



Juvenile Justice Commission
Delinquency Prevention Commission

Joint Meeting

May 26, 2026

5:15 - 7:15 p.m.

Location and Public participation instructions attached.

AGENDA

Public comment for items not listed on the agenda will be taken under Item II. If you wish to speak on an agenda item, please fill out a speaker form or raise your hand on Zoom so we can recognize you at the right time. You are not required to provide identifying information; a name or identifier is only requested so you may be recognized when called upon to speak.

I. Preliminary Business

- a. Call to Order
- b. Translation Services for JJDPC meetings
- c. Roll Call and Establish Quorum
- d. Agenda Review and Approval

II. Oral Communications - Public Comment

This item provides an opportunity for public comment on items not on the agenda. Time limit: three (3) minutes per person. There will be an opportunity for public comment on agenda items as they are considered.

III. Updates from System Partners

- a. Private Defender Program: Ron Rayes
- b. District Attorney: Nadia Hahn
- c. Probation Department: John Keene, Chief, Ivonne Bustos, Superintendent, Margarita Ochoa, Deputy Chief Probation Services
- d. Board of Supervisors: Supervisor Noelia Corzo/ Christina Falla
- e. County Office of Education: Sarah Notch
- f. Behavioral Health & Recovery Services: Elizabeth Alvarez, Clinical Services Manager
- g. Fresh Lifelines for Youth: Maria Delgado
- h. HSA–Children & Family Services: John Fong

Hon. Susan M. Jakubowski
Presiding Judge
Juvenile Court

Noelia Corzo
Liaison
Board of Supervisors

Commissioners

Johanna Rasmussen
Chair

Trena Patton
Vice Chair Administration

Jennifer Blanco
Vice Chair Membership

Paul Bocanegra

Whitney Genevro

Shakeel Ali

Niklas Klemmer

Asteris Ling

Jiya Venkatesh

Celina Chen

County Staff

Kim Boverio
Assistant County Clerk

Judith Holiber
Deputy County Counsel



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AGENDA

IV. 2025 Juvenile Hall Inspection Report Presentation

- a. Presentation of Report
- b. Discussion
- c. Vote to approve

VI. Liaison and Subcommittees Updates

- a. Board of Supervisors Study Session: June 9, 2026
- b. Community Outreach and Education: CASA Panel
- c. Educational Transitioning Planning: Jefferson Union High School
- d. 2026 Inspection Teams: Commissioner Rasmussen
- e. Report: Award Presentation: Honoring Judge Susan I. Etezadi, on the Occasion of her Retirement Luncheon

VII. Announcements

VIII. Adjournment

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Public Participation Instructions

Join In Person

Meeting Location

Manzanita Hall
500 County Center, 1st Floor
Redwood City, CA 94063

The entrance to Manzanita Hall is located outside of the building facing Marshall Street

Join Zoom Meeting

Please click the link below to join the meeting online:

<https://smcgov.zoom.us/j/86419721013>

Webinar ID: 864 1972 1013

Spanish translation services are available to attendees via Zoom video conference.

If you wish to speak to the Commission during public comment, you may raise your hand using Zoom with the Reactions button at the bottom of your screen, or indicate that you would like to speak if you are attending in person. If you have any materials that you wish distributed to the Commission and included in the official record, please send them via email to sanmateojjdp@gmail.com, prior to the meeting and attach the materials.

Next Meeting

Tuesday, June 20, 2026 at 5:15 p.m.

Monthly meetings are held in the same location each month.

Meetings are accessible to people with disabilities. Individuals who need special assistance or a disability-related modification or accommodation (including auxiliary aids or services) to participate in this meeting, or who have a disability and wish to request an alternative format for the agenda, meeting notice, agenda packet or other writings that may be distributed at the meeting, should contact Connie Juarez-Diroll cjuarez-diroll@smcgov.org at least 72 hours in advance of the meeting to enable the County to make reasonable arrangements to ensure accessibility to this meeting and the materials related to it.

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Rachel's Challenge

The most extensive, multi-tier, evidence-based school program worldwide for creating positive school cultures, ending school violence in all its forms, and improving youth mental health.

Introductory Overview

Our Reach



Over 25 years

In the field



Over 30 million

Students, parents and
educators trained



Over 20,000

Schools reached

Our Impact

9

Known school
Shootings
averted

150+

Suicide aversion
letters received on
average each year

90%

Schools report up
to a 90%
reduction
in disciplinary
referrals YoY

282%

Students surveyed
reported a 282%
increase in feeling
'safe' at school after
Rachel's Challenge

Who is Rachel?

Rachel Joy Scott was the first victim of the Columbine High School Shooting. From a very young age, Rachel believed in the power of kindness. She wrote about it, talked about it, and acted on it. After her death, many stories emerged about the profound impact her simple acts of kindness had on others.

www.rachelschallenge.org



The Challenge

A month prior to her death, in what would be her final essay, Rachel challenged her readers to start a chain reaction of kindness. This challenge is the foundation of our mission and today we are joined by millions of people around the world who are participating in chain reactions of kindness in their schools, workplaces, and communities.



From Rachel's Essay



Rachel, 1981-1999

"I have this theory, that if one person can go out of their way to show compassion, then it will start a chain reaction of the same. People will never know how far a little kindness can go."

I Accept Rachel's Challenge

- 1. Look for the best in others**
- 2. Dream Big**
- 3. Choose Positive Influences**
- 4. Speak with Kindness**
- 5. Start your own Chain Reaction**

We provide:

RC LIVE

Age-appropriate, K-12 on-site:

- Anti-bullying, pro-kindness assemblies for Elementary, Middle and High school
- FOR Club & KC Clubs: Student-led, in-school activities
- Community events: For parents
- Chain Reaction: Intensive culture change workshops

RC DIGITAL

RC Digital:

- On-demand, a-la-carte content
- Small, short, daily
- Interactive workbooks, discussion prompts
- Custom LMS for Ease of Use in classroom or at home



Problem Statement:

Rachel's Challenge

Youth in Crisis

The U.S. Surgeon General has declared a State of Emergency in Youth Mental Health.

THERE IS A CURE

www.rachelschallenge.org

THE NEED: Youth in Crisis

Pre-Pandemic Data

- Suicide rates skyrocketed **61.7%** from 2009–2018.
- Depression, anxiety, loneliness, self-harm, bullying, and violence among youth also exploded during this period.
- Growing evidence is correlating this change with the adoption of **smartphones** and **digital media**.



That was then.

The pandemic has accelerated this trend:
a crisis on top of crisis

THE NEED: Youth in Crisis

4 FACTS ABOUT

Teen SUICIDE and SELF-HARM in a POST-PANDEMIC world

31%

Increase in teen suicide attempts post-pandemic; this in addition to a **61.7%** increase over the previous 10 years

51%

Increase in ER visits by girls due to attempted suicide

50 seconds

Every 50 seconds an adolescent is admitted to the ER for attempted suicide

79 minutes

One young person **dies** from suicide every 79 minutes



THE NEED: Youth in Crisis

4 FACTS ABOUT

Youth MENTAL HEALTH in a POST-PANDEMIC world

1 in 4

Youth are experiencing clinically elevated **depression** levels

2x

Mental health issues in youth **doubled** globally during the pandemic

70%

Increase in **cyberbullying** during the pandemic

20.5%

Increase in **anxiety** in youth over pre-pandemic levels



THE NEED: Youth in Crisis

4 FACTS ABOUT School BULLYING and VIOLENCE

160k+

Teens skip school each day due to bullying

80%

Of students who are bullied have reduced academic performance and ability to learn

282k

Students are physically attacked in secondary schools each month

75%

Of school shooting incidents have been linked to bullying and harassment



Solution:

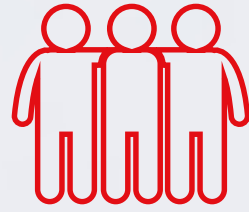
Rachel's Challenge

Addressing the Root Causes

A complex problem with a simple solution

www.rachelschallenge.org

THE SOLUTION: **Connection**



“**CONNECTEDNESS** is a protective factor for suicide prevention and promotes positive behaviors.

“Students who feel connected to their school are more likely to have academic achievement.

“Young people who feel connected are less likely to engage in negative high-risk behaviors.

– U.S. Center for Disease Control



Students who feel **CONNECTED** are significantly less likely to hurt themselves or others and are more likely to achieve academically and socially.

When students feel connected:

4.5x

Report more hope for the future

27%

Are more engaged



18%

Better grades

31%

Higher academic performance overall

Isolation is the problem.

Connection is the
solution.

Why is Connection important?

- Security
- Identity
- Belonging

Creating **CONNECTION** is Easier than you Think

“Rachel’s Challenge is the simplest, most powerful intervention I have seen in my 40 years of education.” – **Dr Robert Marzano**, leading education researcher.

Rachel's Challenge & Juvenile Justice

Last 15 years

- 25+ juvenile justice, alternative, and residential youth programs
- 35+ events delivered
- 98% aggregate recommendation rating

For more information:





**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
JUVENILE HALLS AND CAMP
HILLCREST JUVENILE HALL
2024- 2025**

Table of Contents

FACILITY CHANGES SINCE THE PRIOR INSPECTION..... 3
PRESSING CONCERNS..... 4
PRIOR RECOMMENDATIONS..... 10
DATA, DEMOGRAPHICS & STATISTICS..... 12
POLICIES & PROCEDURES.....29
SEXUAL ABUSE PREVENTION..... 38
YOUTH BILL OF RIGHTS..... 44
APPEARANCE OF YOUTH.....54
INTERVIEWS.....55
YOUTH INTERVIEWS..... 55
STAFF INTERVIEWS..... 59
CORRECTIONAL HEALTH.....60
MEALS AND NUTRITION.....64
BEHAVIORAL HEALTH AND RECOVERY SERVICES.....68
REHABILITATIVE AND THERAPEUTIC PROGRAMMING AND SERVICES.71
PROBATION SERVICES.....78
LOCKED CONFINEMENT.....80
TRAUMA INFORMED CARE..... 81
CULTURALLY AND LINGUISTICALLY APPROPRIATE..... 82
LGBTQI+..... 84
TECHNOLOGY..... 85



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
JUVENILE HALLS AND CAMP
HILLCREST JUVENILE HALL
2024- 2025**

PHYSICAL INSPECTION.....	87
FACILITY INTERIOR AND EXTERIOR.....	87
ADMINISTRATION BUILDING.....	88
INTERIOR OF LOCKED FACILITY.....	92
HOUSING UNIT / LIVING AREAS.....	92
INDIVIDUAL CELLS.....	96
SCHOOL BUILDING.....	98
KITCHEN & DINING HALL.....	100



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
JUVENILE HALLS AND CAMP
HILLCREST JUVENILE HALL
2024- 2025**

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 Ivonne Bustos, and Deputy Chief Moniay Wade
CORRECTIONAL HEALTH: Pam Isaac, Charge Nurse
BEHAVIORAL HEALTH & RECOVERY SERVICES Regina Moreno
EDUCATIONAL EVALUATION: September 24, 2024

PREVIOUS INSPECTION DATES: August 12-13, August 28, 2024
INSPECTION DATES: July 21–23, 2025

COMMISSIONER INSPECTORS: Johanna Rasmussen, Paul Bocanegra,
Shakeel Ali, and Asteris Ling

FACILITY CHANGES SINCE THE PRIOR INSPECTION

The appointments of Superintendent Ivonne Bustos and Assistant Deputy Chief Moniat Wade have contributed to noticeable improvements at the facility. Their appointments, however, occurred near the end of this inspection cycle, and most of the concerns, deficiencies, and operational failures identified in this report arose under prior leadership.



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
JUVENILE HALLS AND CAMP
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2024- 2025**

PRESSING CONCERNS

Unlawful Strip Searches and Systemic Oversight Concerns

On February 18, 2026, twelve youth housed on the Forest 3 unit were subjected to illegal strip searches authorized by ISM Carmen Ramirez. This incident was fully investigated by the Office of Youth and Community Restoration (OYCR), which determined the Department lacked the legally required basis of individualized reasonable suspicion to conduct the searches. Twelve youth had their rights violated. The searches caused harm and trauma to youth, further damaged community trust, and exposed the County to significant legal liability, particularly given San Mateo County’s well documented history of abuse within its juvenile system.

During inspection interviews, the Commission questioned ISM Carmen Ramirez regarding the training and corrective action she received following this incident. Ms. Ramirez reported that she had not received any training related to the incident. More troubling, she stated that she had not even been informed that her actions had been found to violate the rights of the youth involved.

Youth reported being taunted during the incident, including staff statements such as, “*we are going old school.*” Such language is deeply troubling and carries particular weight in a county with a documented history of institutional abuse.

The Department did not voluntarily provide documents related to this investigation to the inspection team. These records were withheld and only produced after they were specifically requested. Had the Commission not independently become aware of the incident, it may have gone entirely unreported within the inspection process.

The Commission notes positively that, following this incident, the Department invested in a body scanner intended to reduce reliance on strip searches. The Commission fully supports this investment and the use of less intrusive technologies that better protect youth dignity and constitutional rights.



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
JUVENILE HALLS AND CAMP
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2024- 2025**

Although this incident falls outside the formal inspection period, it is noteworthy that Ms. Carmen Ramirez was recently promoted and now serves as second in command at the facility, with responsibility for supervising ISMs and service providers.

The Commission remains deeply concerned by the apparent failures in training, judgment, accountability, and oversight reflected in this incident. The lack of corrective education following a substantiated violation of youth rights raises serious concerns about organizational culture, leadership, and the County's ongoing exposure to liability, while placing youth at continued risk of harm.

PREA Compliance and Independent Reporting Concerns

- Achieve and maintain full PREA compliance, including implementation of all required policies, procedures, screening, reporting, investigative, documentation, corrective action, and auditing requirements.
- Establish an independent, confidential PREA hotline and reporting mechanism that is not monitored, accessed, screened, or controlled by Probation staff.
- Provide youth with multiple independent avenues for reporting sexual abuse, harassment, misconduct, and retaliation, including access to external hotlines, victim advocates, legal representatives, and oversight entities.
- Develop clear written protocols governing how PREA reports are received, documented, triaged, investigated, referred, monitored, and resolved, including timelines, supervisory review, confidentiality protections, retaliation monitoring, and chain of custody requirements.
- Implement a formal system for tracking all PREA complaints, allegations, hotline contacts, investigations, findings, substantiation outcomes, corrective actions, and follow up measures. Tracking should include trend analysis, repeat concerns, staff involvement, location data, and retaliation monitoring.



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
JUVENILE HALLS AND CAMP
HILLCREST JUVENILE HALL
2024- 2025**

- Establish regular internal and external oversight review of PREA reporting data, investigative outcomes, corrective actions, and compliance trends to ensure accountability, transparency, and continuous improvement.
- Provide comprehensive PREA training to all staff, supervisors, contractors, volunteers, and service providers. Training should include youth rights, professional boundaries, mandatory reporting obligations, recognizing grooming and abuse indicators, retaliation prevention, trauma informed response, and PREA reporting and investigation requirements.
- Provide all youth with regular, developmentally appropriate PREA education regarding their rights, reporting options, confidentiality, protections against retaliation, and available support resources.
- Conduct routine PREA audits, compliance reviews, and quality assurance monitoring to ensure reporting integrity, staff accountability, and sustained compliance with PREA standards.

Dental Care, Medical Screening, and Delayed Treatment Concerns

All youth entering custody should receive timely dental, vision, and hearing screenings upon admission and access to ongoing care throughout their detention. Timely healthcare screening and treatment are fundamental components of safe, lawful, developmentally appropriate, and humane care.

Youth in custody are entirely dependent on the County for access to healthcare. They cannot independently schedule appointments, seek emergency treatment, obtain dental care, or access specialists. The County assumes full responsibility for meeting their medical, dental, vision, and hearing needs.

The Commission received reports of youth enduring broken teeth, untreated infections, prolonged pain, and significant discomfort for months without receiving timely dental treatment. Emergency dental services were not consistently provided despite reports of urgent need. Untreated dental conditions, infections, vision impairments, and hearing concerns can result in severe pain, worsening medical complications, nutritional problems, sleep disruption, emotional distress, educational barriers, and reduced participation in treatment, programming, and daily activities.



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
JUVENILE HALLS AND CAMP
HILLCREST JUVENILE HALL
2024- 2025**

The Commission has raised concerns and requested improvements related to timely access to dental, vision, and hearing care for more than four years. Despite these longstanding concerns, meaningful corrective action was not taken, and youth continued to experience prolonged delays, untreated conditions, and unnecessary suffering while in County custody. The persistence of these issues over multiple years raises serious concerns regarding oversight, responsiveness, accountability, and the Department's ability to meet the basic healthcare needs of youth in its care.

Complaints regarding delayed and inadequate access to dental care were filed with the Office of Youth and Community Restoration (OYCR), which is currently working with the Probation Department to ensure more timely access to dental services for youth in custody. While the Commission appreciates these efforts, it remains deeply concerned that youth experienced prolonged pain, untreated dental conditions, and delayed access to necessary care while under County supervision. Failure to provide timely healthcare not only places youth health and wellbeing at risk, but may also expose the County to significant legal, regulatory, and liability concerns.

Inadequate Staffing Levels and Training

Staffing levels and training are inadequate to meet the needs of youth in therapeutic detention. Chronic staffing shortages and reliance on overtime continue to impact the facility's ability to provide developmentally appropriate care, therapeutic interventions, staff led programming, effective coordination with system partners, and robust transition and reentry services. Concerns also remain regarding staff understanding of youths' rights, educational rights, the Youth Bill of Rights, and decision making that impacts educational access. The Commission requests that the Board of Supervisors ensure the facility receives the staffing, training, and resources necessary to safely house youth based on age, identified gender, safety, and rehabilitative needs, and to fully utilize existing resources, including the Multi Sensory De Escalation Room, which has remained unused since opening in 2023.

Classification and 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).



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
JUVENILE HALLS AND CAMP
HILLCREST JUVENILE HALL
2024- 2025**

Gender, age, and length of commitment time were the primary sources of their concern and discomfort.

Dental Care, Medical Screening, and Delayed Treatment Concerns

Youth in custody are entirely dependent on the County for healthcare. All youth should receive timely dental, vision, and hearing screenings upon admission, along with ongoing access to necessary care throughout detention. During this inspection period, youth reported enduring broken teeth, untreated infections, prolonged pain, and significant discomfort, in some cases for months, without timely dental treatment. Emergency dental care was not consistently provided despite requests and urgent need.

The Commission has raised repeated concerns regarding timely access to dental, vision, and hearing care for more than four years. Despite repeated requests for improvement, youth continued to experience treatment delays, untreated conditions, and unnecessary suffering while in County custody. Untreated medical and dental conditions can cause severe pain, worsening health complications, educational barriers, emotional distress, and reduced participation in programming and treatment.

The Office of Youth and Community Restoration (OYCR) is currently working with the Probation Department to improve timely access to dental care. While the Commission appreciates these efforts, it remains deeply concerned by the longstanding delays in care, lack of corrective action, and the resulting risks to youth wellbeing, County liability, and public accountability.

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.

Adverse Childhood Experiences (ACES)

Youth are not being screened for Adverse Childhood Experiences (ACEs). Screening, documenting, and appropriately sharing ACE scores with relevant institutional staff can support more effective behavior management, individualized interventions, and identification of therapeutic and rehabilitative needs. This information can also strengthen MDT treatment planning and assist the court in identifying appropriate programs and services for youth and their families.

Gender Classification and Housing Concerns



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
JUVENILE HALLS AND CAMP
HILLCREST JUVENILE HALL
2024- 2025**

Youth of different genders are housed together on the same housing units. While the facility's low population presents operational challenges, housing decisions must continue to prioritize safety, privacy, dignity, trauma informed care, and access to gender responsive programming and services. The Commission recommends the development of a clear plan to ensure appropriate housing options and supports for youth of all genders.

Use of the County Jail

Use of the County Jail creates potential compliance concerns under the federal Juvenile Justice and Delinquency Prevention Act (JJDP), which requires that youth not have sight or sound contact with adult inmates. Such practices raise concerns regarding compliance with federal separation requirements and the appropriateness of utilizing adult correctional settings for youth related purposes.

Gender Specific Programming

The facility lacks sufficient gender responsive programming tailored to the unique needs, experiences, and developmental needs of youth. Youth should have access to programming, interventions, and services that are gender responsive, culturally relevant, and designed to support their rehabilitative, therapeutic, educational, and prosocial development.

Equitable Language Services

Grievance forms and legal notices mailed to parents are issued only in English, creating language access barriers for Spanish speaking families, who make up a significant portion of the population. Spanish speaking parents also report limited or ineffective communication with their child's probation officer.

Lack of Comprehensive Reentry Services

Reentry planning and supports for youth remain limited and insufficient. While programs such as Phoenix, FLY, and Stay FLY are available, they primarily provide basic supports and minimal supervision, as reflected in poor recidivism outcomes. Youth reported limited reentry preparation and inadequate planning for successful return to their communities. Effective reentry requires robust, individualized support that addresses the issues that lead to the youth's system involvement, education, employment, housing, substance abuse treatment, physical and mental health, family engagement, and continuity of care to reduce recidivism, promote long term stability, and improve public safety.

Facility Repairs and Improvements:

Critical facility repairs and improvements have remained delayed in the County's procurement process for years, to the detriment of the youth served at the facility. These prolonged delays have impeded necessary



JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
JUVENILE HALLS AND CAMP
HILLCREST JUVENILE HALL
2024- 2025

upgrades and improvements impacting living conditions, programming space, safety, and the overall quality of the youth environment.

CURRENT RECOMMENDATIONS

Detailed recommendations have been provided for each section of this report.

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.

PRIOR RECOMMENDATIONS

REVIEWED	YES	NO	N/A	COMMENTS
Implemented	X	<input type="checkbox"/>	<input type="checkbox"/>	<ul style="list-style-type: none"> • Group Supervisors were offered 4/10 and 3/12 shifts in 2025. The Commission had advocated for the return of these shifts to support recruitment and retention. • Addiction Education Society provided youth with an alcohol, drug, and addiction education program during this inspection period. • Correctional Health: The county has implemented the Health-wide Epic Electronic Health Record (EHR). • Removed Sign-In Book from front lobby to preserve youth privacy. • Added additional chairs to lobby located at the entrance of the Youth Services Center building.
In Progress	X	<input type="checkbox"/>	<input type="checkbox"/>	<ul style="list-style-type: none"> • A designated mental health space has been identified and cleared out, and is currently waiting to be therapeutically designed and improved.



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
 JUVENILE HALLS AND CAMP
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 2024- 2025**

				<ul style="list-style-type: none"> • Wait times for eyeglasses have improved significantly from 12 months to 30 days.
No Action	X	<input type="checkbox"/>	<input type="checkbox"/>	<p>Health and Safety</p> <ul style="list-style-type: none"> • Terminate Food Services contract with Sheriff's Depart. • Provide emergency dental care to youth • Provide timely ongoing dental care and treatment. • Replace current athletic shoes with a quality athletic shoe • Provide culturally appropriate hygiene items. • Replace plastic razors with electric razors to reduce environmental and hazardous waste. <p>Training: Policies and Procedures</p> <ul style="list-style-type: none"> • Provide ISM¹ and Group Supervisor training on: <ul style="list-style-type: none"> ○ Strip Searches ○ Youth Bill of Rights ○ Adolescent Mental Health First Aid ○ Trauma Informed-Deescalation Techniques • Enable electronic monitoring for out of county youth. <p>Facility</p> <ul style="list-style-type: none"> • Individual Cells: <ul style="list-style-type: none"> ○ Youth do not have anywhere to store clothing and belongings. Shelving has been in procurement since 2022, ○ Replace the heavily damaged mirrors inside the cells. • Remove carpeting and replace flooring in housing units • Install laminate flooring in the housing units • Paint the interior of each housing units • Install tables in the outdoor recreation area • Replace basketball and soccer nets and paint lines on the basketball courts

¹ ISM: Institutional Services Manager: Responsible for supervising the Group Supervisors and managing assigned housing unit.



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
 JUVENILE HALLS AND CAMP
 HILLCREST JUVENILE HALL
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DATA, DEMOGRAPHICS & STATISTICS										
	YES	NO	N/A	COMMENTS						
Total Number of Bookings and Releases	X	<input type="checkbox"/>	<input type="checkbox"/>	Table key: B= Bookings R= Releases						
				2024 2025 B	2024 2025 R	2023 2024 B	2023 2024 R	2022 2023 B	2022 2023 R	
				Jul	24	18	24	18	27	26
				Aug	10	23	26	24	22	17
				Sept	14	11	18	22	23	21
				Oct	30	25	33	21	20	12
				Nov	23	23	14	15	23	19
				Dec	3	11	31	24	17	17
				Jan	17	11	28	25	16	19
				Feb	19	19	20	22	17	11
				Mar	28	16	23	22	27	23
				Apr	14	16	14	19	26	27
				May	23	21	24	22	30	35
				Jun	26	28	18	23	22	32
Total	231	222	273	257	270	259				



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
 JUVENILE HALLS AND CAMP
 HILLCREST JUVENILE HALL
 2024- 2025**

				Change	-15%	-14%	+1%	-1%	+1%	-1%																									
Bookings: Unduplicated Youth	X	<input type="checkbox"/>	<input type="checkbox"/>	<table border="1"> <thead> <tr> <th>2024 - 2025</th> <th>Change</th> <th>2023 - 2024</th> </tr> </thead> <tbody> <tr> <td>176</td> <td>-8%</td> <td>191</td> </tr> </tbody> </table>							2024 - 2025	Change	2023 - 2024	176	-8%	191																			
2024 - 2025	Change	2023 - 2024																																	
176	-8%	191																																	
Bookings: Out of County Youth	X	<input type="checkbox"/>	<input type="checkbox"/>	<table border="1"> <thead> <tr> <th>2024-2025</th> <th>Change</th> <th>2023-2024</th> <th>2022-2023</th> <th>2021-2022</th> </tr> </thead> <tbody> <tr> <td>48</td> <td>-8%</td> <td>52</td> <td>61</td> <td>45</td> </tr> </tbody> </table>							2024-2025	Change	2023-2024	2022-2023	2021-2022	48	-8%	52	61	45															
2024-2025	Change	2023-2024	2022-2023	2021-2022																															
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Bookings: Dual System Youth	X	<input type="checkbox"/>	<input type="checkbox"/>	<table border="1"> <thead> <tr> <th>2024-2025</th> </tr> </thead> <tbody> <tr> <td>3</td> </tr> </tbody> </table>							2024-2025	3																							
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Bookings: New Entries to the Juvenile Justice System	X	<input type="checkbox"/>	<input type="checkbox"/>	<table border="1"> <thead> <tr> <th colspan="5">First Time Entries to Juvenile Justice System</th> </tr> <tr> <th></th> <th>2024-2025</th> <th>Change</th> <th>2023-2024</th> <th>2022-2023</th> </tr> </thead> <tbody> <tr> <td>New Entries</td> <td>129</td> <td>-32%</td> <td>191</td> <td>149</td> </tr> <tr> <td>Total Bookings</td> <td>231</td> <td>-15%</td> <td>273</td> <td>270</td> </tr> <tr> <td>Percentage of Total</td> <td>56%</td> <td>-</td> <td>-</td> <td>55%</td> </tr> </tbody> </table>							First Time Entries to Juvenile Justice System						2024-2025	Change	2023-2024	2022-2023	New Entries	129	-32%	191	149	Total Bookings	231	-15%	273	270	Percentage of Total	56%	-	-	55%
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M= Missing: Information was not provided



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
 JUVENILE HALLS AND CAMP
 HILLCREST JUVENILE HALL
 2024- 2025**

Daily Population	X	<input type="checkbox"/>	<input type="checkbox"/>	Month	2024 2025	Gender Breakdown	2023 2024	Gender Breakdown
				Jul	26	24M – 2F	24	24M – 2F
				Aug	23	21M – 2F	19	18M – 1F
				Sep	17	15M – 2F	18	16M – 2F
				Oct	21	20M – 1F	20	18M – 2F
				Nov	25	25M – 0F	27	25M – 2F
				Dec	18	17M – 1F	29	28M – 1F
				Jan	20	19M – 1F	31	30M – 1F
				Feb	22	21M – 1F	37	33M – 4F
				Mar	29	27M – 2F	30	27M – 3F
				Apr	36	33M – 3F	28	25M – 3F
				May	29	27M – 2F	29	25M – 4F
				Jun	31	29M – 2F	23	22M – 1F
				Average	25	23M – 2F	26	24M – 2F
Key: M= Male F=Female								
Length of Incarceration: Average and Median	X	<input type="checkbox"/>	<input type="checkbox"/>	Inspection Period	Average	Median		
				2024-2025	25 days	24 days		
				2023-2024	27 days	9 days		
				2022-2023	25 days	6 days		



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
 JUVENILE HALLS AND CAMP
 HILLCREST JUVENILE HALL
 2024- 2025**

Incarcerated Youth: City of Residence	X	<input type="checkbox"/>	<input type="checkbox"/>	City	2024 2025	2023 2024	2022 2023
				Redwood City	38	55	76
				San Mateo	25	54	86
				East Palo Alto	25	36	58
				Daly City	20	25	14
				San Bruno	M	16	21
				South San Francisco	18	12	16
Incarcerated Youth: County of Residence	<input type="checkbox"/>	X	<input type="checkbox"/>	Out of County Youth Top 5 Counties			
				2024-2025	2023-2024	2022-2023	2021-2022
				San Francisco	San Francisco	Santa Clara	San Francisco
				Alameda	Alameda	San Francisco	Contra Costa
				Contra Costa	Contra Costa	Contra Costa	Santa Clara
				Solano	Santa Clara	Alameda	Sacramento
				Santa Clara	Solano	Sonoma	Sonoma



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
 JUVENILE HALLS AND CAMP
 HILLCREST JUVENILE HALL
 2024- 2025**

Incarcerated Youth: Racial Data	X	<input type="checkbox"/>	<input type="checkbox"/>	<table border="1"> <thead> <tr> <th>Race</th> <th>2024 2025</th> <th>2023 2024</th> <th>2022 2023</th> </tr> </thead> <tbody> <tr> <td>Hispanic</td> <td>134 – 58%</td> <td>189 – 69%</td> <td>75%</td> </tr> <tr> <td>Black</td> <td>29 – 13%</td> <td>37 – 14%</td> <td>11%</td> </tr> <tr> <td>White</td> <td>7 – 3%</td> <td>25 – 9%</td> <td>6%</td> </tr> <tr> <td>Pacific Islander</td> <td>5 – 2%</td> <td>4 – 2%</td> <td>4%</td> </tr> <tr> <td>Native American</td> <td>M</td> <td>M</td> <td>2%</td> </tr> <tr> <td>Asian</td> <td>8 – 4%</td> <td>5 – 2%</td> <td>2%</td> </tr> <tr> <td>Middle Eastern</td> <td>M</td> <td>4 – 2%</td> <td>M</td> </tr> <tr> <td>Other or Unknown</td> <td>9 – 4%</td> <td>9 – 3%</td> <td>1%</td> </tr> <tr> <td>Total Bookings</td> <td>231</td> <td>273</td> <td>270</td> </tr> </tbody> </table>	Race	2024 2025	2023 2024	2022 2023	Hispanic	134 – 58%	189 – 69%	75%	Black	29 – 13%	37 – 14%	11%	White	7 – 3%	25 – 9%	6%	Pacific Islander	5 – 2%	4 – 2%	4%	Native American	M	M	2%	Asian	8 – 4%	5 – 2%	2%	Middle Eastern	M	4 – 2%	M	Other or Unknown	9 – 4%	9 – 3%	1%	Total Bookings	231	273	270
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Incarcerated Youth: Age	X	<input type="checkbox"/>	<input type="checkbox"/>	<table border="1"> <thead> <tr> <th>Age</th> <th>2024 2025</th> <th>2023 2024</th> <th>2022 2023</th> </tr> </thead> <tbody> <tr> <td>12</td> <td>1</td> <td>1</td> <td>M</td> </tr> <tr> <td>13</td> <td>8</td> <td>6</td> <td>M</td> </tr> <tr> <td>14</td> <td>13</td> <td>31</td> <td>M</td> </tr> <tr> <td>15</td> <td>25</td> <td>50</td> <td>M</td> </tr> </tbody> </table>	Age	2024 2025	2023 2024	2022 2023	12	1	1	M	13	8	6	M	14	13	31	M	15	25	50	M																				
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**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
 JUVENILE HALLS AND CAMP
 HILLCREST JUVENILE HALL
 2024- 2025**

					16	43	66	M
					17	56	68	M
					18	10	23	M
					19	13	9	M
					20	0	18	M
					21	0	1	M
					Average	16.1	16.3	16.6

M= Missing. Information was not provided by Probation Department.

Serious Incident Reports: Deaths, Suicide Attempts, Suicidal Statements & Self-Mutilation						
	Incidents	2024 2025	Change	2023 2024	2022 2023	2021 2022
	Deaths	0	0	0	0	0
	Suicide Attempts	1	- 66%	3	0	1
	Suicidal Statements	5	- 20%	6	4	6
Self-Mutilation	12	- 29%	17	4	16	
There were no escapes or fires reported during this inspection period.						



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
 JUVENILE HALLS AND CAMP
 HILLCREST JUVENILE HALL
 2024- 2025**

Serious Incident Reports: Including Use of Force	Incidents	2024 2025	Change	2023 2024	2022 2023	2021 2022
	Reportable Incidents & Informationals	262	- 1%	265	193	136
	New Charges Filed	18	+80%	10	1	3
	Major Disturbance: Youth Injured by Staff	0	0	0	0	0
	Major Disturbance: Involving Multiple Youth	4	0	4	0	1
	Assaults Between Youth	19	- 5%	20	7	5
	Number of Youths Involved in Assaults	37	- 5%	39	6	10
	Use of Force: Incidents Involving Mechanical Restraints	37	+12%	33	13	15
	Use of Force: Mechanical Restraints Used Per Youth	21	- 9%	23	14	11
	Assault on Staff by Youth	2	+100%	1	1	0
	Threats to Staff	16	+280%	5	2	3
	Staff Injuries: Responding to Incidents	1	- 67%	3	2	3



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
 JUVENILE HALLS AND CAMP
 HILLCREST JUVENILE HALL
 2024- 2025**

	<table border="1"> <tr> <td>Youth on Special Program (OAA)</td> <td>73</td> <td>+18%</td> <td>62</td> <td>31</td> <td>25</td> </tr> <tr> <td>Property Destruction</td> <td>0</td> <td>-100%</td> <td>1</td> <td>3</td> <td>0</td> </tr> <tr> <td>Safety Room Placements</td> <td>0</td> <td>-100%</td> <td>1</td> <td>0</td> <td>2</td> </tr> </table>					Youth on Special Program (OAA)	73	+18%	62	31	25	Property Destruction	0	-100%	1	3	0	Safety Room Placements	0	-100%	1	0	2
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Safety Room Placements	0	-100%	1	0	2																		
Successful Completion of Probation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<table border="1"> <tr> <th colspan="2">Number of Youth</th> </tr> <tr> <td>2024-2025</td> <td>107</td> </tr> </table>		Number of Youth		2024-2025	107														
Number of Youth																							
2024-2025	107																						
Juvenile Arrest Data	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<p>Juvenile arrest data is critical to delinquency prevention planning in San Mateo County. Comprehensive juvenile arrest data is currently not publicly available. Access to juvenile arrest data is necessary to:</p> <ul style="list-style-type: none"> ● Pinpoint delinquency prevention efforts ● Identify grant opportunities and potential funding sources ● Identify crime trends throughout the county ● Define, identify, track, and reduce recidivism ● Measure effectiveness of current programs ● Track outcomes of programs/services <p>To support effective oversight and prevention efforts, juvenile arrest data should include the following information:</p> <ul style="list-style-type: none"> ● Name of the law enforcement agency making the arrest ● City where the arrest occurred ● City or county where the youth resides ● Law violations associated with each arrest ● Data on school related arrests ● Total number of juvenile arrests ● Number of arrests resulting in juvenile hall booking 																			



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
 JUVENILE HALLS AND CAMP
 HILLCREST JUVENILE HALL
 2024- 2025**

EMP: Electronic Monitoring Program	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	EMP Placements			
				Fiscal Year	2024- 2025	2023- 2024	2022- 2023
				Total Participants	90	115	94
				Out of County Youth	0	0	0
				Average length of time on EMP	48 days	49 days	69 days
				Median Length Of Time on EMP	45 days	43 days	44 days
Out of Home Placement	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	The Department reported that there were no youths in placement during this inspection period.			
Annual Budget: Juvenile Detention Facilities	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>				
Facility Utilization	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<ul style="list-style-type: none"> ● The Elm housing units are not currently open. ● The multi-sensory de-escalation room and the facility’s designated mental health unit remain closed. ● Multiple offices in the administrative building, kitchen area, and school building are not being utilized. 			
Recommendation	<p>Racial Data Racial data for incarcerated youth is currently incomplete and collected inconsistently. Accurate and comprehensive racial data collection is essential to ensure transparency, accountability, and the ability to meaningfully analyze patterns of system involvement and outcomes.</p> <p>The Commission recommends that the Probation Department strengthen its data</p>						



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
JUVENILE HALLS AND CAMP
HILLCREST JUVENILE HALL
2024- 2025**

	<p>collection practices by:</p> <ul style="list-style-type: none"> ● Collecting racial data for all youth booked into each facility ● Update forms to include: <ul style="list-style-type: none"> ○ a category for “Multi-Racial”. ○ a category for “Refused” or “Declined to State” ○ Separate “Unknown” and “Other categories as they capture different data. <p>New Probation and Law Violations</p> <ul style="list-style-type: none"> ● Track all new alleged probation and or law violations originating from Juvenile Hall and the Secure Youth Treatment Facility (SYTF) and develop restorative justice alternatives to prevent youth from incurring adult charges or being pushed further into the criminal justice system. <p>Juvenile Arrest Data</p> <ul style="list-style-type: none"> ● The Commission recommends that Probation Department compile and distribute comprehensive juvenile arrest data for San Mateo County on their website to make it accessible to the public.
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DOCUMENT REVIEW

REVIEWED	YES	NO	N/A	COMMENTS
Board of State and Community Corrections Inspection Report(s)	X	<input type="checkbox"/>	<input type="checkbox"/>	<p>Prepared by: Craigus Thompson 916-597-4610</p> <p>Comprehensive Biennial Inspection March 3-6, 2025 Report dated May 23, 2025 noted:</p> <p>Title 15 §1321 Adequate Staffing Requirement Interviews with staff revealed staffing continues to be a challenge.</p> <p>Facility Policy Changes</p>



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
 JUVENILE HALLS AND CAMP
 HILLCREST JUVENILE HALL
 2024- 2025**

			<ul style="list-style-type: none"> ● Suicide Prevention Plan ● Separation ● Room Confinement <p>Unannounced Targeted Inspections Reports dated: October 29, 2024 and August 5, 2025 noted:</p> <p>Title 15 §1329: Suicide Prevention Plan:</p> <ul style="list-style-type: none"> ● Reviewed compliance with suicide prevention policies. ● Confirmed intake suicide screening procedures. ● Confirmed staff training requirements. ● Confirmed referral procedures to mental health staff. ● Confirmed documentation requirements. <p>The report indicates that zero youth were placed on suicide prevention watch. However, four youth were placed on mental health observation requiring safety checks every ten minutes.</p> <p>Title 15 §1328 – Safety Checks “Late safety checks require a written explanation form” and “All late safety checks require a staff response as to why the safety check was completed late”.</p> <p>Title 15 §1354.3 / §1354.5 – Room Confinement (Isolation): The facility states it does not use room confinement, which triggers stricter regulations, and instead uses an Alternative Program (AP). BSCC reviewed 19 AP reports. These reports note that youth placed on AP “eat all meals out of their rooms,” which appears to be more accurately defined as room confinement.</p> <p>The August 5, 2025 unannounced inspection report documents six incidents of room confinement, which contradicts the department’s earlier statement that it relied solely on Alternative Program and does not use room confinement.</p>
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**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
 JUVENILE HALLS AND CAMP
 HILLCREST JUVENILE HALL
 2024- 2025**

				<p>BSCC provided technical assistance to the department regarding the use of room confinement, including guidance on:</p> <ul style="list-style-type: none"> ● ensuring that room confinement is used only after less restrictive options have been exhausted ● Room confinement be used only when a youth poses an immediate threat. <p>The report also notes that the facility implemented a new room confinement protocol on January 28, 2025.</p> <p>The Commission is concerned that the Alternative Program may unnecessarily isolate youth and increase room confinement.</p> <p>Title 15, Section 1360 — Searches – Strip Searches Reports note that “zero strip searches have been completed since February 2025”, which was the mass strip searching incident that OYCR later found to be unlawful.</p>
County of San Mateo: Building/ Facility Safety Inspection	X	<input type="checkbox"/>	<input type="checkbox"/>	<p>Inspection Conducted on February 20, 2025 Brae Hunter, SMC ADA Coordinator Human Resources Department 650-647-9930 or 650-599-1151</p> <p>Report Noted: Staircase: Safety striping needed on outdoor interior stairs located between the Youth Services Center and the Juvenile Hall. Admissions: Store chemicals in a secure location</p>
Fire Safety	X	<input type="checkbox"/>	<input type="checkbox"/>	<p>Inspection was conducted on 04/22/25 By: Austin Seely: Report is pending San Mateo County - Cal Fire 650-477-0327</p>



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
 JUVENILE HALLS AND CAMP
 HILLCREST JUVENILE HALL
 2024- 2025**

County Office of Education: 3rd Party Educational Evaluation	X	<input type="checkbox"/>	<input type="checkbox"/>	Evaluation in Progress – Previous Evaluation: 10/23/23 Dr. Jen Izant Gonzales Senior Director, Alternative Education Santa Cruz County Office of Education 831-466-5739
San Mateo County Environmental Health	X	<input type="checkbox"/>	<input type="checkbox"/>	Inspection was conducted on March 19, 2025 Aris Veloso, Environmental Health Specialist 650-372-6200
Nutritional Health Evaluation	X	<input type="checkbox"/>	<input type="checkbox"/>	Conducted on March 19, 2025 Joanne Jarin & Yuma Argo 650-372-6200 SMC Environmental Health Specialists
Food Services: Juvenile Menu Analysis for T15	X	<input type="checkbox"/>	<input type="checkbox"/>	Inspection was conducted on June 24, 2025 Denise Chu- 650-599-7340 Dietician Correctional Health
Medical /Mental Health Evaluation	X	<input type="checkbox"/>	<input type="checkbox"/>	Conducted on April 22, 2025 Chia Chen Lee Notes: This report incorrectly states that an on-call dentist is available 24/7. This information is not accurate. Dental floss was also recommended for all youth.
Juvenile Justice Commission Annual Inspection Reports	X	<input type="checkbox"/>	<input type="checkbox"/>	Inspection reports are available on the JJDPC website www.smcgov.org/probation/jjdpc-inspection-reports
Juvenile Court Judge Inspection	X	<input type="checkbox"/>	<input type="checkbox"/>	Conducted on December 4, 2024 The Honorable Susan I. Etezadi Presiding Judge, San Mateo County Juvenile Court
Probation Chief Annual letter to BSCC	X	<input type="checkbox"/>	<input type="checkbox"/>	John Keene, Chief of Probation Letter dated: February 19, 2025



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
 JUVENILE HALLS AND CAMP
 HILLCREST JUVENILE HALL
 2024- 2025**

San Mateo County Safety Review	X	<input type="checkbox"/>	<input type="checkbox"/>	ADA Coordinator Human Resources Department 650-647-9930 / 650-599-1151
Superintendent Annual Security Review	X	<input type="checkbox"/>	<input type="checkbox"/>	Ivonne Bustos: Date February 25, 2025
Reporting: Civil Legal Actions ²	<input type="checkbox"/>	<input type="checkbox"/>	X	There were no civil legal actions reported during this inspection period.
Strip Searches: Documents	X	<input type="checkbox"/>	<input type="checkbox"/>	<p>Unlawful Strip Searches: While Probation Chief John Keene previously indicated that the department had eliminated the use of strip searches in 2023, a February 2025 incident revealed that the practice had continued. In that incident, ISM Ramirez led the strip searches of at least twelve youth. The Office of Youth and Community Restoration (OYCR) investigated the incident and determined that the Probation Department did not have the individualized reasonable and articulable suspicion required to lawfully conduct these searches. No contraband was found as a result of the searches.</p> <p>Strip searches are among the most invasive practices that can be imposed on youth in custody. Research shows that these searches can be degrading, inflict lasting psychological harm, and compound existing trauma. They also undermine trust in a system that is intended to rehabilitate and support youth. Following the OYCR investigation, the department discontinued the use of strip searches within the facility. Eliminating this</p>

² 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
 2024- 2025**

				<p>practice represents an important step toward ensuring compliance with legal standards and moving toward more humane and trauma informed policies and practices.</p> <p>Documents related to the 12 strip searches conducted in February, were not included in the documentation initially provided to the inspection team. The team had to request these documents when it was discovered that they had been withheld.</p> <p>During her interview, ISM Ramirez reported that she was not aware that OYCR had determined the strip searches she supervised were unlawful. She further stated that she had not received any training or guidance regarding the department’s policies or procedures governing strip searches following the incident.</p>
Workplace Violence Prevention Plan (SB 553) – 2023	X	<input type="checkbox"/>	<input type="checkbox"/>	Under California Labor Code section 6401.9, employers must establish, implement, and maintain a Workplace Violence Prevention Plan that includes protections against employee retaliation, procedures for reporting and responding to workplace violence incidents, and emergency response protocols. The County maintains a plan in compliance with this requirement.
Natural Disaster: Fire Drill Logs	X	<input type="checkbox"/>	<input type="checkbox"/>	2024: 7/30, 8/23, 10/17, 11/2, & 12/20 2025: 1/23/25, 2/28, 3/28, 5/30, & 6/28
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"/>	Ventilation system was installed in 2021.



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
 JUVENILE HALLS AND CAMP
 HILLCREST JUVENILE HALL
 2024- 2025**

Medical, Dental, Mental Health Request Forms	X	<input type="checkbox"/>	<input type="checkbox"/>	Request forms for medical, dental and mental health care services are available on the housing units.
Transportation Log	<input type="checkbox"/>	X	<input type="checkbox"/>	The inspection team was not provided access to the transportation log.
Youth Handbook: Juvenile Hall	X	<input type="checkbox"/>	<input type="checkbox"/>	
Handbook: Parent/Guardian	<input type="checkbox"/>	X	<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 be receiving an Educational Handbook produced by the County Office of Education, as required by California Code of Regulations, Title 5, Division 1, Chapter 7.5 (Court Schools), Section 1180–1186. The Educational Handbook has been unavailable for at least 5 years.
Intake and 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.
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 OYAS.



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
 JUVENILE HALLS AND CAMP
 HILLCREST JUVENILE HALL
 2024- 2025**

Probation Website: Juvenile Services & Institutions Division	<input type="checkbox"/>	X	<input type="checkbox"/>	<ul style="list-style-type: none"> ● Update and maintain the Juvenile Services and Institutions Division portions of the website, including a prominent English/Spanish language option, to ensure information is accurate and that parents and family members can readily access information and links provided. ● 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.
Other: San Mateo County Grand Jury Report	Civil Grand Jury Report: <i>Vacant, Valuable, and Vulnerable: Reimagining San Mateo County’s Youth Services Facilities</i> The following report was issued by the San Mateo County Civil Grand Jury during this inspection period. The Commission reviewed the report and provided written comments to the Board of Supervisors on its findings. The report can be viewed at: https://sanmateo.courts.ca.gov/system/files/grand-jury/vacant-valuable-and-vulnerable-reimagining-san-mateo-countys-youth-services-facilities.pdf			
Recommendations	Probation Department Website The Probation Department’s website should be regularly updated and include a prominent English/Spanish language toggle to ensure parents, guardians, and members of the public can readily access timely, accurate, and accessible information regarding: <ul style="list-style-type: none"> ● General Information ● Visiting and Telephone Information and Policies ● Contact Information for: <ul style="list-style-type: none"> ○ Juvenile Hall, SYTF, and the Probation Services ○ School Department ○ Correctional Health: Medical and Dental Services Behavioral Health & Recovery Services 			



JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
JUVENILE HALLS AND CAMP
HILLCREST JUVENILE HALL
2024- 2025

	<ul style="list-style-type: none"> ○ Private Defender Program ● 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.
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POLICIES & PROCEDURES				
	YES	NO	N/A	COMMENTS
Policy and Procedure Manual Juvenile Hall	X	<input type="checkbox"/>	<input type="checkbox"/>	The Policy and Procedure Manual was updated in 2023. There are also policies under development.
Facility Rules	X	<input type="checkbox"/>	<input type="checkbox"/>	
Has the Policy and Procedure Manual been updated to reflect current laws and regulations?	X	X	<input type="checkbox"/>	Some policies are still under development
Implementation of Court Orders	X	<input type="checkbox"/>	<input type="checkbox"/>	Court orders are generally conveyed to the Probation Department through a standardized form completed by the Court Officer, who is a probation employee. The Court Officer handwrites information onto the form and the minute order are typically entered into Odyssey within 24 hours. The original form is placed in the youth’s physical file. Court orders are also communicated verbally to staff, and notifications involving system partners are conveyed either verbally or via email.



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
 JUVENILE HALLS AND CAMP
 HILLCREST JUVENILE HALL
 2024- 2025**

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	X	X	<input type="checkbox"/>	The commission was not consistently notified of serious incidents, legal action, and important changes as agreed upon.
Training: Institutions Overtime: Eligibility & Training Requirements	<input type="checkbox"/>	X	<input type="checkbox"/>	Adult probation officers routinely work overtime shifts within the facility. The Commission was unable to determine what training, if any, these officers receive before working directly with youth. Because the law, mission, and legislative intent of the juvenile and adult probation systems differ significantly, the Commission seeks clarification regarding the eligibility and training requirements for staff working with incarcerated youth at this facility.
Use of Force Policy	X	<input type="checkbox"/>	<input type="checkbox"/>	The facility does not use OC Spray, the WRAP, or Tasers.
Anti-Harassment & 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.
Individual and Facility Searches	X	<input type="checkbox"/>	<input type="checkbox"/>	<ul style="list-style-type: none"> ● 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.



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
 JUVENILE HALLS AND CAMP
 HILLCREST JUVENILE HALL
 2024- 2025**

				<ul style="list-style-type: none"> • Random routine sweeps are conducted of the housing units, school building, all and other buildings and areas within the facility.
Youth Movements Within the Facility	X	<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"> • Undermines Rehabilitation Goals by creating a punitive environment that can create resentment rather than encouraging personal growth or accountability. • 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. • 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. • Erode Trust: between youth and staff—which is critical for successful rehabilitation. • 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.
Step Program: Behavioral Modification System	X	<input type="checkbox"/>	<input type="checkbox"/>	<p>Step: 0</p> <ul style="list-style-type: none"> • No Privileges <p>Step 1 Restrictions</p>



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
 JUVENILE HALLS AND CAMP
 HILLCREST JUVENILE HALL
 2024- 2025**

				<ul style="list-style-type: none"> ● No MP3 Player ● No weekly snacks or special food allowed ● Use of individual ethnically appropriate hygiene products is prohibited. ● Restricted recreational activities ● Goes in cell 30 minutes early each night. <p>Step 2 Privileges</p> <ul style="list-style-type: none"> ● Use of assigned MP3 Player ● Receives 2 weekly snacks and has access to additional or special foods ● Allowed to access to individual ethnically appropriate hygiene products (not provided by facility) ● Can participate in special programming with staff member. ● Can serve as a helper on the housing unit <p>It should be noted that:</p> <ul style="list-style-type: none"> ● The Forest 3 Unit has been without MP3 players for over a year without explanation. ● The MP3 players were intended to be used as a therapeutic tool for youth and not a privilege that could be taken away unless they violate the use contract. ● The use of ethnically appropriate hygiene products are protected under the Youth Bill of Rights and are not considered to be a privilege that can be taken away as a form of punishment.
Room Confinement Policy	<input type="checkbox"/>	X	<input type="checkbox"/>	New policy was referenced in BSCC targeted inspection report. Policy was not provided for review.



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
 JUVENILE HALLS AND CAMP
 HILLCREST JUVENILE HALL
 2024- 2025**

Personal Items: Allowed in cells	X	<input type="checkbox"/>	<input type="checkbox"/>	Clothing, personal hygiene, educational books and materials, tablets, MP3 players, photos, drawings, magazines, letters, pencils, journals, and paper are allowed in cells. Hardcover books and any item(s) that exceeds the approved limits are stored at staff desk on the housing unit.
Voting Rights: Written Voting Policy:	<input type="checkbox"/>	X	<input type="checkbox"/>	<p>Official policy was still under development.</p> <p>Elections Code section 2105.7: State and local juvenile detention facilities have an affirmative duty to ensure the following:</p> <ul style="list-style-type: none"> ● Identify every eligible voter in the facility. ● Provide voter registration application (paper or online) to each eligible person. ● Assist every eligible voter to register unless the person declines this assistance. ● Paper registrations: assist in returning the completed form(s) to the county elections official.
Admissions Youth Orientation & General Information Packet	X	<input type="checkbox"/>	<input type="checkbox"/>	<p>We recommend the following items be added:</p> <ul style="list-style-type: none"> ● Youth Bill of Rights ● How to request religious services and materials. ● The name and contact information for the youth's Attorney Probation Officer, and the name of the Group Supervisor who is assigned to write their child's behavioral summary and court reports.
Visiting Policies	X	<input type="checkbox"/>	<input type="checkbox"/>	<ul style="list-style-type: none"> ● Youth are afforded two regular in-person visits each week and one Zoom visit. ● Zoom visits are scheduled each week on Wednesdays. ● Appointments are required to visit. ● Visitors must call admissions a day in advance to obtain an appointment to visit. ● Visitors must show an ID to visit ● All in-person visitors must arrive at least 10 minutes



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
 JUVENILE HALLS AND CAMP
 HILLCREST JUVENILE HALL
 2024- 2025**

				<p>prior to their scheduled visit. Visitors who arrive after this time will have their visits cancelled.</p> <ul style="list-style-type: none"> • Visitors must pass a background screening.
Audio and Video Recording: Storage	X	<input type="checkbox"/>	<input type="checkbox"/>	Video recordings are stored on a server for 1+ years. It is unclear which employees have access to the recordings or what the criteria is for approved review.
Telephone Policy and Approval Procedures	X	<input type="checkbox"/>	<input type="checkbox"/>	<ul style="list-style-type: none"> • The telephone policy is currently being updated to include extended family members, consistent with the Youth Bill of Rights. • The Court, Probation Officer, and the Superintendent of the facility may approve individuals to be added to a youth's approved telephone call list.
Tablet Policy	<input type="checkbox"/>	X	<input type="checkbox"/>	We were not provided with a policy related to tablet use. Tablets were implemented at the facility in 2024.
Desktop and Laptop Computer Policy	X	<input type="checkbox"/>	<input type="checkbox"/>	Reviewed item. Policy under development and not available.
Internet Policy	X	<input type="checkbox"/>	<input type="checkbox"/>	Reviewed item. Policy under development and not available.
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"/>	A policy is needed. The Youth Bill of Rights affords youth the use of electronic mail if they have access to a computer and internet.
MP3 Player Policy	X	<input type="checkbox"/>	<input type="checkbox"/>	The MP3 policy was drafted by youth with the assistance of staff and Commission members. The MP3 players are intended to serve as therapeutic tools to help reduce sensory deprivation during extended periods of locked confinement, and reduce stress and anxiety, elevate mood, and assist in the



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
 JUVENILE HALLS AND CAMP
 HILLCREST JUVENILE HALL
 2024- 2025**

				treatment of insomnia. You have access to their MP3 Players 24/7 unless they have violated the terms of use contract.
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.
Approved Magazine & Books List	X	<input type="checkbox"/>	<input type="checkbox"/>	
Recommendations	<p>Electronic Monitoring Program</p> <ul style="list-style-type: none"> • Provide EMP to Out of County youth as an alternative to incarceration. <p>Visiting</p> <ul style="list-style-type: none"> • Revise the visiting policy to increase the number of youth permitted to visit at each time slot. Bringing back the tables that were removed from the visiting room will reduce the need to turn visitors away. • The Commission also recommends revisiting the current appointment and late arrival policies. Neighboring counties, such as San Francisco, allow all visitors who arrive during visiting hours and do not require appointments. Given common barriers such as work schedules, traffic, transportation challenges, and childcare responsibilities, visiting policies should prioritize flexibility and accessibility. Strengthening these policies will help ensure that parents and guardians are able to maintain meaningful connections with youth and that families are supported whenever opportunities for visitation arise. <p>Orientation Packet for Youth</p> <ul style="list-style-type: none"> • Include a copy of the Youth Bill of Rights in the youth orientation packets <p>Intake Forms</p> <ul style="list-style-type: none"> • 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. <p>Orientation Packet for Parents/Guardians</p> <ul style="list-style-type: none"> • Include a copy of the Youth Bill of Rights 			



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
 JUVENILE HALLS AND CAMP
 HILLCREST JUVENILE HALL
 2024- 2025**

	<ul style="list-style-type: none"> • General contact information for the Juvenile Hall. • Name and contact information for the youth’s Probation Officer, Attorney, Behavioral Health and Recovery Services, Correctional Health, and Hillcrest School
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DUE PROCESS				
REVIEWED	YES	NO	N/A	COMMENTS
Grievance Forms	X	<input type="checkbox"/>	<input type="checkbox"/>	English grievance forms are available in Admissions and at 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"> • Improper Strip Searches • Youth Bill of Rights violations • Lack of dental care • Food related issues • Temperature issues on housing unit and in cells • Cold water in showers • Staff subjectively deducting behavior points resulting in a loss of privileges. • Questionable Staff Interactions
Grievance Process	X	<input type="checkbox"/>	<input type="checkbox"/>	Process: <ul style="list-style-type: none"> • Multiple youth filed grievances regarding the conduct of ISM Ramirez during the February 18, 2026 strip search incident. Those same grievances, including appeals were reviewed and decided by ISM Ramirez. Allowing the staff member who is the subject of a grievance to investigate, review, or determine its



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
 JUVENILE HALLS AND CAMP
 HILLCREST JUVENILE HALL
 2024- 2025**

				<p>outcome represents a clear conflict of interest, raises serious due process concerns, and undermines the integrity of the grievance process.</p> <ul style="list-style-type: none"> Forms, appeals, instructions, and related materials should also be available in Spanish and other commonly spoken languages to ensure meaningful access for youth.
Grievance: Appeals	X	X	<input type="checkbox"/>	Not all of the documentation was made available to the team.
Grievance Trends	X	<input type="checkbox"/>	<input type="checkbox"/>	A youth reported a female teacher had made a racist comment. Others were related to the substandard food.
Recommendations	<p>Grievance Process and Forms:</p> <ul style="list-style-type: none"> Ensure grievance forms, appeal forms, instructions, and related materials are available in Spanish and other commonly spoken languages to support meaningful access to the grievance process. Establish an independent grievance review process that prohibits staff from reviewing, investigating, or deciding grievances involving their own conduct. Grievances, appeals, and allegations of staff misconduct should be reviewed by a neutral party to prevent conflicts of interest, protect due process, and preserve the integrity of the grievance system. 			

SEXUAL ABUSE PREVENTION				
	YES	NO	N/A	COMMENTS



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
 JUVENILE HALLS AND CAMP
 HILLCREST JUVENILE HALL
 2024- 2025**

Are there established reporting protocols for youth and staff?	X	<input type="checkbox"/>	<input type="checkbox"/>	
Do youth have access to all of the following Confidential Reporting sources: <ul style="list-style-type: none"> ● Telephone ● In-person ● Tablet ● Mail ● Other 	<input type="checkbox"/>	X	<input type="checkbox"/>	<p>Youth must ask staff to use the phone.</p> <p>It is unclear if you know how the procedures for sending a confidential letter outside of the facility.</p> <p>Youth are assigned tablets that require staff to input the youth’s approved contacts. The tablets have not been programmed with OYCR, BSCC, Ombudsmen, the Commission, PREA and other reporting agencies or their attorney’s phone numbers.</p> <p>Youth with laptops can also make a confidential report online.</p>
Strip Search: Violations	X	<input type="checkbox"/>	<input type="checkbox"/>	<p>On February 18, 2026, twelve youth housed on the Forest 3 unit were subjected to illegal strip searches authorized by ISM Carmen Ramirez. This incident was fully investigated by the Office of Youth and Community Restoration (OYCR), which determined the Department lacked the legally required basis of individualized reasonable suspicion to conduct the searches. Twelve youth had their rights violated. The searches caused harm and trauma to youth, further damaged community trust, and exposed the County to significant legal liability, particularly given San Mateo County’s well documented history of abuse within its juvenile system.</p>



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
JUVENILE HALLS AND CAMP
HILLCREST JUVENILE HALL
2024- 2025**

				<p>During inspection interviews, the Commission questioned ISM Carmen Ramirez regarding the training and corrective action she received following this incident. Ms. Ramirez reported that she had not received any training related to the incident. More troubling, she stated that she had not even been informed that her actions had been found to violate the rights of the youth involved.</p> <p>Youth reported being taunted during the incident, including staff statements such as, “<i>we are going old school.</i>” Such language is deeply troubling and carries particular weight in a county with a documented history of institutional abuse.</p> <p>The Department did not voluntarily provide documents related to this investigation to the inspection team. These records were withheld and only produced after they were specifically requested. Had the Commission not independently become aware of the incident, it may have gone entirely unreported within the inspection process.</p> <p>The Commission notes positively that, following this incident, the Department invested in a body scanner intended to reduce reliance on strip searches. The Commission fully supports this investment and the use of less intrusive technologies that better protect youth dignity and constitutional rights.</p>
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**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
 JUVENILE HALLS AND CAMP
 HILLCREST JUVENILE HALL
 2024- 2025**

				<p>Update: Although outside the inspection reporting period, it is noteworthy that Ms. Carmen Ramirez was promoted in May 2026 to a newly created leadership position responsible for compliance, oversight of the Institutional Service Managers within the facility, supervision of staff, and management of service providers.</p>
<p>Prison Rape Elimination Act Reporting</p>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<p>Chief Probation Officer John Keene indicated that the Department will begin complying with the Prison Rape Elimination Act (PREA) in 2025. Prior to this commitment, the facility had not implemented full PREA compliance measures, policies, or reporting procedures.</p> <p>At the time of the inspection, the PREA hotline routed to a voicemail system monitored by Probation staff, raising serious concerns regarding the independence, confidentiality, and integrity of the reporting process. A reporting system intended to allow youth to safely report sexual abuse, harassment, or misconduct should be independent from the agency responsible for facility operations and staff supervision.</p> <p>Given the vulnerability of incarcerated youth, particularly within a county with a documented history of abuse and institutional failures, the absence of full PREA implementation and an independent reporting mechanism is deeply concerning. Robust PREA compliance is not simply a procedural requirement. It is a critical safeguard intended to protect youth, ensure accountability, promote trust in</p>



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
 JUVENILE HALLS AND CAMP
 HILLCREST JUVENILE HALL
 2024- 2025**

				reporting systems, and prevent abuse within custodial settings.
Are youth free to make confidential telephone calls without the assistance of staff?	<input type="checkbox"/>	X	<input type="checkbox"/>	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.
Security Cameras	X	<input type="checkbox"/>	<input type="checkbox"/>	Additional security cameras were installed throughout the facility throughout this inspection period.
Youth Education: Classes or Videos	<input type="checkbox"/>	X	<input type="checkbox"/>	None were conducted during this inspection period.
Reporting: Posters and Notices:	X	<input type="checkbox"/>	<input type="checkbox"/>	Posters are posted in the visiting room in English and in Spanish.
Staff Training	<input type="checkbox"/>	X	<input type="checkbox"/>	Information on trainings, course syllabus, or general information of the trainings provided to staff by classification were not provided. Class syllabus Records were not provided
Recommendation	<ul style="list-style-type: none"> ● Prohibit strip searches absent legally required individualized reasonable suspicion and ensure all searches comply with constitutional requirements, state law, departmental policy, and youth rights protections. ● Develop and implement clear written protocols governing authorization, documentation, supervisory review, execution, and post incident reporting of all strip searches. Protocols should explicitly prohibit unit wide, group, retaliatory, punitive, or convenience based strip searches. 			



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
JUVENILE HALLS AND CAMP
HILLCREST JUVENILE HALL
2024- 2025**

- Require contemporaneous documentation for every strip search, including the individualized factual basis for reasonable suspicion, authorizing supervisor, staff involved, youth impacted, contraband recovered, and supervisory review findings.
- Implement a formal tracking and review system for all strip searches, body scanner utilization, searches yielding contraband, complaints, grievances, and policy violations. Data should be routinely analyzed for patterns, trends, staff involvement, unit specific concerns, and compliance deficiencies.
- Provide mandatory training to all staff, supervisors, managers, contractors, and service providers regarding youth constitutional rights, lawful search practices, individualized reasonable suspicion standards, trauma informed approaches, de escalation, professional conduct, and less intrusive search alternatives.
- Require immediate corrective action, retraining, and documented supervisory follow up whenever unlawful searches, rights violations, or policy breaches are identified. Staff should be informed when investigations substantiate misconduct or rights violations involving their conduct.
- Expand and prioritize use of less intrusive search technologies, including body scanners, to reduce reliance on strip searches while maintaining facility safety and security.
- Ensure all facility leadership, including personnel responsible for compliance, oversight, staff supervision, and management of service providers, receive comprehensive and ongoing training regarding youth rights, legal standards, professional conduct, supervisory responsibilities, and accountability requirements.



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
JUVENILE HALLS AND CAMP
HILLCREST JUVENILE HALL
2024- 2025**

PREA Compliance and Independent Reporting Concerns

- Achieve and maintain full PREA compliance, including implementation of all required policies, procedures, screening, reporting, investigative, documentation, corrective action, and auditing requirements.
- Establish an independent, confidential PREA hotline and reporting mechanism that is not monitored, accessed, screened, or controlled by Probation staff.
- Provide youth with multiple independent avenues for reporting sexual abuse, harassment, misconduct, and retaliation, including access to external hotlines, victim advocates, legal representatives, and oversight entities.
- Develop clear written protocols governing how PREA reports are received, documented, triaged, investigated, referred, monitored, and resolved, including timelines, supervisory review, confidentiality protections, retaliation monitoring, and chain of custody requirements.
- Implement a formal system for tracking all PREA complaints, allegations, hotline contacts, investigations, findings, substantiation outcomes, corrective actions, and follow up measures. Tracking should include trend analysis, repeat concerns, staff involvement, location data, and retaliation monitoring.
- Establish regular internal and external oversight review of PREA reporting data, investigative outcomes, corrective actions, and compliance trends to ensure accountability, transparency, and continuous improvement.
- Provide comprehensive PREA training to all staff, supervisors, contractors, volunteers, and service providers. Training should include youth rights, professional boundaries, mandatory reporting obligations, recognizing



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
 JUVENILE HALLS AND CAMP
 HILLCREST JUVENILE HALL
 2024- 2025**

	<p>grooming and abuse indicators, retaliation prevention, trauma informed response, and PREA reporting and investigation requirements.</p> <ul style="list-style-type: none"> ● Provide all youth with regular, developmentally appropriate PREA education regarding their rights, reporting options, confidentiality, protections against retaliation, and available support resources. ● Conduct routine PREA audits, compliance reviews, and quality assurance monitoring to ensure reporting integrity, staff accountability, and sustained compliance with PREA standards.
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YOUTH BILL OF RIGHTS

	YES	NO	N/A	COMMENTS
Are youth provided a copy of the Youth Bill of Rights during the admissions process?	<input type="checkbox"/>	X	<input type="checkbox"/>	
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"/>	<input type="checkbox"/>	Posters and pamphlets provided by OYCR were posted throughout the facility in July 2024
Have staff been trained on the Youth Bill of Rights?	<input type="checkbox"/>	X	<input type="checkbox"/>	Staff reported that they “know about” the YBOR, but have not received any training or guidance on it.



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
 JUVENILE HALLS AND CAMP
 HILLCREST JUVENILE HALL
 2024- 2025**

<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"/>	<input type="checkbox"/>	<p>W&I Code 224.71</p> <ul style="list-style-type: none"> ● Youth report that they feel respected by the majority of staff at this facility. ● There was one male group supervisor that the youth reported made them feel uncomfortable. The team conveyed this information to the Assist Deputy Chief of Probation for further investigation..
<p>b) To be free from physical, sexual, emotional, or other abuse, or corporal punishment.</p>	<input type="checkbox"/>	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</p>	<input type="checkbox"/>	X	<input type="checkbox"/>	<ul style="list-style-type: none"> ● Youth reported: ● The food being served at this facility tastes terrible. ● The youth report that they are hungry for most of the day. ● The facility does not provide ethnically appropriate hygiene products. <p>It should be noted that Very few youth are obese at this facility.</p>



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
 JUVENILE HALLS AND CAMP
 HILLCREST JUVENILE HALL
 2024- 2025**

<p>that fits. Clothing, grooming, and hygiene products shall be adequate and respect the child’s culture, ethnicity, and gender identity and expression.</p>				
<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>	X	<input type="checkbox"/>	<input type="checkbox"/>	<p>Prescription Eyeglasses: Youth continue to face wait times of 4-6 weeks to see an ophthalmologist and receive prescription eyeglasses. While this represents an improvement from prior inspections, when youth waited up to a year or more, the delay still hinders their ability to participate fully in education and rehabilitation programming and may negatively impact their self esteem.</p> <p>Dental Care: Youth do not receive adequate and timely dental care at this facility during this inspection period.</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>	X	<input type="checkbox"/>	<input type="checkbox"/>	



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
 JUVENILE HALLS AND CAMP
 HILLCREST JUVENILE HALL
 2024- 2025**

<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>	X	<input type="checkbox"/>	<input type="checkbox"/>	<p>In 2024, Probation Chief John Keene informed the Commission that the Department had ended the use of strip searches on youth in detention. Eliminating this practice represents an important step toward more humane and trauma informed policies and practices. Research shows that these invasive searches are degrading, can inflict lasting psychological harm, compound existing trauma, and reinforce fear and distrust in a system meant to support youth.</p> <p>During this inspection period, at least 12 youths were subjected to strip searches at the direction of ISM on duty, that produced no contraband, and who OYCR later determined to be unlawful..</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>	X	<input type="checkbox"/>	<input type="checkbox"/>	<p>The Probation Department’s policy on electronic communications (email) appears to conflict with language OYCR’s issued on the Youth Bill of Rights, which state that youth may use electronic communication if they have access to a computer or other technology to do so.</p>



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
 JUVENILE HALLS AND CAMP
 HILLCREST JUVENILE HALL
 2024- 2025**

<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"/>	<input type="checkbox"/>	<p>Confidential professional visits are not being honored. Youths must share sensitive and confidential information in front of staff, other youths, and even other youths' families. Visits are also videorecorded..</p>
<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 expression, mental or physical disability,</p>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
 JUVENILE HALLS AND CAMP
 HILLCREST JUVENILE HALL
 2024- 2025**

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"/>	<input type="checkbox"/>	The current policy prohibits youth from going outside when temperatures exceed 90 degrees. There have been no reported incidents of heat related illness or injury at this facility. This policy should be revised to ensure compliance 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	<input type="checkbox"/>	Youth have contact with their attorney’s. However, contact with members of their legal team (social worker, investigator, advocate) are not consistently honored in a confidential setting. Essentials tools such as laptops are often prohibited from entering the visiting room. Youths do not have consistent access to reporting agencies and the Commission to which they are legally allowed to contact under this section.



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
 JUVENILE HALLS AND CAMP
 HILLCREST JUVENILE HALL
 2024- 2025**

<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>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<p>Religious books, materials, and studies on the housing unit(s) are limited to the Christian faith.</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 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>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
 JUVENILE HALLS AND CAMP
 HILLCREST JUVENILE HALL
 2024- 2025**

<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"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<p>Institutional Service Managers and Group Supervisors I–III must receive formal training on the educational rights of youth in detention and the legal obligations of the facility to ensure uninterrupted access to education. During this inspection period, the Commission received reports that educational opportunities were threatened or restricted as a form of punishment. Such practices are inconsistent with the legal protections afforded to youth in detention.</p> <p>There is a Memorandum of Understanding (MOU) between the Probation Department and the County Office of Education states that school staff are responsible for managing student behavior during instructional time unless there is an immediate safety concern. Routine probation intervention during classroom instruction undermines the authority of educational staff, disrupts learning, and conflicts with the terms of the MOU.</p> <p>The facility must establish clear guidelines and parameters for institutions staff and supervisors when making decisions or imposing discipline that could impact a youth’s access to education. These guidelines should ensure that disciplinary practices do not interfere with a youth’s right to participate fully in classroom instruction and educational programming.</p>
<p>o) To information about their rights as parents, including available parental support, reunification advocacy, and opportunities to maintain or</p>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
 JUVENILE HALLS AND CAMP
 HILLCREST JUVENILE HALL
 2024- 2025**

<p>develop a connection with their children; to access educational information or programming about pregnancy, infant care, parenting, and breastfeeding, 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>				
<p>p) To attend all court hearings pertaining to them.</p>	X	<input type="checkbox"/>	<input type="checkbox"/>	



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
 JUVENILE HALLS AND CAMP
 HILLCREST JUVENILE HALL
 2024- 2025**

q) To have counsel and a prompt probable cause hearing when detained on probation violations.	X	<input type="checkbox"/>	<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"/>	<input type="checkbox"/>	
Recommendations	The department must bring all policies and practices into full compliance with the Youth Bill of Rights and remedy the violations and related issues identified above.			

APPEARANCE OF YOUTH				
	YES	NO	N/A	COMMENTS
Appearance	X	<input type="checkbox"/>	<input type="checkbox"/>	
Personal Hygiene	X	<input type="checkbox"/>	<input type="checkbox"/>	Youths are given the the opportunity to shower everyday.
Clothing	X	<input type="checkbox"/>	<input type="checkbox"/>	Several youth reported an urgent need for tank tops, particularly during warmer weather. Youth are generally not permitted to go shirtless within the facility, yet the current clothing options are not appropriate for hot conditions. Youth reported that the heat and lack of suitable clothing make it difficult to fully participate in Large Muscle Activities.



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
 JUVENILE HALLS AND CAMP
 HILLCREST JUVENILE HALL
 2024- 2025**

				Providing tank tops would help address this issue by allowing youth to remain appropriately dressed while also ensuring they can comfortably and safely participate in physical activity.
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.
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 other forms of discomfort from the hygiene products provided by the facility. Issues related to these products have been documented for decades and continue to 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.



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
 JUVENILE HALLS AND CAMP
 HILLCREST JUVENILE HALL
 2024- 2025**

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.
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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.
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 long delays with receiving dental care and reduced mental health services. General healthcare was rated as very good and no issues were noted. However, Eyeglasses were the exception with a wait of 4-6 weeks.



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
 JUVENILE HALLS AND CAMP
 HILLCREST JUVENILE HALL
 2024- 2025**

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"/>	
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"> ● mental health ● substance abuse ● educational 	X	<input type="checkbox"/>	<input type="checkbox"/>	One youth had received a substance abuse assessment.
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.



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
 JUVENILE HALLS AND CAMP
 HILLCREST JUVENILE HALL
 2024- 2025**

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.
Describe a typical day at the facility.	A typical day begins around 7:30 am and ends around 8:30 pm. Youth assigned to Step 0 and Step 1 are required to return to their cells 30 minutes earlier than other youth on the unit. 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 and Catholic Prayers services are offered on Sunday mornings. Visiting takes place Saturday-Thursday. Professional Visits take place everyday.			
What programs do you look forward to participating in most?	Popular Programming <ul style="list-style-type: none"> ● Life Skills: Cooking Class ● CTE Classes ● Education-School ● LMA-Excercise 			



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
 JUVENILE HALLS AND CAMP
 HILLCREST JUVENILE HALL
 2024- 2025**

What programs or activities help you reflect on the thinking patterns and behaviors that brought you into the criminal justice system?	<ul style="list-style-type: none"> ● Mental Health Therapy ● Cooking ● Mentors and CASA's ● MP3 players- Music Therapy ● Increased Physical Activity helps release stress and improve sleep.
Recommendations	Youth Exit Survey <ul style="list-style-type: none"> ● 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.

STAFF INTERVIEWS				
QUESTIONS	YES	NO	N/A	COMMENTS
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 III's assign court reports to housing unit staff.



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
 JUVENILE HALLS AND CAMP
 HILLCREST JUVENILE HALL
 2024- 2025**

Do you have the tools, training, and staffing needed to perform your duties?	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Chronic lack of staffing was the common areas of concern.
Do you have any ideas or suggestions on how to improve operations of this facility?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<ul style="list-style-type: none"> ● Expand reentry services ● More funding for staff to create programs. ● Allow group supervisors to attend and participate in MDT meetings
How is critical information communicated to staff and service partners? i.e.. BHRS, school, attorney.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<ul style="list-style-type: none"> ● Most information is exchanged orally. ● Court and legal related information is computerized. ● BHRS, Correctional Health, Courts, and the School all use different systems.
Protocol for identifying youth with cognitive or developmental disabilities?	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<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"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Formal training has not been provided.
Are the individual therapeutic goals tracked and measured against actual outcomes?	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<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.
Serious Incident Support	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Support services are available to staff. There are no stigmas attached to utilizing supportive services.



JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
JUVENILE HALLS AND CAMP
HILLCREST JUVENILE HALL
2024- 2025

Promotion Process: Qualifications	X	<input type="checkbox"/>	<input type="checkbox"/>	<ul style="list-style-type: none"> • Annual performance reviews cover attendance, training, creating programs, meeting annual goals, and standards. • Group Supervisor II & III positions require a 4-year degree.
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CORRECTIONAL HEALTH				
	YES	NO	N/A	COMMENTS
Correctional Health Budget	<input type="checkbox"/>	X	<input type="checkbox"/>	All medical care and costs are covered under the Correctional Health Budget.
Electronic Medical Records System	X	<input type="checkbox"/>	<input type="checkbox"/>	The County of San Mateo has implemented a new electronic health records system in 2025.
Emergency Medical Care	X	<input type="checkbox"/>	<input type="checkbox"/>	<ul style="list-style-type: none"> • Nurses triage care • Youth are transported to San Mateo Medical Center to receive care. • Youths are examined and treated by a Nurse Practitioner, Physician's Assistant, and/or medical doctor.



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
 JUVENILE HALLS AND CAMP
 HILLCREST JUVENILE HALL
 2024- 2025**

Routine Medical Care	X	<input type="checkbox"/>	<input type="checkbox"/>	<ul style="list-style-type: none"> ● Nurses provide majority of care. ● Hours of Operation: 6:00 am - 10:00 pm ● All youth receive a physical exam upon entering the facility. ● Youth see a nurse within 12 hours of their arrival. ● Youth receive a physical exam within 96 hours of arrival. ● Probation is responsible medical, dental, & BHRS referrals ● Dr. Natasha, MD is at facility for 4 hours every Wednesday ● NP Shaula Kauffman has clinic on Wednesday ● Psychiatrist: Dr Bashiri is on site every Tuesday. ● BHRS uses the Avatar Electronic Health Records System ● Medical staff use EPIC Electronic Health Records System ● Nursing staff can access Avatar and view progress notes ● Psychiatrist RX's are written in EPIC. ● CAIR is also utilized for vaccines, etc. ● Cal Aim is expected to be online 12/2025.
Emergency Dental Care	<input type="checkbox"/>	X	<input type="checkbox"/>	<p>Emergency dental care is not being provided in a timely manner. Several youth have gone months with broken teeth, and youth requiring root canals have not received necessary treatment. Youth experiencing oral infections and significant tooth pain have reported waiting over a month to see a dentist. The lack of timely dental care raises serious concerns about the humane treatment and health needs of youth in custody.</p> <p>An on-call emergency dentist needs to be identified and contracted with to provide emergency dental services and treatment to youth.</p>
Routine Dental Care	X	<input type="checkbox"/>	<input type="checkbox"/>	<p>There is a dentist that visits the facility approximately once per month. This is insufficient to meet the dental needs of youth at this facility and should be increased to at least every other week.</p>



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
 JUVENILE HALLS AND CAMP
 HILLCREST JUVENILE HALL
 2024- 2025**

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. Medi-Cal covers up to 50% of the cost of orthodontics. The youth’s parents are otherwise responsible for the costs of orthodontic services and care.
Vision and Eyeglasses	X	<input type="checkbox"/>	<input type="checkbox"/>	The current wait to see an eyedoctor and obtain a pair of prescription eyeglasses has gone down from 1+ years in 2022, to up to 4-6 weeks in 2025.
Audiology	X	<input type="checkbox"/>	<input type="checkbox"/>	Correctional Health conducts hearing screenings on as as needed basis..
Pharmacy Services	X	<input type="checkbox"/>	<input type="checkbox"/>	<ul style="list-style-type: none"> ● Pharmacy services are provided by the San Mateo County Medical Center. Prescriptions are sent electronically ● Parents/Guardians are allowed to bring their child’s prescription medication(s) to the facility, when applicable. ● 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. ● Medications can be delivered to the facility daily.
Medication logs, labeling and storage	X	<input type="checkbox"/>	<input type="checkbox"/>	All medication is logged, labeled, and stored in a secure location.
Continuum of Care: Medication	X	<input type="checkbox"/>	<input type="checkbox"/>	Youth can receive up to a 30 day supply of medication at release.
Diagnostic Testing & Laboratory Services	X	<input type="checkbox"/>	<input type="checkbox"/>	The facility provides medical screenings and testing. 26 youths received testing in 2024. (current foer 2025)



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
 JUVENILE HALLS AND CAMP
 HILLCREST JUVENILE HALL
 2024- 2025**

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.
Drug and Alcohol Screenings	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"/>	Youth who are actively experiencing withdrawal from opioids or alcohol are treated according to established protocols, which include close monitoring and the administration of medications to manage withdrawal symptoms.
Substance Abuse Treatment Services	<input type="checkbox"/>	X	<input type="checkbox"/>	The San Mateo County does not have a single inpatient or residential substance abuse treatment bed for its youth..
Reproductive Health Care and Education	X	<input type="checkbox"/>	<input type="checkbox"/>	The medical staff provide reproductive health care, STI/STD and HIV education, testing, and treatment. Condoms and other birth control methods are available upon request.
Prenatal Care	X	<input type="checkbox"/>	<input type="checkbox"/>	Pregnant youths receive prenatal care and supportive services.
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 and Notifications	X	<input type="checkbox"/>	<input type="checkbox"/>	



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
 JUVENILE HALLS AND CAMP
 HILLCREST JUVENILE HALL
 2024- 2025**

Recommendations	<ul style="list-style-type: none"> ● Timely Healthcare Access: Ensure all youth receive timely dental, medical, vision, and hearing screenings upon admission, prompt follow up care, and ongoing access to necessary treatment throughout detention, including emergency and specialty services. ● Dental Care: Establish clear timelines, protocols, and oversight mechanisms for routine, urgent, and emergency dental care to prevent prolonged pain, untreated infections, and delayed treatment. ● Tracking and Accountability: Implement a system to track healthcare referrals, appointment requests, treatment timelines, delays, missed appointments, and unresolved medical, dental, vision, and hearing needs to strengthen oversight and accountability. ● Staff Training and Reporting: Train staff to recognize, document, and promptly respond to youth health concerns, pain complaints, dental emergencies, vision impairments, and hearing issues. ● Oversight and Quality Assurance: Conduct regular audits and multidisciplinary reviews of healthcare access, treatment delays, unresolved complaints, and outcomes to ensure compliance with legal requirements, timely responsiveness, and continuity of care.
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MEALS AND NUTRITION				
	YES	NO	N/A	COMMENTS
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 was \$89.94 in FY 2023. The county paid \$1,705,714.36 to feed an average of 27 youth per day.



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
JUVENILE HALLS AND CAMP
HILLCREST JUVENILE HALL
2024- 2025**

Subsidized Meals	X	<input type="checkbox"/>	<input type="checkbox"/>	The facility's food costs are offset by funding ³ provided by federal and state school based breakfast and lunch programs.
Food Service Preparation and Meal Service	X	<input type="checkbox"/>	<input type="checkbox"/>	<p>The Sheriff's Department Dietary Services staff deliver pre made single serving meals in reusable plastic containers to Juvenile Hall twice daily, seven days a week. Each meal costs roughly \$90 per youth. Meals arrive in two containers, one for hot food and one for cold food..</p> <p>Probation staff are responsible for refrigerating, heating, and distributing daily meals and snacks. Youth eat their meals at the tables in the housing units. Kitchen Helpers are identified by staff and assist with clearing and wiping down the tables after meals. Dietary staff collects and cleans the food containers</p>
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"> ● Breakfast: 8:00 am ● Lunch: 12:30 pm ● Dinner: 4:30 pm ● Snacks: 10:25 am & 8:30 pm
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"/>	

³ Please see attachments for a detailed breakdown of food costs.



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
 JUVENILE HALLS AND CAMP
 HILLCREST JUVENILE HALL
 2024- 2025**

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.
Are the meals appetizing?	<input type="checkbox"/>	X	<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"> ● Youth consistently report that San Mateo County's food is the worst. ● Lunch on the day of our inspection consisted: <p>The menus reviewed show need for improvement: Removal of Otameal, Cold Slaw 2x in one day, burnt broccoli, bologna and cheese sandwiches, chicken patties. Need more fresh seasonal fruit (grapes, berries, watermelon, plums, peaches and regular green salad.</p>
Beverages	X	<input type="checkbox"/>	<input type="checkbox"/>	Regular and lactose-free milk are provided with meals.



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
 JUVENILE HALLS AND CAMP
 HILLCREST JUVENILE HALL
 2024- 2025**

Are meal menus posted in the dayroom?	X	<input type="checkbox"/>	<input type="checkbox"/>	
Are snacks provided?	X	<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?	X	<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.
Other Food Related Programs	X	<input type="checkbox"/>	<input type="checkbox"/>	<ul style="list-style-type: none"> ● 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. ● 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.
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 illness were reported during this inspection period.



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
 JUVENILE HALLS AND CAMP
 HILLCREST JUVENILE HALL
 2024- 2025**

Comments	<p>In the Spring of 2021, the food services program at the facility ended. Probation entered into a MOU⁴ 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>
Recommendations	<p>Food Service Contract:</p> <ul style="list-style-type: none"> ● Terminate current food services contact ● Move Dietary Services back up to the juvenile hall to prepare meals onsite daily for less than \$89.94 a meal. ● Terminate the current Food Services contract with the San Mateo County Sheriff’s Department. ● Eliminate canned fruits and frozen vegetables, whenever possible and substitute them with fresh fruits, vegetables, and salads. ● Offer additional sources of protein such as nuts and seeds are also recommended to offset hunger. ● Maintain a supply of hot sauce and seasoning

BEHAVIORAL HEALTH AND RECOVERY SERVICES

	YES	NO	N/A	COMMENTS
Mental Health Services	<input type="checkbox"/>	X	<input type="checkbox"/>	When staffing allows the following services are available to youth: 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.

⁴ MOU: Memorandum of Understanding



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
 JUVENILE HALLS AND CAMP
 HILLCREST JUVENILE HALL
 2024- 2025**

				Services are based upon the real time needs of the youth and their families.
Caseload Ratios: Clinicians	X	<input type="checkbox"/>	<input type="checkbox"/>	Current caseload ratios were unavailable due to staffing fluctuations.
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 and 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.
Translation Services: Clients and Families?	X	<input type="checkbox"/>	<input type="checkbox"/>	Most clinicians speak Spanish. Translation services for other languages, including Tongan, are provided through a contracted interpretation service.
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"/>	
Family Therapy	X	<input type="checkbox"/>	<input type="checkbox"/>	Provided by court order
Is the BHRS team at this facility fully staffed?	<input type="checkbox"/>	X	<input type="checkbox"/>	



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
 JUVENILE HALLS AND CAMP
 HILLCREST JUVENILE HALL
 2024- 2025**

Are staffing levels adequate to meet the level of care clients need?	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	No, the team is short one part time clinician.
Vacant Positions	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	There are numerous vacant positions
What are the biggest challenges for BHRS staff at this facility?	<input checked="" type="checkbox"/>	<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?	<input checked="" type="checkbox"/>	<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.
How might the facility strengthen its mental and behavioral health treatment and service delivery?	<ul style="list-style-type: none"> • Having a designated therapeutically designed mental health space to provide services in. • Probation Staffing: 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. 			
Recommendations	<ul style="list-style-type: none"> • Staffing: Maintain adequate staffing to meet the mental health needs of youths and their families. 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. • 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. • Training Assistance: Assist the Probation Department in developing training for all 			



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
 JUVENILE HALLS AND CAMP
 HILLCREST JUVENILE HALL
 2024- 2025**

- staff who interact with youth in the following areas:
- Providing trauma-informed care to vulnerable youth populations.
 - Managing youth with mental health needs.
 - Impacts of trauma and abuse on the developing brain
 - Adverse Childhood Experiences
 - Identifying youth with cognitive and developmental differences.
 - Effective communication skills

REHABILITATIVE AND THERAPEUTIC PROGRAMMING AND SERVICES

	YES	NO	N/A	COMMENTS
Programming Schedules	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Programming schedules were not provided.
High School and Post-Secondary Education	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<ul style="list-style-type: none"> ● High School Weekly Schedule: Monday, Tuesday, Thursday & Fridays: 8:45 am - 2:40 pm. Wednesdays: 9:00 am - 12:30 pm.. ● School Year: School is offered year round school with seasonal breaks of 1-2 weeks in length. ● 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.
Career Technical Education Vocational Training	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A CTE course was offered during this inspection period. The course included modules in dental assisting, automotive, and building and construction, along with OSHA safety certification. Youth were highly engaged and expressed appreciation for the opportunity. Staff reported plans to offer quarterly CTE sessions next year, with selected youth



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
 JUVENILE HALLS AND CAMP
 HILLCREST JUVENILE HALL
 2024- 2025**

				participating on a rotating basis.
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.
Indoor RecreationI	X	<input type="checkbox"/>	<input type="checkbox"/>	Each housing unit is equipped with board games, video game console, television capable of streaming movies, educational content, and sporting events, a bookcase with paperback books, and a ping pong table.
Outdoor Recreation	X	<input type="checkbox"/>	<input type="checkbox"/>	The outdoor recreation space is a highlight of the facility and critical to promoting physical activity, outdoor programming, and access to fresh air and sunlight. The area includes a running track, basketball courts, soccer field, and turf field used for soccer, kickball, and flag football. There is currently no outdoor seating Basketball and soccer nets need to be replaced.
Mental Health Services ⁵	X	<input type="checkbox"/>	<input type="checkbox"/>	See BHRS Section Above
Multisensory De-escalation, Calming and Art Therapy Room	<input type="checkbox"/>	X	<input type="checkbox"/>	Youths have not had access to this room since they attended the “Grand Opening” public event on November 9, 2023. Staff reported “we forget we have it because we don’t have the staffing to use it”.
Substance Abuse: Treatment Assessments	X	<input type="checkbox"/>	<input type="checkbox"/>	BHRS is responsible for conducting assessments. Identifying a treatment need through an assessment does not ensure that appropriate substance use services will be provided, raising concerns regarding access to recommended care.

⁵ Please see Ancillary Services section of this report for detailed information



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
 JUVENILE HALLS AND CAMP
 HILLCREST JUVENILE HALL
 2024- 2025**

Substance Abuse: Treatment	<input type="checkbox"/>	X	<input type="checkbox"/>	The facility does not provide substance use treatment, and no inpatient placement options exist for youth in San Mateo County, which does not maintain a single county operated or contracted inpatient substance use treatment bed for youth or a contract for inpatient substance use treatment services.
Substance Abuse: Prevention and Education	X	<input type="checkbox"/>	<input type="checkbox"/>	The Commission referred the Addiction Education Society to provide its six session, science based addiction education curriculum focused on brain development, addiction, risk factors, and healthy decision making regarding substance use.
Victim Impact and Awareness	X	<input type="checkbox"/>	<input type="checkbox"/>	Victim Impact and Awareness classes are available online by court order; however, youth reported that the classes lack depth and that the online format limits meaningful participation. In person group sessions on the housing units would likely provide a more therapeutic, engaging, and impactful opportunity to build victim empathy, accountability, and understanding of the impact of crime on victims, families, and communities.
Parenting Classes: For Youth With or Expecting Children	<input type="checkbox"/>	X	<input type="checkbox"/>	
FLY Law Program	X	<input type="checkbox"/>	<input type="checkbox"/>	FLY volunteers facilitate the same 12 week curriculum on youth rights and the law for individuals detained in the Juvenile Hall. The curriculum repeats up to three times per year.
Mind Body Awareness	X	<input type="checkbox"/>	<input type="checkbox"/>	Weekly mindfulness meditation workshops and one-on-one coaching.



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
 JUVENILE HALLS AND CAMP
 HILLCREST JUVENILE HALL
 2024- 2025**

Success Centers	X	<input type="checkbox"/>	<input type="checkbox"/>	The program was listed as offering weekly job readiness, life skills, and computer literacy classes. However, none of the youth interviewed had participated in the program or were aware of its existence.
The Beat Within	X	<input type="checkbox"/>	<input type="checkbox"/>	A weekly volunteer facilitated writing activity in which youth are asked to write at least one paragraph on one of four preselected topics. Writings are incorporated into a bi-monthly magazine featuring submissions from program participants incarcerated in juvenile halls and prisons throughout the state.
Art of Yoga	X	<input type="checkbox"/>	<input type="checkbox"/>	Weekly Yoga Class
Airballin’ De Andre Drake	X	<input type="checkbox"/>	<input type="checkbox"/>	Weekly art and airbrushing classes
Therapeutic Beat Making, LLC.	X	<input type="checkbox"/>	<input type="checkbox"/>	A weekly program led by Elliot Gann, Psy.D., that uses hip hop and electronic music production (beat making) and DJ’ing as therapeutic and educational interventions to help participants to express themselves and gain new skills.
Tattoo Removal Program	X	<input type="checkbox"/>	<input type="checkbox"/>	In 2023, the Commission identified and arranged for two programs to provide free tattoo removal services to youth both inside and outside of the facility. New Skin can provide services within the Juvenile Hall, and the San Mateo County Sheriff’s Office can provide services through the Redwood City PAL Center. Despite these arrangements, the Probation Department has yet to implement either service pathway.
Religious Programming	X	<input type="checkbox"/>	<input type="checkbox"/>	The facility offers Christian religious services; however, youth who practice other religions or spiritual traditions do not have access to the services, religious texts, prayer materials, and



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
 JUVENILE HALLS AND CAMP
 HILLCREST JUVENILE HALL
 2024- 2025**

				spiritual resources needed to meaningfully practice their faith or beliefs.
Unscheduled Activity	X	<input type="checkbox"/>	<input type="checkbox"/>	Youth have 60+ minutes of unscheduled activity each day.
FLY: ReEntry Services: Youth 12-18	X	<input type="checkbox"/>	<input type="checkbox"/>	Youth are provided 4 hours of support during the first month following release from the Juvenile Hall, followed by 1 hour monthly check ins for up to 9 to 12 months. The program also offers one quarterly community activity, such as bowling, for up to 4 youth.
Family Engagement	X	<input type="checkbox"/>	<input type="checkbox"/>	<p>Visiting: Youth are permitted two hours per week.</p> <ul style="list-style-type: none"> ● Approved visitors may visit either in person or by Zoom, subject to availability. ● All non professional visitors must schedule visits no later than 8:00 p.m. the evening before the requested visitation time slot. Visitors who have not been formally approved, or who are determined to present a security concern, are restricted to non contact visits through glass. Additional in person or Zoom visits may be authorized by court order or approved by the youth's Deputy Probation Officer or the Superintendent. <p>Telephone Calls: 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.</p>
Music Therapy: MP3 Program	X	<input type="checkbox"/>	<input type="checkbox"/>	
Suited for Success	X	<input type="checkbox"/>	<input type="checkbox"/>	The Commission launched the Suited for Success Court Clothing Program in 2021. Since then, the program has provided more than 200 suits to system impacted youth.



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
 JUVENILE HALLS AND CAMP
 HILLCREST JUVENILE HALL
 2024- 2025**

				Participation is open to all youth who wish to participate. Each participant receives a suit, dress shirt, and tie to keep. The program promotes dignity, confidence, and equity by ensuring youth have access to professional attire for court appearances while in custody, and for job interviews, homecoming, graduation, and other formal events upon release. Many youth report that this is the first time they have owned or worn a suit. Commissioner Rasmussen coordinates the program, which also includes dry cleaning services.
ReEntry Services: Phoenix Prep Program	X	<input type="checkbox"/>	<input type="checkbox"/>	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.
FLY: ReEntry Services: Youth 12-18	X	<input type="checkbox"/>	<input type="checkbox"/>	Youth are provided 4 hours of support during the first month following release from the Juvenile Hall, followed by 1 hour monthly check ins for up to 9 to 12 months. The program also offers one quarterly community activity, such as bowling, for up to 4 youth.
FLY: Stay FLY ReEntry for Youth 18-25	X	<input type="checkbox"/>	<input type="checkbox"/>	Youth are provided case management for nine months and invited to attend quarterly community activities.
Contracted Services and RFP Process	X	<input type="checkbox"/>	<input type="checkbox"/>	Traditional approaches to delivering programming and treatment are no longer sustainable in a facility with a low and fluctuating population and high acuity youth requiring complex, individualized, trauma informed, culturally and gender responsive therapeutic interventions. More flexible contracting and procurement models are needed to secure qualified providers, fill existing gaps in programming and treatment services, and deliver timely, responsive care.



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
JUVENILE HALLS AND CAMP
HILLCREST JUVENILE HALL
2024- 2025**

Recommendations	<ul style="list-style-type: none">● RFP Process: Reform the RFP process to remove barriers for qualified providers, expand the provider pool, and improve access to specialized therapeutic services.● Fee for Service Contracting: A fee for service contracting model may provide greater flexibility to procure targeted services aligned with the identified needs of youth. Strong coordination, monitoring, and quality assurance measures will be necessary to ensure service quality and accountability.● Substance Abuse Treatment Assessments: Develop accountability measures to ensure assessments do not end with identification of need, but lead to timely referral, connection, access, and delivery of recommended substance use treatment services.● Victim Impact and Awareness: Replace online Victim Impact and Awareness classes with in person group sessions focused on victim empathy, accountability, and understanding the emotional, physical, and financial impact of crime on victims, families, and communities.● Tattoo Removal Services: Implement the free tattoo removal service partnerships previously identified and arranged by the Commission to ensure youth have access to services both inside and outside of the facility.● Outdoor Recreation:<ul style="list-style-type: none">○ Sport Equipment: The nets on all of the basketball hoops and soccer goals have needed replacement for years.○ Seating: There is no permanent seating in the space. Youth currently sit on the cement or artificial turf. Adding permanent seating such heat resistant picnic tables will provide much needed seating, support outdoor programming, and expand opportunities for youth engagement outside the housing units.● Seating: There is no permanent seating in the space. Youth currently sit on the cement or artificial turf. Adding permanent seating such heat resistant picnic tables will provide much needed seating, support outdoor programming, and expand opportunities for youth engagement outside the housing units.
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**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
JUVENILE HALLS AND CAMP
HILLCREST JUVENILE HALL
2024- 2025**

	<ul style="list-style-type: none"> • Religious and Spiritual Access: Ensure youth are afforded reasonable access to religious services, materials, and spiritual resources consistent with their faith traditions and spiritual beliefs. • ReEntry Services: Provide comprehensive, evidence based reentry services. Current programming, models, and contracted services are woefully inadequate, as demonstrated by existing recidivism outcomes.
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PROBATION SERVICES				
	YES	NO	N/A	COMMENTS
Probation Officers	X	<input type="checkbox"/>	<input type="checkbox"/>	Youth without an assigned probation officer are assigned one before their detention hearing. Caseloads are not specialized and include juveniles and adults, Secure Track, Electronic Monitoring, Wraparound, and general supervision. The department does not have a dedicated officer for foster or unhoused youth.
Caseload Ratios	<input type="checkbox"/>	X	<input type="checkbox"/>	The inspection team was unable to obtain this information.
Services Provided to Incarcerated Youth	X	<input type="checkbox"/>	<input type="checkbox"/>	Probation officers are responsible for approving visitors and callers, communicating with families, and attending meetings, including educational transition planning. They coordinate services, assessments, release and reentry planning, communicate with system partners and service providers, prepare behavioral summaries and court reports, make formal recommendations, and supervise youth upon release. They also ensure youth have reasonable access to the services, supports, and resources needed to comply with the terms and conditions of probation.
Pre Adjudication Services	<input type="checkbox"/>	X	<input type="checkbox"/>	Youth experiencing their first pre adjudication detention in Juvenile Hall are not eligible to receive therapeutic or supportive services from the Probation Department upon release.



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
 JUVENILE HALLS AND CAMP
 HILLCREST JUVENILE HALL
 2024- 2025**

Reentry Support: Basic Needs	<input type="checkbox"/>	X	<input type="checkbox"/>	There is no standardized system, dedicated resources, or contracts in place to assist youth with basic needs upon release, such as transportation to school, court ordered appointments, and mental health therapy.
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 Program	X	<input type="checkbox"/>	<input type="checkbox"/>	Youth may be court ordered to participate in the Community Care Program post adjudication. Weekend participants are tasked with landscaping and cleanup projects on county owned property surrounding the Juvenile Hall and along Paul Scannell Drive. Transportation is not provided, and the lack of public transportation options creates significant barriers for youth and their families.
Comments	Many youth enter the juvenile justice system with unresolved trauma, untreated mental health needs, and unmet basic support needs, which youth and families often lack the resources to address. Adjudication can take months, during which youth often lack access to critical services and supports. Expanding access to pre adjudication services would provide timely intervention, address underlying needs, reduce recidivism, strengthen families, and improve public safety.			
Recommendations	<ul style="list-style-type: none"> ● Caseload: Establish specialized probation caseloads, including dedicated expertise for high need populations, to ensure youth are matched with officers based on need, training, and experience. ● Pre Adjudication Services: Provide pre adjudication services and basic needs supports to youth and families during the critical period in which they are not otherwise eligible services. ● Reentry Support-Basic Needs: There is no standardized system, dedicated resources, or contracts in place to assist youth with basic needs upon release, such as transportation to school, court ordered appointments, and mental health therapy. 			



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
 JUVENILE HALLS AND CAMP
 HILLCREST JUVENILE HALL
 2024- 2025**

LOCKED CONFINEMENT				
REVIEWED	YES	NO	N/A	COMMENTS
Daily Locked Confinement				During this inspection period, youth spent between 12.5 and 14.5 hours per day locked in their cells.
Confinement Schedules				<ul style="list-style-type: none"> ● Youths are locked in their cells from 8:00-8:30 pm – 7:30–8:00 am. ● Between 5:00 - 6:00 pm each day to provide meal breaks to staff. ● When transitioning from routine movements and activities.
Conditions That Increase Locked Confinement				Additional locked confinement occurs due to staffing shortages, shift changes, medical emergencies, and security incidents and codes ⁶ .
Recommendations				<p>Reduce Periods of Locked Confinement:</p> <ul style="list-style-type: none"> ● Ensure adequate staffing to manage routine schedules and foreseeable events without unnecessarily confining youth to their cells. ● Extend the programming day to 9:00 p.m. and

⁶A “code” is an emergency radio call requesting immediate staff assistance in response to a safety threat. During a code, youth are required to lie face down with their hands behind their backs, remain silent, and await staff instruction. Once the situation is resolved, youth are returned to their cells while staff attend to the involved youth and document the incident. This process can take anywhere from minutes to hours.



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
 JUVENILE HALLS AND CAMP
 HILLCREST JUVENILE HALL
 2024- 2025**

TRAUMA INFORMED CARE				
	YES	NO	N/A	COMMENTS
Are youths screened for Adverse Childhood Experiences (ACE)?	<input type="checkbox"/>	X	<input type="checkbox"/>	
Are staff trained on Adverse Childhood Experiences (ACE)?	<input type="checkbox"/>	X	<input type="checkbox"/>	Staff report a lack of training on complex childhood trauma and child development. The need for training in these areas has been repeatedly identified by staff and remains among the top requests across inspection cycles.
Housing Unit Assignments	<input type="checkbox"/>	X	<input type="checkbox"/>	Youth of different genders may be housed together on the same units, raising considerations related to privacy, safety, and gender responsive care.
Gender-Responsive Programming	<input type="checkbox"/>	X	<input type="checkbox"/>	
Rape Trauma Services	<input type="checkbox"/>	X	<input type="checkbox"/>	Discontinued in 2021
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.
Recommendations				Adverse Childhood Experiences (ACE) <ul style="list-style-type: none"> ○ Screening: Ensure youth are screened for Adverse Childhood Experiences (ACEs) and that results are used



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
 JUVENILE HALLS AND CAMP
 HILLCREST JUVENILE HALL
 2024- 2025**

				<p>to guide individualized treatment, supports, and trauma informed interventions.</p> <ul style="list-style-type: none"> ○ Staff Training: Provide ongoing, evidence based training for all staff who interact with youth inside the facility on complex childhood trauma, child and adolescent development, and trauma informed practices aligned with current research and best practices. <p>Housing Unit Assignments: Provide separate housing for youth of different genders to support privacy, safety, trauma informed care, and gender responsive programming and services.</p> <p>Gender-Responsive Programming: Develop and implement gender responsive, trauma informed programming and services tailored to the unique needs of youth of different genders.</p>
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CULTURALLY AND LINGUISTICALLY APPROPRIATE				
	YES	NO	N/A	COMMENTS
Equitable Language Services	<input type="checkbox"/>	X	<input type="checkbox"/>	Grievance forms and legal notices mailed to parents are issued only in English, creating language access barriers for Spanish speaking families, who make up a significant portion of the population. Spanish speaking parents also report limited or ineffective communication with their child’s probation officer.
Meals and 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.
Personal Care and Grooming	<input type="checkbox"/>	X	<input type="checkbox"/>	Ethnically appropriate hygiene products are not being provided. It is unclear if hair cuts are being offered on a consistent basis or if hair braiding is even being offered at all.



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
 JUVENILE HALLS AND CAMP
 HILLCREST JUVENILE HALL
 2024- 2025**

Religion and Spirituality	X	X	<input type="checkbox"/>	The facility offers Christian religious services; however, youth who practice other religions or spiritual traditions do not have access to the services, religious texts, prayer materials, and spiritual resources needed to meaningfully practice their faith or beliefs.
Books and Reading Materials	X	<input type="checkbox"/>	<input type="checkbox"/>	Increase the availability of age appropriate books and reading materials across multiple formats, languages, and reading levels, to support literacy development and youth with learning challenges.
Observances	X	X	<input type="checkbox"/>	The facility celebrated Cinco de Mayo with Mexican food, music, and a car show. However, the discontinuation of Asian American and Pacific Islander Heritage Month programming raises concerns regarding the consistent recognition and celebration of the diverse cultures represented within the youth population.
Recommendations	<ul style="list-style-type: none"> ● Equitable Language Services <ul style="list-style-type: none"> ○ Offer grievance forms in Spanish ○ Provide all court related and legal notices in English and Spanish ○ Ensure parents can effectively communicate with their Probation Officers ● Meals: Ensure dietary services meal planning and dietary services are culturally competent and responsive to the cultural, religious, and dietary needs of youth. ● Personal Care and Grooming: Ensure access to culturally appropriate hygiene products and hair care services as required by the California Youth Bill of Rights. 			



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
 JUVENILE HALLS AND CAMP
 HILLCREST JUVENILE HALL
 2024- 2025**

	<ul style="list-style-type: none"> ● Religious and Spiritual Access: Ensure youth are afforded reasonable access to religious services, materials, and spiritual resources consistent with their faith traditions and spiritual beliefs. ● Books and Materials: Expand access to culturally and linguistically appropriate books and reading materials across multiple formats, languages, and reading levels, including graphic novels, illustrated texts, and multilingual audiobooks. ● Observances: Provide consistent, culturally responsive programming that recognizes and celebrates the diverse cultures, identities, and cultural and heritage observances represented within the facility.
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LGBTQI+				
REVIEWED	YES	NO	N/A	COMMENTS
Classification and Housing Unit Assignments	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Clothing and Hygiene	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Institutional Forms: Gender Neutral Language	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Gender Neutral Restrooms and Showers	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
 JUVENILE HALLS AND CAMP
 HILLCREST JUVENILE HALL
 2024- 2025**

LGBTQ Inclusive Healthcare	X	<input type="checkbox"/>	<input type="checkbox"/>	Provided by Correctional Health
LGBTQ Inclusive Literature and Media	X	<input type="checkbox"/>	<input type="checkbox"/>	
Celebrations & Observances	<input type="checkbox"/>	X	<input type="checkbox"/>	

TECHNOLOGY

	YES	NO	N/A	COMMENTS
Tablets				Legal Research: The California Department of Corrections utilizes law library kiosks to provide access to online legal materials and legal research. The Commission recommends exploring whether similar access could be integrated into the contracted services currently being provided by Orijin on the tablets.
Desktop Computers	X	<input type="checkbox"/>	<input type="checkbox"/>	The programming rooms on Forest 2 had one desktop computer and two on Forest 3
Internet Services and Security	X	<input type="checkbox"/>	<input type="checkbox"/>	Probation Department



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
 JUVENILE HALLS AND CAMP
 HILLCREST JUVENILE HALL
 2024- 2025**

				<ul style="list-style-type: none"> ● Comcast provides internet services to the facility. ● Software limits youth access to websites. ● Youth who are participating in college courses require alternative software as it blocks links provided by their professors to access the content and videos for course assignments, projects, and adequate prepare for exams. <p>School Department</p> <ul style="list-style-type: none"> ● The County Office of Education administers their own separate internet system(s) and software programs. The software is designed for high school students and youth under 18. ● During this inspection period, it came to light that the SMCOE system had been compromised for over a year without being detected.
Telephones	X	<input type="checkbox"/>	<input type="checkbox"/>	There is one cordless telephone available in each housing unit to make confidential telephone calls.
MP3 Equipment	X	<input type="checkbox"/>	<input type="checkbox"/>	MP3's are not consistently made available to youth. Forest 3 had been without them for almost a year. The MP3 devices, headphones, and charging stations were donated by members of the commission and are stored in office directly behind the staff desk on each unit.
TV, Audio and Video Equipment	X	<input type="checkbox"/>	<input type="checkbox"/>	The housing units have a television, DVD player, speakers, and video game consoles that have been donated by community based organizations.
Fitness Trackers: Running Program	X	<input type="checkbox"/>	<input type="checkbox"/>	At the request of ISM Ramirez, members of the Commission purchased fitness trackers, running shoes, and water bottles to support a youth running program. The program has since been discontinued, and the whereabouts of the fitness trackers and water bottles are unaccounted for.



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
 JUVENILE HALLS AND CAMP
 HILLCREST JUVENILE HALL
 2024- 2025**

Recommendations				Inventory: Establish and maintain an inventory tracking system for all technology and equipment to ensure accountability, functionality, and sufficient access to devices for all youth.
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PHYSICAL INSPECTION				
FACILITY INTERIOR AND EXTERIOR				
	YES	NO	N/A	COMMENTS
Landscaping and Gardens	X	<input type="checkbox"/>	<input type="checkbox"/>	The “Garden Program” program involves youth maintaining the facility’s interior landscaping, an activity that appears closely tied to routine facility maintenance rather than solely enrichment or therapeutic programming.
Outdoor Lighting	<input type="checkbox"/>	<input type="checkbox"/>	X	Inspection occurred in daylight.
Fencing and Gates	X	<input type="checkbox"/>	<input type="checkbox"/>	
Walkways, Pavement, and Concrete	X	<input type="checkbox"/>	<input type="checkbox"/>	No issues noted
Gutters, Roof, and Drains	X	<input type="checkbox"/>	<input type="checkbox"/>	
Exterior Paint and Windows	X	<input type="checkbox"/>	<input type="checkbox"/>	



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
 JUVENILE HALLS AND CAMP
 HILLCREST JUVENILE HALL
 2024- 2025**

Recreation Equipment	X	<input type="checkbox"/>	<input type="checkbox"/>	The nets on the basketball hoops and soccer goal nets are damaged beyond repair and need to be replaced.
Outdoor Seating	<input type="checkbox"/>	X	<input type="checkbox"/>	
Recommendations	<ul style="list-style-type: none"> ● Outdoor Recreation Space General: Maximize use of the outdoor recreation space to support physical activity, outdoor programming, and access to fresh air and sunlight. ● Recreation Equipment: Replace the basketball hoop and soccer goal nets. ● Seating: Install heat resistant seating such as picnic tables to provide much needed seating, outdoor programming, and expand opportunities for youth outside of their housing units. ● Landscaping: Ensure youth participation in the garden program is paired with identifiable educational, therapeutic, vocational, or other youth centered benefits. 			

ADMINISTRATION BUILDING

	YES	NO	N/A	COMMENTS
Lobby: Carpet and 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.



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
 JUVENILE HALLS AND CAMP
 HILLCREST JUVENILE HALL
 2024- 2025**

Lobby: Reception 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 into Admissions to ask for assistance.
Lobby: Doors and Lighting	X	<input type="checkbox"/>	<input type="checkbox"/>	Lighting is dim, which can give visitors the impression that the building is closed.
Lobby Signage and Notifications	X	<input type="checkbox"/>	<input type="checkbox"/>	OYCR Youth Bill of Rights pamphlets are available in English and Spanish. There is a TV attached to the wall that displays messages and information. The posters on the back wall ⁷ 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.
Lobby Signage and Notifications	X	<input type="checkbox"/>	<input type="checkbox"/>	OYCR Youth Bill of Rights pamphlets are available in English and Spanish. There is a TV attached to the wall that displays messages and information. The posters on the back wall ⁸ 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.
Lobby: Lockers	X	<input type="checkbox"/>	<input type="checkbox"/>	There is a bank of 24 lockers in the lobby. Lockers are clean and easy to operate.
Visiting Room: Main	X	<input type="checkbox"/>	<input type="checkbox"/>	The room contains four small visiting tables, one larger table with plastic chairs, and a table with games donated by the Commission. Despite demand for family visitation, the room is underutilized. The space should be maximized to expand family engagement and visitation opportunities.

⁷ Photos attached

⁸ Photos attached



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
 JUVENILE HALLS AND CAMP
 HILLCREST JUVENILE HALL
 2024- 2025**

Visiting Room: Family	X	<input type="checkbox"/>	<input type="checkbox"/>	There is a room adjacent to the main visiting room that is used for family visiting and youth with children. The room was cluttered and disorganized, and the furnishings were sparse, institutional, and not appropriate for a family centered space.
Visiting Room: Conference Room	<input type="checkbox"/>	X	<input type="checkbox"/>	The team did not access this room.
Confidential Visiting Rooms	X	<input type="checkbox"/>	<input type="checkbox"/>	
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 temperature is lukewarm and the unit operates with excessive noise. We recommend having Public Works inspect and service the unit to ensure it is functioning properly.
Visiting Room: Temperature	X	<input type="checkbox"/>	<input type="checkbox"/>	The room was hot as the air conditioning systems at the Youth Services Center does not consistently function properly.
Admissions: Bathroom	X	<input type="checkbox"/>	<input type="checkbox"/>	
Admissions: Shower	X	<input type="checkbox"/>	<input type="checkbox"/>	
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 that are clean and functional.



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
 JUVENILE HALLS AND CAMP
 HILLCREST JUVENILE HALL
 2024- 2025**

Admissions: Law Enforcement Entrance	X	<input type="checkbox"/>	<input type="checkbox"/>	
Hallway(s)	X	<input type="checkbox"/>	<input type="checkbox"/>	The main hallway is decorated with artwork created by the youth. We recommend relocating the artwork to the visiting room or main lobby where it can be meaningfully experienced by youth, families, and visitors, rather than remaining in a restricted area primarily viewed by staff and authorized personnel.
Administration: Lighting	X	<input type="checkbox"/>	<input type="checkbox"/>	
Medical & Dental Offices	X	<input type="checkbox"/>	<input type="checkbox"/>	Very clean and well organized.
Signage and 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.
Control Room	<input type="checkbox"/>	X	<input type="checkbox"/>	The team was not provided access to this room.
Recommendations	<ul style="list-style-type: none"> ● How to Help Your Child After Arrest Parent Handbook: The original Board of Supervisors funded printing maintained by the Probation Department is nearly exhausted. The handbook is currently being updated in English and Spanish, and additional Board of Supervisors funding will be needed to support printing of the revised edition upon completion. ● Administrative Building-Air Conditioning: Service the air conditioning system and verify settings to ensure proper operation throughout the building. 			



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
 JUVENILE HALLS AND CAMP
 HILLCREST JUVENILE HALL
 2024- 2025**

	<ul style="list-style-type: none"> ● Administrative Hallway: <ul style="list-style-type: none"> ○ Move the youth artwork from the restricted area to the visiting room or main lobby to ensure it is experienced by youth, families, and visitors, not just staff and authorized service providers. ● Visiting Rooms <ul style="list-style-type: none"> ○ Main Visiting Room: Increase visitation capacity through additional tables and seating to allow more simultaneous visits and improve access for families whose schedules are constrained by work, childcare, transportation, and other family obligations. ○ Family Visiting Room: Clean and organize the family visiting room and provide more appropriate furnishings for a family centered space. ○ Water Fountain: Have Public Works inspect and service the water fountain to address the temperature and excessive noise issues. ● Lobby- Juvenile Hall <ul style="list-style-type: none"> ○ Keep lights on on during business hours ○ Remove or replace outdated posters notices on back wall by lockers.
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INTERIOR OF LOCKED FACILITY

HOUSING UNIT / LIVING AREAS

	YES	NO	N/A	COMMENTS
General Description	X	<input type="checkbox"/>	<input type="checkbox"/>	The housing units are prison like in design, with two tiers of cells positioned along the perimeter. A central common area with steel tables and stools serves as the primary space for meals, programming, and group activities. The units contain common showers, kitchenette, a programming room, utility closet, a water fountain, and a ping pong table. A shared staff



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
 JUVENILE HALLS AND CAMP
 HILLCREST JUVENILE HALL
 2024- 2025**

				office and pay room adjoin the Forest 2 and Forest 3 housing units. Laundry is stored in shared hampers in the common area. Portable ovens and refrigerators are located at the entrance of each unit. Each unit has an adjoining concrete patio with a basketball hoop.
General Condition and Cleanliness	X	<input type="checkbox"/>	<input type="checkbox"/>	The housing units are showing signs of age and wear. The carpeting is heavily soiled, paint is peeling, and the overall condition of the units reflects ongoing maintenance and cleanliness concerns, with Forest 3 exhibiting a more advanced state of deterioration.
Notifications and Signage	X	<input type="checkbox"/>	<input type="checkbox"/>	Meal calendars and programming schedules were missing from both units.
Program Rooms	X	<input type="checkbox"/>	<input type="checkbox"/>	Programming Rooms need to be updated and have additional lightning. The rooms lack any natural sunlight.
Common Room Furniture	X	<input type="checkbox"/>	<input type="checkbox"/>	San Mateo County stands alone among Bay Area juvenile detention facilities in its continued use of exclusively hard plastic institutional furnishings. The furnishings create a harsh, prison like environment, offer little physical comfort, and are fundamentally inconsistent with Title 15’s emphasis on normalized, trauma informed, and developmentally appropriate environments..
Dining Tables	X	<input type="checkbox"/>	<input type="checkbox"/>	Youth eat their meals sitting at steel tables with built in stools that are bolted to the floor.
Flooring and Carpets	X	<input type="checkbox"/>	<input type="checkbox"/>	The carpeting on both housing units is heavily stained and damaged beyond repair, with Forest 3 in a more advanced state of filth and deterioration. Years of preparing and eating meals on the housing units have taken a toll on the carpeting. Long delays and the project’s continued stagnation in procurement continue to subject youth to unsanitary conditions, as they are



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
 JUVENILE HALLS AND CAMP
 HILLCREST JUVENILE HALL
 2024- 2025**

				required to lie face down on the carpeting during codes. This presents clear health and safety concerns. The project is not slated to begin until late 2027.
Walls and Stairways	X	<input type="checkbox"/>	<input type="checkbox"/>	The walls have peeling paint, scuffing, and visible signs of wear. The concrete stairways are heavily soiled and in need of pressure washing.
Windows, Doors, and Lighting	X	<input type="checkbox"/>	<input type="checkbox"/>	Windows needs cleaning, Doors need painting, Main doors inside both housing units need repainting.
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.
Indoor Recreation	X	<input type="checkbox"/>	<input type="checkbox"/>	Ping pong tables, board games, puzzles, knitting, reading, and drawing activities are available on the housing units. Bookcases containing donated paperback books are located on each housing unit.
Portable Food Service Equipment	X	<input type="checkbox"/>	<input type="checkbox"/>	<ul style="list-style-type: none"> • There is a refrigerator and portable oven/warming equipment located near the entrance of each housing unit. The ovens are dirty and need to be deep cleaned. • Condiments, utensils, and napkins are stored in portable multi-drawer plastic filing cabinets.
Kitchenette	X	<input type="checkbox"/>	<input type="checkbox"/>	The kitchen has a full size refrigerator, sink, microwave, countertop, and cabinets storage cabinets.
Drinking Water	X	<input type="checkbox"/>	<input type="checkbox"/>	A water fountain and an Igloo water cooler provide drinking water to youth.
First Aid, Emergency, and Evacuation Supplies:	X	<input type="checkbox"/>	<input type="checkbox"/>	Kept in the staff office behind the staff desk.



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
 JUVENILE HALLS AND CAMP
 HILLCREST JUVENILE HALL
 2024- 2025**

Fire Extinguishers and Alarms	X	<input type="checkbox"/>	<input type="checkbox"/>	Fire extinguishers are kept in the back offices behind the staff desk. All systems are hard wired.
Security Cameras	X	<input type="checkbox"/>	<input type="checkbox"/>	Staff reported that all cameras were operational at the time of our inspection..
Temperature and Air Circulation	X	<input type="checkbox"/>	<input type="checkbox"/>	The heating and air conditioning systems are controlled remotely and appear to be improperly set or not functioning properly. The door to the adjacent patio is typically open, allowing for additional air circulation. The housing units had a noticeable burnt food odor..
Utility Closet	X	<input type="checkbox"/>	<input type="checkbox"/>	Cleaning supplies, including cleaners, mops, brooms, sponges, and rags, are stored in a room with a wash basin. A locked metal gate separates and secures the rear storage area.
Recommendations	<ul style="list-style-type: none"> ● Carpet and Flooring: Request the Board of Supervisors prioritize project to expedite the removal of the carpeting and installation of laminate flooring on the Forest 2 and Forest 3 housing units to address ongoing unsanitary conditions and serious health, safety, and liability concerns. ● Furnishings: Replace existing hard plastic dayroom furnishings with modern institutional furnishings that align with Title 15’s emphasis on normalized, trauma informed, and developmentally appropriate environments. The Commission recommends that Probation visit the San Francisco JJC to see how its housing units successfully balance these principles with facility safety and security needs. ● Paint: Repair walls and paint the interior of each housing units ● Program Rooms: Improve lighting in both programming rooms to address inadequate illumination and support a more suitable environment for programming, education, and therapeutic activities. ● Showers: <ul style="list-style-type: none"> ○ Water does not get hot in the front showers on F3 ○ Professionally power washshowers. 			




**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
 JUVENILE HALLS AND CAMP
 HILLCREST JUVENILE HALL
 2024- 2025**

INDIVIDUAL CELLS				
REVIEWED	YES	NO	N/A	COMMENTS
General Description	X	<input type="checkbox"/>	<input type="checkbox"/>	Youth are currently housed individually in both single and double occupancy cells. The cells are constructed of white cement walls and gray concrete floors. Beds are built into the wall and consist of metal slabs fitted with foam mattresses. A stainless steel combination toilet/sink unit is located near the entrance of each cell, and a small desk and stool are affixed to the wall and floor. Each cell contains an obscured window but lacks built in shelving or designated personal storage. Each housing unit also includes a specialized ventilation cell used for quarantine purposes and an ADA compliant cell.
Cell Doors	X	<input type="checkbox"/>	<input type="checkbox"/>	The metal cell door includes a meal slot and a narrow rectangular viewing window that allows visibility into the cell. Youth may temporarily cover the window with a paper notice stating they are using the restroom or with a piece of fabric while using the toilet. A barcode affixed to each cell door is scanned by staff every 15 minutes during safety checks. Each cell is equipped with an emergency call light. Nonemergency calls are addressed during these routine checks.
Toilet Sink Combination	X	<input type="checkbox"/>	<input type="checkbox"/>	Each cell contains a stainless steel toilet/sink combination unit, with the sink mounted directly above the toilet.
Beds	X	<input type="checkbox"/>	<input type="checkbox"/>	The beds are standard institutional metal beds attached to the wall. The institutional foam mattresses are unusually thin, measuring only approximately 4 to 5 inches thick, and are



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
 JUVENILE HALLS AND CAMP
 HILLCREST JUVENILE HALL
 2024- 2025**

				covered in a plastic type material. When tested, the hard base of the bed could be felt through the mattress. The Commission continues to urge the Probation Department to invest in mattresses that provide adequate cushioning and support to protect youths’ backs and bodies from the hard bed surface. Mattress related back pain has consistently been among the most common medical complaints reported by youth. Each youth is issued a pillow, along with standard institutional sheets and blankets.
Desk	X	<input type="checkbox"/>	<input type="checkbox"/>	The desk is cemented to the wall, and the stool is bolted to the concrete floor. The fixed spacing between the desk and stool is awkward for some youth, requiring them to lean forward in order to use the desk
Personal Storage	<input type="checkbox"/>	X	<input type="checkbox"/>	Individual cells lack designated personal storage, requiring youth to store clothing and personal belongings on beds, floors, window sills, and atop the combined toilet/sink unit. Probation reported that the shelving units (pictured here) were ordered in 2022; however, there is currently no estimated timeline for their delivery or installation. 
Safety Mirror	X	<input type="checkbox"/>	<input type="checkbox"/>	Replace the safety mirrors in the cells. The mirrors are heavily scratched, damaged beyond repair, and nonfunctional, preventing youth from seeing their reflection. Despite serving a substantially larger youth population before the pandemic, the mirrors have never been replaced.



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
 JUVENILE HALLS AND CAMP
 HILLCREST JUVENILE HALL
 2024- 2025**

Lighting and Windows	X	<input type="checkbox"/>	<input type="checkbox"/>	
Temperature: Room	X	<input type="checkbox"/>	<input type="checkbox"/>	Youth report that the cells are excessively hot in the summer and cold in the winter. The air conditioning system does not appear to be functioning properly. This appears to be a facility wide issue affecting the broader Youth Services Center, not just the Juvenile Hall.
Air Circulation	X	<input type="checkbox"/>	<input type="checkbox"/>	Unable to test the air circulation for any meaningful length of time with the door closed.
Other: Pencils	X	<input type="checkbox"/>	<input type="checkbox"/>	Short institutional pencils (golf pencils) are issued to each youth and stored in labeled Ziploc bags posted behind the staff desk. Youth must return their pencils by 8:00 p.m. each evening..
Recommendations	<ul style="list-style-type: none"> ● Personal Storage: Expedite the procurement process to allow for the timely installation of institutional of the shelving in each cell that has been stuck in procurement for 4+years. ● Safety Mirrors: Replace mirrors that are scratched, damaged beyond repair. ● Mattresses: 4”- 5” foam mattresses are insufficient and should be replaced or doubled to provide adequate orthopedic support. ● Painting: Interior of cells and cell doors need to be painted. 			

SCHOOL BUILDING

REVIEWED	YES	NO	N/A	COMMENTS
Administrative Offices	X	<input type="checkbox"/>	<input type="checkbox"/>	
Counseling Office	X	<input type="checkbox"/>	<input type="checkbox"/>	The room’s bright, colorful setting creates an engaging environment that encourages learning and student engagement.



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
 JUVENILE HALLS AND CAMP
 HILLCREST JUVENILE HALL
 2024- 2025**

Classrooms	X	<input type="checkbox"/>	<input type="checkbox"/>	Please refer to the 2025 JJDCP Educational Evaluation Report
Computer Lab	X	<input type="checkbox"/>	<input type="checkbox"/>	High School students did not have access to the computer lab during this inspection period. It was serving as a general learning space for college students up until May of 2025. College students now participate in online classes on their housing unit.
Multi-Purpose Room	X	<input type="checkbox"/>	<input type="checkbox"/>	This large, fully furnished classroom contains substantial open floor area, natural light, and sufficient space to support classroom instruction, workstations, and project based learning. Although not in use during the inspection, this underutilized space would be well suited as a dedicated learning space for our college students. The space could support a science lab, art stations, credit recovery, tutoring, parenting classes, and student support services, including alternative testing and behavioral intervention site for special education students. It is also an ideal meetings space for Individualized Education Program (IEP), Transition Planning, Multi Disciplinary Team (MDT) meetings, and parent teacher conferences.
Main Library	X	<input type="checkbox"/>	<input type="checkbox"/>	The librarian manages the library and has a budget for books and materials. Youth have intermittent access to the library.
Gymnasium	X	<input type="checkbox"/>	<input type="checkbox"/>	The gymnasium contains a basketball court, portable volleyball nets, bleachers, a water fountain, and an enclosed exercise room with carpeted flooring. Nearly 20 years old, the gymnasium is showing visible signs of age and wear. The walls exhibit peeling paint, heavy scuffing, and accumulated dirt. Gymnasium flooring requires specialized care and routine maintenance to preserve its finish, safety, performance, and longevity. The bleachers also require routine cleaning and maintenance to preserve their condition, functionality, and



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
 JUVENILE HALLS AND CAMP
 HILLCREST JUVENILE HALL
 2024- 2025**

				lifespan.
Recommendations	<ul style="list-style-type: none"> ● Multi Purpose Room: The Commission recommends utilizing this underused multi purpose room as a dedicated learning and student support space for high school and college students, science and art instruction, credit recovery, tutoring, parenting classes, an alternative testing site, behavioral interventions for special education students, and meetings including IEPs, transition planning, MDTs, and parent teacher conferences. ● Law Library: Youth do not currently have access to a law library. The Commission recommends adding the following resources to the main library: <i>Thomson Reuters California Juvenile Courts Practice & Procedure, Seiser & Kumli on California Juvenile Courts Practice & Procedure, the California Welfare & Institutions Code, California Penal Code, California Education Code, California Vehicle Code, Nolo Press guides on immigration, family law, and legal research, legal dictionaries, and The Evolution of the Juvenile Court: Race, Politics, and the Criminalizing of Juvenile Justice</i> by Professor Barry C. Feld. ● Gymnasium: <ul style="list-style-type: none"> ○ Walls: The interior walls need to be cleaned and thoroughly painted. ○ Flooring: The gymnasium flooring requires care and maintenance to preserve its finish, safety, performance, and longevity ○ Bleachers: Professional cleaning and Properly cleaned and maintained. 			
KITCHEN & DINING HALL				
	YES	NO	N/A	COMMENTS



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
 JUVENILE HALLS AND CAMP
 HILLCREST JUVENILE HALL
 2024- 2025**

Kitchen	X	<input type="checkbox"/>	<input type="checkbox"/>	<p>The facility houses a large, state of the art commercial kitchen designed for institutional scale meal production. The kitchen contains an extensive collection of commercial grade appliances, equipment, and infrastructure, including industrial stoves, ovens, mixers, dishwashing systems, food preparation stations, refrigeration and freezer units, dry storage, stainless steel workspaces, and other specialized culinary equipment necessary to support high volume, on site fresh meal preparation and service.</p>
Food Storage	<input type="checkbox"/>	<input type="checkbox"/>	X	<p>The kitchen predominantly stores prepared meals for probation staff. Staff order their meals online and the Sheriff’s Department delivers them to the facility, where they are stored in the kitchen. Meals are provided free of charge as an employee benefit, as staff are not allowed to leave the facility for meal breaks. It is important to note that the meals provided to staff far exceed those provided to the children and youth in the facility in terms of quality, portion size, preparation, and meal selection.</p>
Offices	<input type="checkbox"/>	<input type="checkbox"/>	X	<p>There are several unused offices adjoining the kitchen that were previously occupied by dietary and nutrition staff.</p>
Dining Hall	X	<input type="checkbox"/>	<input type="checkbox"/>	<p>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 as a multi-purpose room to host Christian church services on Sunday mornings, intermittent Career Technical Education courses, and other special programming and facility events.</p>



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
 JUVENILE HALLS AND CAMP
 HILLCREST JUVENILE HALL
 2024- 2025**

Restrooms	X	<input type="checkbox"/>	<input type="checkbox"/>	There are two sets of restrooms in located in the Dining Hall
Comments	<p>The facility features a state of the art commercial kitchen that once prepared fresh meals for up to 180 youth each day, yet it has remained unused for four years. Despite serious concerns regarding the quality, selection, and adequacy of meals provided by the Sheriff’s Department via the Maguire Correctional Facility, the continued use of portable ovens, and tens of thousands of dollars in floor damage caused by meal preparation on housing units, the County spends over \$1.7 million annually to feed an average daily population of approximately 30 youth.</p>			

Signatures of Juvenile Justice Commissioners preparing this report:

Johanna Rasmussen

Date: January 31, 2026

Paul Bocanegra

Date: January 31, 2026

Shakeel Ali

Shakeel Ali

Date: January 31, 2026

Asteris Ling

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Date: January 31, 2026