kohl’s, and Project Glamour. These efforts ensure that youth have access to both basic necessities and items that help them feel comfortable and confident. Staff also prioritize culturally appropriate items and allow youth to do their laundry at any time, reinforcing independence and dignity.



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

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Everyday routines are structured with care for youth well-being. For example, Wi-Fi access is limited on school nights after 9 p.m. to encourage healthy sleep habits, though youth are permitted to keep their phones, with replacement devices offered for music or white noise. Visitation is prioritized and facilitated both on and off site, depending on court orders and family needs.

As with Elysian, activities at the Receiving Home are kept distinct so youth from different programs do not overlap. This allows staff to tailor activities and experiences to the developmental and emotional needs of their respective groups.

The Receiving Home staff consistently demonstrate creativity and compassion, as seen in their commitment to personalized supports. Youth are celebrated with transition kits, blankets, and recognition when moving on to their next placement. Staff build lasting bonds with young people, many of whom stay in contact long after leaving. This enduring care reinforces the program's commitment not only to safety and stabilization but also to the long-term success of every youth.

COMMENDATIONS

The Commission commends the San Mateo County Receiving Home for its thoughtful response to the recommendations made during last year's review. Program leadership made significant adjustments, most notably the expansion of its program handbook to more than 500 pages. This comprehensive document reflects careful attention to the Receiving Home's core mission as an emergency shelter and clarifies policies, procedures, and expectations for staff.

The expanded handbook emphasizes the real focus and purpose of the Receiving Home: providing a safe, short-term, home-like environment where youth can stabilize while longer-term placements or reunification plans are arranged. By strengthening this foundation, staff are better equipped to deliver consistent care, supervision, and support tailored to the individual needs of each young person. The Commission recognizes the Receiving Home's commitment to continuous improvement and its dedication to serving vulnerable youth with compassion and professionalism.



**Juvenile Justice Commission
Inspection Report
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PRIOR RECOMMENDATIONS				
REVIEWED	YES	NO	N/A	COMMENTS
Implemented	X	<input type="checkbox"/>	<input type="checkbox"/>	Update Resident Handbook to Include trauma informed language Weekly Allowance increased to \$20.00
Partially Implemented	<input type="checkbox"/>	<input type="checkbox"/>	X	
Pending Implementation	X	<input type="checkbox"/>	<input type="checkbox"/>	Add Shade to outdoor recreation areas Provide water source to garden area
No Action	X	<input type="checkbox"/>	<input type="checkbox"/>	Cell Phone Policy: San Mateo County still requires children and youth are still required to pay for their own phone bill.

<u>DOCUMENTATION</u>				
REVIEWED	YES	NO	N/A	COMMENTS
Community Care License	x	<input type="checkbox"/>	<input type="checkbox"/>	Now has a permanent license
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,	x	<input type="checkbox"/>	<input type="checkbox"/>	



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

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& Equipment				
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"/>	
Positive Discipline Policies & Procedures	x	<input type="checkbox"/>	<input type="checkbox"/>	



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

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Temporary Shelter Care Facility- TSCF**

Crisis Intervention Services	x	<input type="checkbox"/>	<input type="checkbox"/>	
Emergency Intervention Plan	x	<input type="checkbox"/>	<input type="checkbox"/>	
Complaints & Investigation Reports	x	<input type="checkbox"/>	<input type="checkbox"/>	Report form 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"/>	x	<input type="checkbox"/>	Utilize crisis prevention intervention; completely hands off.
LGBTQIA+ & Gender Inclusive Programming	x	<input type="checkbox"/>	<input type="checkbox"/>	
Nutrition & Meals	x	<input type="checkbox"/>	<input type="checkbox"/>	
Weekly Allowance	x	<input type="checkbox"/>	<input type="checkbox"/>	
Transportation	x	<input type="checkbox"/>	<input type="checkbox"/>	



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

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Other:	<input type="checkbox"/>	<input type="checkbox"/>		
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PROGRAMS & SERVICES

REVIEWED	YES	NO	N/A	COMMENTS
Assessments	x	<input type="checkbox"/>	<input type="checkbox"/>	Youth are assessed when they arrive at the program. Youth are assessed whether they qualify for STRTP/Elysian.
Health Related Services	x	<input type="checkbox"/>	<input type="checkbox"/>	
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"/>	
Placement Planning	x	<input type="checkbox"/>	<input type="checkbox"/>	RH has up to 10 days to place youth at foster home or translation them to Elysian.
Extracurricular, enrichment, and social activities	x	<input type="checkbox"/>	<input type="checkbox"/>	
Mentorship and Peer Support Programs	x	<input type="checkbox"/>	<input type="checkbox"/>	



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

**San Mateo County Receiving Home
Temporary Shelter Care Facility- TSCF**

Visiting	x	<input type="checkbox"/>	<input type="checkbox"/>	Youth can have visits from 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 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"/>	

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"/>	



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

**San Mateo County Receiving Home
Temporary Shelter Care Facility- TSCF**

Roof, Gutters, & Drainage	x	<input type="checkbox"/>	<input type="checkbox"/>	
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"/>	
Garden	x	<input type="checkbox"/>	<input type="checkbox"/>	
Renewable Energy	x	<input type="checkbox"/>	<input type="checkbox"/>	
Storage Shed	x	<input type="checkbox"/>	<input type="checkbox"/>	
OUTDOOR ACTIVITY SPACE				
REVIEWED	YES	NO	N/A	COMMENTS
Outdoor Recreation Area	x	<input type="checkbox"/>	<input type="checkbox"/>	
Patio & Walkways	x	<input type="checkbox"/>	<input type="checkbox"/>	



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Inspection Report
2024 - 2025**

**San Mateo County Receiving Home
Temporary Shelter Care Facility- TSCF**

Recreation Equipment	x	<input type="checkbox"/>	<input type="checkbox"/>	
Recreation: Hiking	x	<input type="checkbox"/>	<input type="checkbox"/>	
Comments	Everything is well and in working order. Added volleyball net as recommended last year.			
Recommendations				

MAIN ENTRANCE, LOBBY, & ADMINISTRATIVE OFFICES

REVIEWED	YES	NO	N/A	COMMENTS
Furniture	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Walls & Flooring	x	<input type="checkbox"/>	<input type="checkbox"/>	
Doors	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"/>	
Administrative Offices	x	<input type="checkbox"/>	<input type="checkbox"/>	



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Inspection Report
2024 - 2025**

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Temporary Shelter Care Facility- TSCF**

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"/>	Everything looks incredible and tidy. Huge closet full of cleaning products.
Walls & Flooring	x	<input type="checkbox"/>	<input type="checkbox"/>	
Doors & Windows	x	<input type="checkbox"/>	<input type="checkbox"/>	
Furniture	x	<input type="checkbox"/>	<input type="checkbox"/>	
Fixtures: Cabinets	x	<input type="checkbox"/>	<input type="checkbox"/>	
Study Room	x	<input type="checkbox"/>	<input type="checkbox"/>	



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

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Temporary Shelter Care Facility- TSCF**

HALLWAYS				
REVIEWED	YES	NO	N/A	COMMENTS
Cleanliness	x	<input type="checkbox"/>	<input type="checkbox"/>	
Walls & Flooring	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"/>	
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"/>	
Showers	x	<input type="checkbox"/>	<input type="checkbox"/>	



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Inspection Report
2024 - 2025**

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Temporary Shelter Care Facility- TSCF**

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"/>	
Appliances	x	<input type="checkbox"/>	<input type="checkbox"/>	
Food Storage / Panty	x	<input type="checkbox"/>	<input type="checkbox"/>	
Furniture	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"/>	



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Inspection Report
2024 - 2025**

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Temporary Shelter Care Facility- TSCF**

Lighting	x	<input type="checkbox"/>	<input type="checkbox"/>	
Ventilation	x	<input type="checkbox"/>	<input type="checkbox"/>	
Comments	Everything is working in top condition.			
BEDROOMS				
REVIEWED	YES	NO	N/A	COMMENTS
Bedrooms: Number of children per room.	x	<input type="checkbox"/>	<input type="checkbox"/>	1-2 beds/room. Rooms with 2 beds are generally for siblings.
Cleanliness	x	<input type="checkbox"/>	<input type="checkbox"/>	
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"/>	
Personal Hygiene Items	x	<input type="checkbox"/>	<input type="checkbox"/>	Variety of nice and name brand items available for youth.
Personal Storage: Closet/Wardrobe	x	<input type="checkbox"/>	<input type="checkbox"/>	Individual space for each youth



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Inspection Report
2024 - 2025**

**San Mateo County Receiving Home
Temporary Shelter Care Facility- TSCF**

Furniture	x	<input type="checkbox"/>	<input type="checkbox"/>	
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"/>	
STAFF INTERVIEWS				
REVIEWED	YES	NO	N/A	COMMENTS
Do you have the training, tools, and resources needed to successfully complete your job duties?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are there an adequate number of supervisors?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	



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Staff Training	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Do you feel the promotion process is fair and transparent?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
What are the biggest challenges facing the facility?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Internal Communication	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
External Communications: Social Workers, educators, service providers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Employee Morale	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Is there anything we have not covered that you would like to add?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	



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Inspection Report
2024 - 2025**

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Temporary Shelter Care Facility- TSCF**

Signatures of Juvenile Justice Commissioners preparing this report:

A handwritten signature in blue ink, appearing to read "W. Genevro".

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