

COUNTY OF SAN MATEO  
PROBATION DEPARTMENT

2025

# ANNUAL REPORT



# **COUNTY OF SAN MATEO PROBATION DEPARTMENT**

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Juvenile Services  
Institutions  
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# CHIEF'S MESSAGE

I am honored to present the 2025 San Mateo County Probation Department Annual Report. This report highlights the achievements of our staff amidst the challenges we face, both at the local and state levels. It serves to highlight the services we provide our clients to assist them on their path of rehabilitation as well as to assist in victim restoration and supporting community safety. Much of this report features data and statistics that represent the work we've done in the past year.

Most of the priorities of 2025 centered around the continued examination of our department workflows from the year prior. This was a significant step because it meant that the department would not take on any major new priorities for the year. Instead, we decided to use the lion share of our resources to continue the advancement of the five "core priorities" from 2024. Those five priority areas were:

- Recruitment, Succession Planning and Retention.
- Continue Advancements in the Evaluation and Analysis of Workload throughout the Organization.
- Continued Implementation and Enhancement of the Secure Track Program/Transition of Facility to Support Longer Term Commitments and those with Complex Needs.
- Ongoing Enhancements of Computer Systems Departmentwide and continued Advancement in our Data Collection Processes and Capabilities.
- Reshape our Employee Training Focus to mirror our Current and Future Workforce.

We were also able to make additional strides in other areas of concern that directly benefited those we serve and highlight the importance of system and non-system partnerships and community connections. These included:

• **Utilization of Prob2Go Mobile Probation Services:** We made significant strides with this program in 2025. The mobile vans appeared in many new locations throughout the county, supporting a variety of clients and community members. This program was a great tool to increase community awareness of the department and the services we provide. Moving forward, our goal is to not only increase the use of the mobile vans but also find additional innovative methods to reach people in hard to serve areas and those who make up some of our most vulnerable populations in the county.



# CHIEF'S MESSAGE

- **Juvenile Hall SOARR (Success and Opportunities Aspiring Readiness for Reentry) Program:** This program continued to expand its focus on providing evidenced-based, individualized programming for youth while in custody. This complex to serve, long-term population requires a continuing commitment to innovation and evaluation to ensure that we can meet their complex needs, wherever possible. Our ongoing relationships with our community-based partners and system champions have been vital to the advancements we have made. However, it is important to acknowledge that there many challenges that remain. However, I am confident that our incredible institutions team is up to the task at hand.

- **Creation of a More Robust IT Infrastructure:** Advancements were made to improve upon the use of technology within the department. Upgrades to the case management systems have continued to allow improvement in how information is accessed, shared, and utilized to reduce redundancies, improving workflow and productivity. Additionally, young people in juvenile hall have been provided with access to higher levels of technology in the form of personal tablets. Lastly, we developed a partnership with an artificial intelligence firm who is specifically dedicated to designing innovations targeting probation and community corrections. This new partnership will assure that we are well positioned to evolve to meet the needs of those we serve well into the future.

As always, I remain committed to our mission of providing quality services and doing our part to contribute to community safety. What makes us great is our heart for this profession and those we have the privilege of serving. Excellence, Professionalism, Leadership, Integrity and Teamwork are not just words on a letterhead or business card. It is “who” and “what” we are as an organization.

Your support of the San Mateo County Probation Department is valued and appreciated!

**JOHN T. KEENE**

*Chief Probation Officer*

# Administrative Services Division

## Administrative Services Division

The Administrative Services Division provides department-wide leadership and support in key areas including fiscal services, budget and performance, data collection and analysis, procurement and contract management, internal affairs, public relations, IT services, background investigations and training, risk management, and payroll and personnel services. The division is led by a Deputy Director of Administrative Services and a Deputy Chief Probation Officer. They supervise about 30 management and line-level employees.

## Budget Oversight

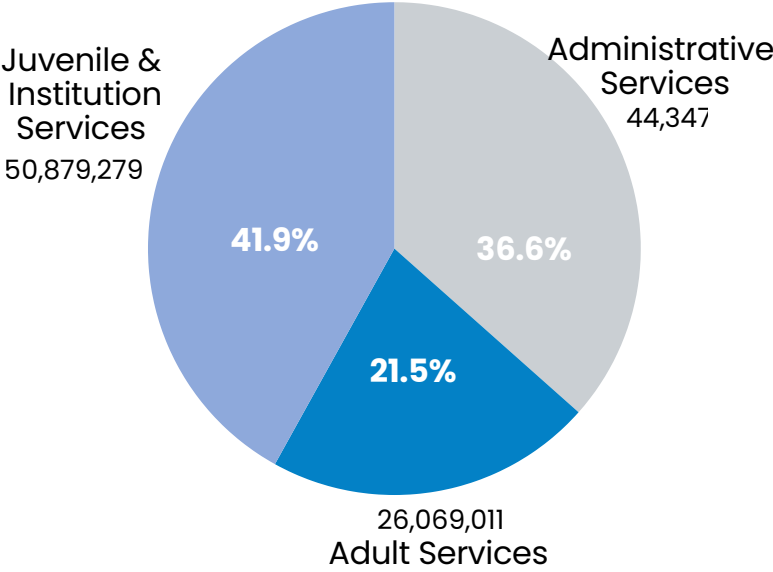
The Department's budget has been and will continue to be a challenge, as it relies heavily on the County's general fund and capped State revenues with designated purposes. The Department meets this challenge by maximizing resources to maintain core services and meet expanded service needs.

In FY 2024-25, the division managed the Department's total budget of \$145,137,788, supporting 327 funded positions

## FY 24-25 Budget vs. Actual

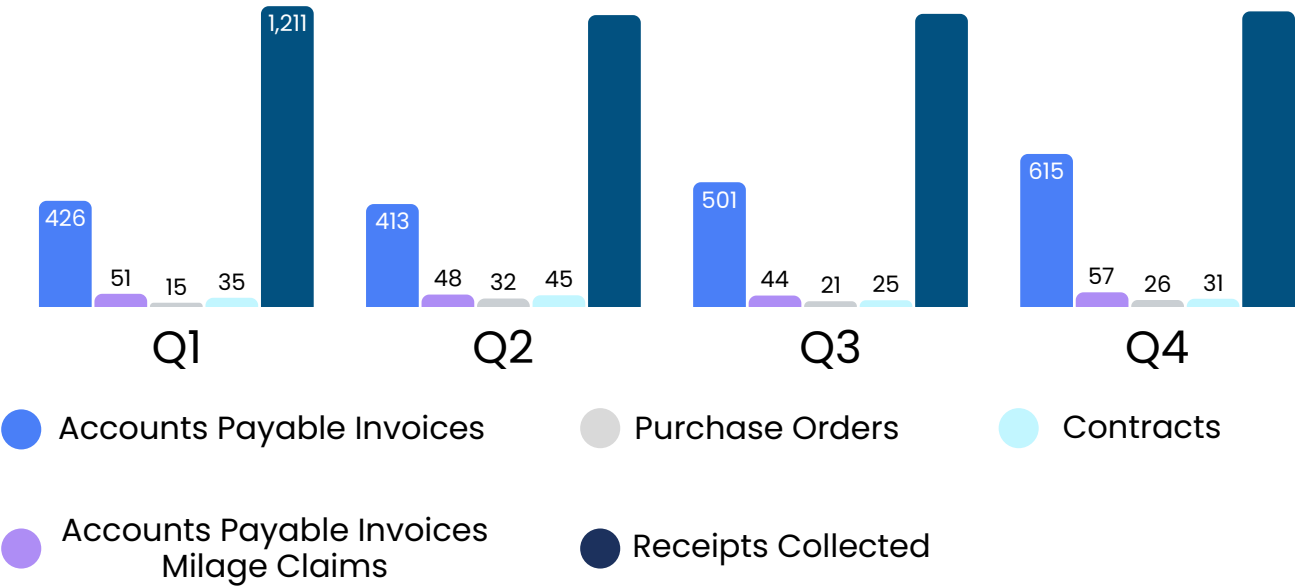
|                       | Budget        | Actual        |
|-----------------------|---------------|---------------|
| Total Requirements    | \$134,691,815 | \$112,953,961 |
| Total Funding Sources | \$85,808,373  | \$81,216,943  |
| Net County Cost       | \$48,883,442  | \$31,737,018  |
| Funded Positions      | 327           | 329           |

The chart below provides the FY 24-25 actuals by division.



Fiscal Services

The Fiscal Services Unit is led by one Financial Services Manager, one Senior Accountant, two Accountant IIs, and four Fiscal Office Specialists. The unit handles accounts payable, accounts receivable, claims processing, cash management, and general accounting. In FY 2024-25, the unit processed 1,955 invoices, 4,756 receipts collected, 200 mileage claims, 136 contracts or contract amendments, and 94 purchase orders.

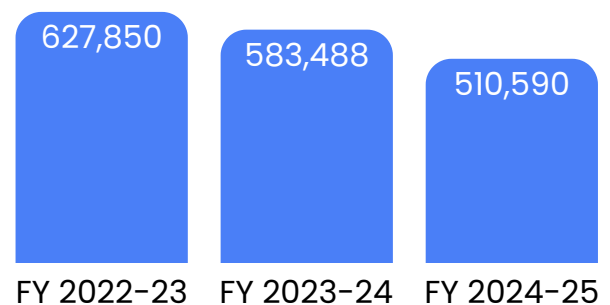


## Collection Unit

The Collection Unit is staffed by one Revenue Collection Supervisor. This unit's primary objective is to assist in the recovery of victim restitution revenue, as well as collecting any remaining fines and fees. The unit collaborates with Deputy Probation Officers to evaluate the defendants who owed victim restitution and set them up on payment plans so that the victims could be made whole.

In FY 24-25, Restitution Court handled a total of 44 cases. Overall, there was a 34% increase in amounts collected in Restitution Court. \$219,994 was collected from defendants who appeared in Restitution Court (a 52% increase from last FY) and \$165,648 was collected from defendants who avoided going to Restitution Court (a 16% increase from last FY).

The Collection Unit collected approximately \$510,590 in restitution, fines, and fees from Adult and Juvenile cases in FY 24-25 – this was about a 12% decrease in the amounts collected from last FY.



## Payroll & Personnel/Risk Management

The Payroll & Personnel/Risk Management Unit is led by Administrative Services Manager and staffed by a Payroll/Personnel Supervisor and a Payroll/Personnel Coordinator IV. The unit performs the full range of human resources functions for the department including processing payroll, transactions such as hires, promotions and separations. Over the past year, the Payroll Unit has focused on improving efficiency and accuracy through process improvement and training. maintaining personnel records, and administering personnel.

In addition to its operational responsibilities, the team provides leadership and oversight of the department's broader risk management and compliance functions. This includes administration of the workers' compensation program, coordination of the department's safety program and ensuring compliance with ADA Title II and Continuity of Operations Plan (COOP) requirements.

The management of complex employer-related risks, requiring collaboration across divisions to ensure consistent application of policies and adherence to regulatory standards, falls within the scope of this unit. Additionally, the unit supports a high volume of recruitment activities, often managing multiple concurrent hiring processes. This includes coordinating recruitment efforts and partnering with Human Resources to support timely, equitable and effective hiring processes that align with the department's operational needs. In addition to overseeing these core hiring processes that align with the department's operational needs. Together the unit plays a critical role in supporting the department's workforce, maintaining compliance and promoting a safe, efficient and well-staffed organization.

The table below provides the number of hires, retirements, and resignations during fiscal year 2024-25.

#### FY 24-25 New Hires, Retirements , Resignations

| New Hires | Retirements | Resignations |
|-----------|-------------|--------------|
| 20        | 20          | 7            |



## Information Technology

The Information Technology (IT) Unit oversees the installation and maintenance of computer network systems within the Department, ensuring that all hardware and software run smoothly. The unit is led by an IT Manager who supervises one Senior IT Analyst, one Departmental Systems Analyst, and one IT Technician. The Information Technology (IT) Unit oversees the installation and maintenance of computer network systems within the Department, ensuring that all hardware and software run smoothly. The unit is led by an IT Manager who supervises one Senior IT Analyst, one Departmental Systems Analyst, and one IT Technician. The IT Unit works collaboratively with the County's Technology Services Department (TSD), industry-leading vendors, and partner agencies to ensure seamless delivery of technical support, development of new case management systems and innovative technology solutions, and integration between criminal justice business systems for maximum information sharing and delivery.

In FY 2024-25, the IT Unit closed 540 Service Now Tickets (approximately 18% increase from last FY) and completed the following on-going projects and new projects:

- eProbation development, configuration, training, maintenance
- eProbation and eTraffic financials configuration
- Maintenance of public-facing website
- Maintenance of Department SharePoint sites
- Networking and telephone services site walk-throughs
- Probation FileServer and Printserver maintenance
- PIMS Server Patching
- SQL Server Maintenance
- Maintain Outlook/Teams distribution lists



- Maintain Outlook/Teams distribution lists
- Maintain Hardware inventory: Workstations and laptops
- Maintain mobile device inventory
- eProbation/eInstitutions - Facility Management

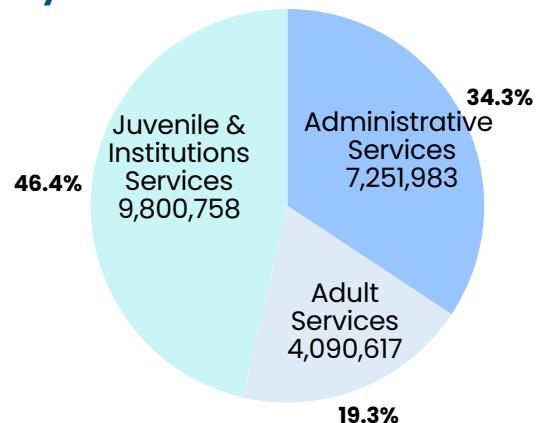
Module– Go Live November 2024

- eInstitutions reports (Population Report, Alpha Roster, EMP Roster)
- EMP Training (in eProbation) for Institutions staff
- OrAS and OYAs assessment fix (change order)
- CJI Interface with ePretrial and eProbation
- Cognisen interface – configuration and development in progress

## Quality Assurance

The Quality Assurance (QA) Unit is led by the Manager of Research and Performance Outcomes, with a team of one Senior Management Analyst (MA), three MAs, one Associate MA and one Administrative Assistant II. The unit oversees contract management, data collection and reporting, departmental communications, and handles various Department's procurement needs. In FY 2024-25, the unit managed 74 contracts totaling more than \$21.1 million in budgeted services, including 21 contracts with community-based organizations secured by state grants. In addition, the unit collects and evaluates data on Department programs and prepares pertinent reports for both internal and external stakeholders. This unit is also responsible for the development and dissemination of internal and external communications for the Department.

**FY 24-25 Contract Funds Allocated by Division**



## 2025 Communications Overview

### Newsletters Released

5

### Department Participation in Community Events

9

\*Community Events: Prob 2 Go van outreach x 2, Summer Career Fair, Juvenile Hall Family Night, Veteran's Treatment Court (VTC) Picnic, National Night Out, Pathways Picnic, San Bruno Police Day, Event Center Career Fair

## Professional Standards Unit

The Professional Standards Unit is led by one Assistant Deputy Chief Probation Officer with a Management Analyst, an Administrative Assistant I-Confidential, and one Legal Office Specialist. The unit conducts thorough background checks as part of the Department's hiring process, ensuring candidates meet the highest professional and ethical standards.

The unit also coordinates and conducts mandated training for sworn officers as well as administrative professionals. In FY 24-25, the unit delivered 1,347 hours of cultural sensitivity/diversity-related training hours, reinforcing the staff's ability to interact with different populations of people especially when managing conflict.

Cultural/Diversity training completed by sworn staff



# Adult & Pretrial Services Division

The Adult & Pretrial Services Division supports community safety through the collective efforts of the County's criminal justice system. This division is led by a Deputy Chief Probation Officer and two Assistant Deputy Chief Probation Officers. There are 8 Probation Services Managers and 45 Deputy Probation Officers (DPOs) assigned to the division.

## Professional Services Staff

The professional services staff is led by a Legal Office Services Manager, four Legal Office Services Supervisors, one Revenue Collection Supervisor, 16 Legal Office Specialists, six Pre-Trial Specialists, three Public Services Specialists and two Legal Office Assistants. The professional staff is the division's primary source of administrative support. Most of the professional staff support units that prepare investigative reports and court documents, including units that handle probation supervision matters, such as AB 109/Post-Release Community Supervision & Manatoy Supervision (PRCS/MS), Intensive Supervision, Domestic Violence, Proposition 63, and Specialty Courts. In addition to processing a high degree of legal documentation, providing reception coverage in two office locations, and managing supplies, the Intensive Supervision, Domestic Violence, Proposition 63, and Specialty Courts. In addition to processing a high degree of legal documentation, providing reception coverage in two office locations, and managing supplies, the professional staff is also responsible for updating the California Law Enforcement Telecommunication Systems (CLETS) on behalf of the Department, including entering warrants. They also process audits and state reports mandated by the Department of Justice.

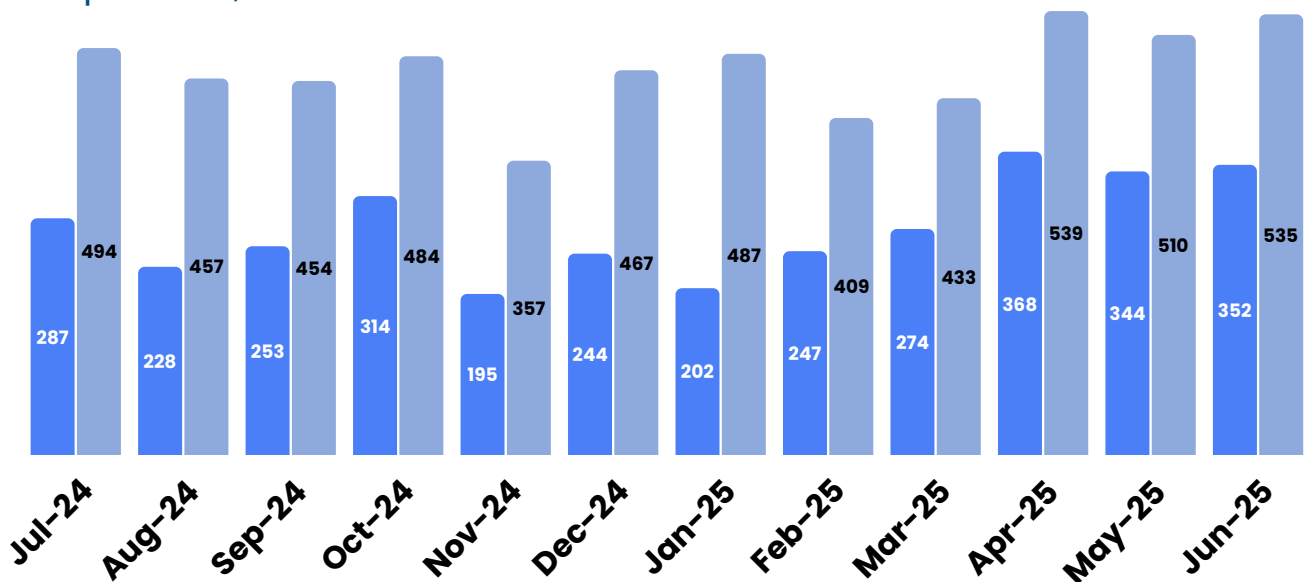
The table below provides the average number of clients in each unit for FY 2024-25. These numbers do not include clients with active warrants over 30 days old. In FY 2024-25, 61% of adult offenders successfully completed probation, an increase from 52% the prior fiscal year.

| <u>Unit</u>                                                            | <b>Average # of clients supervised in FY 2024-25</b> |
|------------------------------------------------------------------------|------------------------------------------------------|
| Computer Assisted Supervision Team (CAST)                              | 573                                                  |
| AB 208 Diversion                                                       | 218                                                  |
| Domestic Violence                                                      | 313                                                  |
| Drug Court                                                             | 8                                                    |
| Multiple DUI Court                                                     | 82                                                   |
| Intensive                                                              | 614                                                  |
| Intensive Mental Health Diversion (IMHD)                               | 11                                                   |
| Military Diversion                                                     | 16                                                   |
| Pathways                                                               | 23                                                   |
| Post Release Community Supervision (PRCS) & Mandatory Supervision (MS) | 246                                                  |
| Sex Offender                                                           | 73                                                   |
| Veterans Treatment Court                                               | 29                                                   |
| Total Supervised                                                       | 2,206                                                |

## Pretrial Services

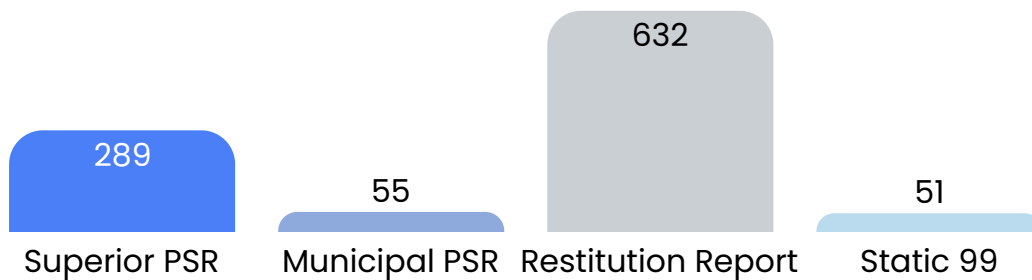
Pretrial Services provides the courts with pertinent background information on defendants accused of a law violation. Services include monitoring defendants who are released from custody on their own recognizance to support community safety and ensure their return to court. In FY 2024-25, an average of 973 clients were on monitored release. This is a 15% increase from last fiscal year.

This population is assessed using the Virginia Pretrial Risk Assessment Instrument-Revised (VPRAI-R) to determine the most appropriate type of release for the client. In FY 2024-25, Pretrial Services completed 3,308 assessments.



## Court Services

The Court Services Unit provides sentencing and treatment recommendations to the Courts when ordered as required by statute. Approximately 1,027 court reports were submitted to the Courts in FY 2024-25. The chart below describes the types of reports completed by the unit.



## Multiple Driving Under the Influence (MDUI) Court

The Multiple Driving Under the Influence (MDUI) program is a collaboration between the Superior Court, Probation, Behavioral Health and Recovery Services, the District Attorney's Office, the Private Defender Program, and other partners. Its goal is to reduce alcohol-related incidents, accidents, injuries, and death by repeat-DUI offenders. This is accomplished by applying best practices when referring participants to treatment and counseling, in conjunction with intensive supervision. The program's target population includes medium- to high-risk individuals convicted of two or more DUI offenses within a 10-year period. In FY 2024-25, 91 new participants were admitted to MDUI Court. The number of participants graduating from the program was 64, or 93%.



## Restitution Court

Restitution Court is a collaborative effort of Probation, the District Attorney's Office, the Private Defender Program, and the Superior Court. Its focus is to improve efforts in collecting victim restitution in cases where an amount over \$5,000 has been ordered and is owed, and where it has been established that the client has the ability to pay. The Probation Collections Unit identifies participants, works with clients to comply with their court orders including making regular restitution payments, and submits progress reports to the Court.

In FY 2024-25, approximately \$220,000 was collected from clients who participated in Restitution Court, a 52% increase from the prior fiscal year.

## Reclaiming Stability: A Journey through Pathways Client Success Story

VG was ordered to the Pathways program in September 2022 for driving under the influence of alcohol. At the start of her probation grant, VG was working in a high-volume hair salon where alcohol and drug use was prevalent. Money was becoming scarce and she was missing time off work due to her substance use. VG also had to worry about her pre-teen son who she has primary custody over. VG eventually lost her apartment, lost her job and found herself homeless with her son. After much encouragement from her Pathways team, as well as ongoing therapy, VG committed herself to her mental wellness and sobriety. While in Pathways, she entered and completed the First Offender Program, participated in counseling through the Women's Enrichment Center and faithfully attended her Pathways groups when not working. In October 2025, VG graduated from the Pathways program. VG now lives in an apartment with her boyfriend and son, recently got a job working for Stanford Hospital and Clinics as a Patient Admin Specialist and has been sober for two years. VG has continued to attend Pathways groups as an alum and hopes to encourage others in their recovery journey.



## Prob 2 Go Grant Program

In FY 2024-25, the Department secured three primary locations for regular mobile van deployment: Half Moon Bay, San Mateo, and East Palo Alto. These strategically selected sites enable the Department to extend service accessibility across geographically diverse areas of San Mateo County.

Crucially, this initiative provides convenient points of contact for clients who face significant transportation or scheduling challenges. This mobile strategy is particularly vital for our unhoused population. As of June 30, 2025, there were approximately 180 probationers experiencing homelessness. Data indicates this vulnerable group is primarily male (86%) and largely between the ages of 31 and 50 years (64%).

By deploying mobile centers directly into the community, the Department is actively breaking down barriers to compliance and support for individuals, a focus highlighted in the second progress report submitted to the California Board of State and Community Corrections in August 2025.



## Community Engagement and Visibility

In addition to regular client meetings, the mobile probation vans were utilized to support three major community engagement events this year:

- San Mateo County Career Fair (May 2025): To promote employment opportunities in local government and increase awareness of probation careers, five Probation staff members hosted a booth visited by at least 100 attendees.
- City of San Bruno Police Day (May 2025): Seven staff members engaged with at least 100 attendees, using the collaborative, family-friendly environment to strengthen public safety partnerships and connect with the community.
- Pathways Mental Health Court Annual Picnic (June 2025): Five staff members joined approximately 25 current Pathways clients, graduates, and their families. The relaxed environment was designed to support client engagement, promote trust, and build relationships.

Through these varied deployments, the Probation Department successfully enhanced its visibility, strengthened community trust, and reinforced its core commitment to accessibility, collaboration, and public service.



## ORAS Assessment: A Data-Driven Roadmap for Success

San Mateo County Probation utilizes the Ohio Risk Assessment System (ORAS) as a foundational tool for evidence-based supervision. Rather than a one-size-fits-all approach, the ORAS allows officers to identify specific "criminogenic needs"—the traits or factors directly linked to criminal behavior—and develop custom case plans to address them.

For clients on intensive supervision, the Community Supervision Tool (CST) is completed within 30 days of case assignment or release. This ensures that the Department's highest level of intervention is targeted where it can be most effective.

### FY 2024-25 Risk Level Distribution

The current CST data reveals that a significant majority of the supervised population falls into the "Low" to "Moderate" risk categories.

| Females            | Percent     |
|--------------------|-------------|
| Low Risk Level     | 64%         |
| Low/Mod Risk       | 29%         |
| Moderate Risk      | 7%          |
| High Risk Level    | 0%          |
| <b>Grand Total</b> | <b>100%</b> |

| Males              | Percent     |
|--------------------|-------------|
| Low Risk Level     | 68%         |
| Moderate Risk      | 27%         |
| High Risk Level    | 5%          |
| Very High Risk     | 0%          |
| <b>Grand Total</b> | <b>100%</b> |



# JUVENILE SERVICES DIVISION

The Juvenile Services Division serves the community by conducting individualized intake assessments, court investigations, prevention and intervention, and community supervision services for youth and their families. Services are evidence-based and advance the principles of restorative justice to meet the needs of victims and achieve offender accountability and family stability.

The division was led by a Deputy Chief Probation Officer (who also oversees the Professional Services staff), an Assistant Deputy Chief Probation Officer, and two Probation Services Managers.

During fiscal year 2024-25, there was an average of eight Deputy Probation Officers (DPOs) supervising an average of 365 youth in the community and youth receiving specialized services through the Diversion and Court Investigations Units.



## Professional Services Staff

Professional Services staff provide essential administrative and operational support to the Division. The team consists of two Legal Office Supervisors, nine Legal Office Specialists (LOSs), and one Public Services Specialist (PSS).

Legal Office Specialists manage critical workflow functions, including data entry into Probation's case management systems, the California Law Enforcement Telecommunications System (CLETS), the Juvenile Justice Crime Prevention Act (JJCPA) database, and reporting statistical data to the Department of Justice through the Juvenile Court and Probation Statistical System (JCPSS). LOSs also process court documents, electronically file documents with the Court, seal youth records, track referrals for services provided by Probation's community partners, manage the Victim Impact Awareness Program, and provide Spanish translation services.

***In FY 2024–25, Legal Office Specialists completed approximately 15,469 tasks, with data entry accounting for 46% of all work.***

**The Public Services Specialist** oversees front-desk operations, including phone and in-person inquiries, and provides key administrative coordination. Responsibilities include managing the Resource Review Board (RRB) and Interagency Placement Review Committee (IPRC) email mailboxes; coordinating with collaborating agencies to schedule RRB and IPRC / presentations; receiving and processing restitution payments from clients; and researching client records within Probation data systems and the Court's case management system, Tyler Odyssey.



## Juvenile Traffic Court

The Probation Department operates the Juvenile Traffic Court in San Mateo County. Legal Office Specialists process traffic citations, schedule hearings, prepare court files, report disposition to DMV, and collect fines and fees.

| Traffic Court Statistics    | FY 2024-25 |
|-----------------------------|------------|
| Traffic Citations Processed | 818        |
| Completed Hearings          | 701        |
| Traffic School Assignments  | 218        |
| Fines Collected             | \$225,059  |

## Diversion & Court Services

Utilizing a needs and barriers assessment system and a multidisciplinary team approach, DPOs determine the course each case should follow from diversion and informal probation programs to direct referrals to the District Attorney's Office.



*During fiscal year 2024-25, the monthly average cases receiving court services were 113, and diversion services were 61.*

| Jul 24 | Aug 24 | Sep 24 | Oct 24 | Nov 24 | Dec 24 | Jan 25 | Feb 25 | Mar 25 | Apr 25 | May 25 | Jun 25 | TOTAL AVG  |
|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|------------|
| 89     | 93     | 103    | 117    | 113    | 106    | 109    | 125    | 123    | 124    | 126    | 127    | <b>113</b> |
| 81     | 83     | 75     | 85     | 71     | 69     | 58     | 50     | 54     | 46     | 36     | 27     | <b>61</b>  |

*During fiscal year 2024-25, the total number of Diversion cases terminated successfully was 121. Of those who terminated, none had a new law violation.*

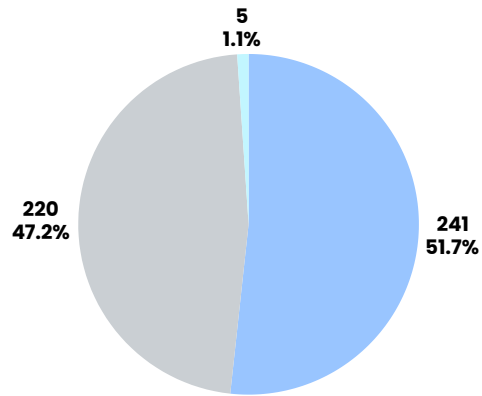
| Terminations | Jul 24 | Aug 24 | Sep 24 | Oct 24 | Nov 24 | Dec 24 | Jan 25 | Feb 25 | Mar 25 | Apr 25 | May 25 | Jun 25 | TOTAL      |
|--------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|------------|
| Successful   | 11     | 3      | 12     | 3      | 11     | 10     | 14     | 3      | 2      | 29     | 18     | 5      | <b>121</b> |

| New Cases Assigned      | Count     |
|-------------------------|-----------|
| Letter of Reprimand     | 51        |
| Mediation               | 1         |
| Petty Theft             | 37        |
| Victim Impact Awareness | 2         |
| Informal Contracts      | 4         |
| Intervention 90 Day     | 2         |
| <b>Total</b>            | <b>97</b> |

| Court Reports Written | Count      |
|-----------------------|------------|
| Detention Report      | 153        |
| Disposition Reports   | 173        |
| 654.2 WIC Suitability | 94         |
| Transfer Out          | 122        |
| DEJ Suitability       | 7          |
| Addendums             | 4          |
| <b>Total</b>          | <b>553</b> |



Referral to District Attorneys's Office  
FY 2024-25=466



## Supervision Services

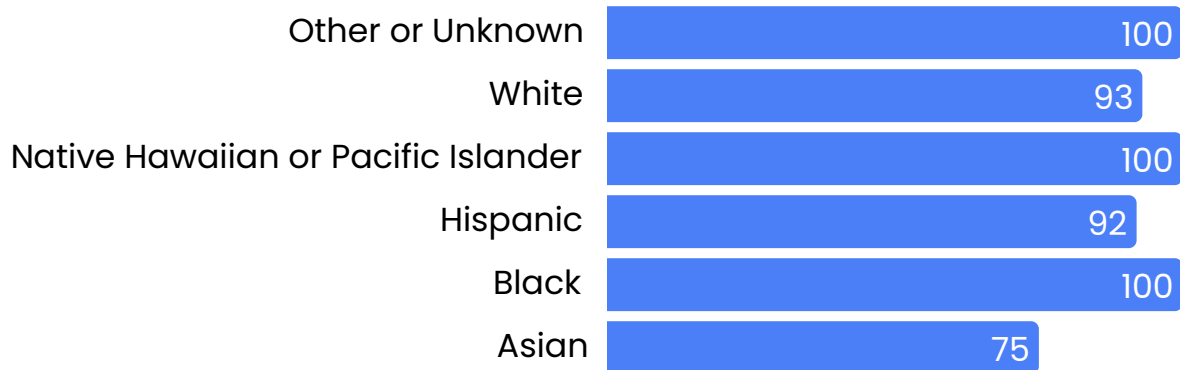
DPOs supervise youth based on their probation conditions, the offense's severity, and their assessed risk level of re-offending.

The chart below shows the average number of active cases by type of supervision.

| Supervision Units                             | Average Cases in FY 24-25 | Percent     |
|-----------------------------------------------|---------------------------|-------------|
| Placement & AB12<br>Extended Foster Care      | 1                         | 0%          |
| Commercial Sexual<br>Exploitation of Children | 1                         | 0%          |
| Family Preservation<br>Program & Wraparound   | 4                         | 2%          |
| Gang & DJJ Re-Entry                           | 5                         | 3%          |
| Intensive Supervision                         | 10                        | 5%          |
| General Supervision                           | 171                       | 90%         |
| <b>Total</b>                                  | <b>192</b>                | <b>100%</b> |

***In fiscal year 2024–25, there were 115 youth who terminated. Of those who terminated, 107 or 93% completed the program successfully.*** The chart below shows the success rate of youth who completed the program by race/ethnicity.

### **Client Terminated Successfully by Race and Ethnicity FY 2024–25**



### **Ohio Youth Assessment System (OYAS) Tools**

The OYAS assessment tools are implemented by the San Mateo County Probation Department to develop case plans that target the identified criminogenic needs and provide resources to assist youth and their families with overcoming barriers to services and programs.



The OYAS Diversion assessment helps determine if cases will be submitted to the District Attorney's Office for filing a petition or handled informally. The OYAS Disposition assessment is completed before the initial social studies report or 30 days after disposition to assist with formulating a case plan.

| OYAS Risk Level     | Diversion   | Disposition |
|---------------------|-------------|-------------|
| Low-Risk Level      | 50%         | 86%         |
| Moderate Risk Level | 50%         | 14%         |
| High                | 0%          | 0%          |
| <b>Total</b>        | <b>100%</b> | <b>100%</b> |

## CLIENT STORY: ENGAGEMENT AND PERSEVERANCE LEAD TO SUCCESS

A youth was referred to the Probation Department after having contact with law enforcement for threatening a teacher. He initially presented as anxious and blamed his mother for being harsh and strict. Before his intervention contract, he had two incidents where he threatened to kill another student. He communicated poorly with his mother and did not follow the rules at home. He was open to participating in the Youth Outreach Program and received counseling services. He and his mother met during dyadic therapy sessions to increase positive communication and met regularly with the assigned community worker. As a result of the program, he improved his relationship and communication with his mother and siblings. He obtained a part-time job and is on track to graduate successfully from high school.



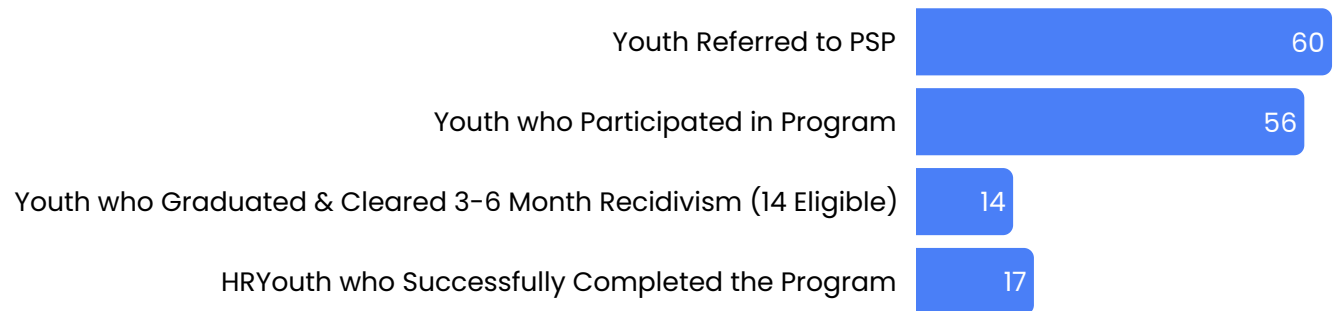
## Juvenile Prevention Services Program

The Juvenile Prevention Services Program (PSP) is a community-based program offered in partnership with the City of San Mateo Police Department's Youth Services Unit. The PSP provides early intervention services targeting youth ages 11 through 17 and their families. The services consist of an educational curriculum, outside resources such as medical or mental health professionals, oversight of school attendance, community service, and parental support.

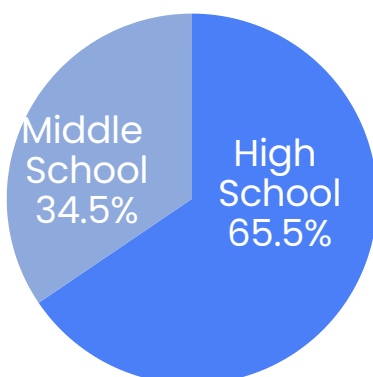
***The PSP received a total of 63 referrals in fiscal year 2024-25, with 58 youth who were assessed and received specialized services. Of those who participated, 17 or 29% completed the program successfully.***

The tables below provide program outcomes and demographic information for youth who received services.

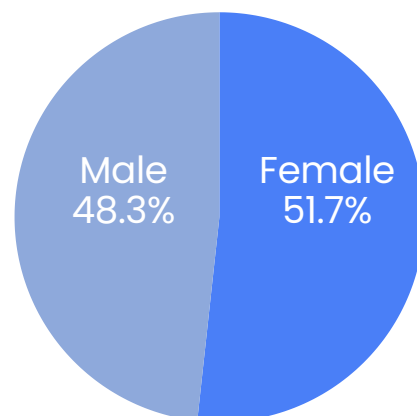
### Program Outcomes



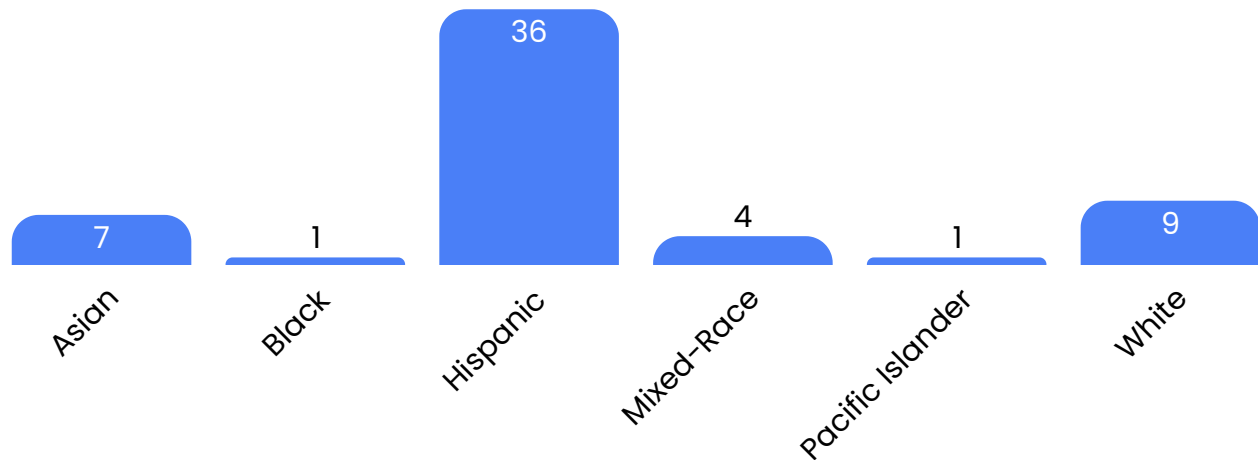
Grade level of Youth who Participated



Gender of youth who participate



## Race/Ethnicity of Youth who Participated



## Institutions

The Institutions Division oversees the Youth Services Center–Juvenile Hall, which is led by a Superintendent and five Institution Services Managers (ISMs). In fiscal year 2024–25, the facility served 192 unduplicated youth and maintained an average daily population of 30.

ISMs oversee daily operations and supervise approximately 35 full-time Group Supervisors (GSs) at the Juvenile Hall. GSs provide direct care, supervision, and support for youth education, counseling, and rehabilitation. The facility includes an onsite school, medical and dental offices, gymnasium, recreational areas, program rooms, and a multi-sensory de-escalation room featuring a youth mural project.

Medical and behavioral health services are provided through San Mateo County Correctional Health and Behavioral Health and Recovery Services. Community-based organizations support therapeutic, rehabilitative, and reentry programming, while the County Office of Education partners with the San Mateo County Community College District to offer college-level coursework to eligible youth.

## Phoenix Reentry Program (PREP)

Launched in 2019, PREP helps eligible minors/nonminors transition back to the community by offering case management, mentoring, and step-down incentives. Youth participating in PREP may also qualify for court approved community services or home passes before release. The program focuses on improving public safety and reducing recidivism for individuals committed to more than 90 days.

## DJJ Realignment / SOARR Program

In FY 2024-25, services provided at Juvenile Hall and SOARR included writing workshops, mindfulness meditation, computer literacy instruction, reentry and employment support, and job readiness training. Programming also featured specialized services such as Community Overcoming Relationship Abuse (CORA) workshops focused on healthy relationships and mental health support for youth and parents; the Addiction Education Society's Neuroscience of Addiction drug and alcohol prevention class; and Live In Peace life coaching, mentoring, and job-readiness services.

Educational and post-secondary preparation opportunities were expanded through multiple partnerships. Youth received college preparation services through a Community College District. Project Change supported college and career readiness by providing in-person instruction at Juvenile Hall and access to online coursework. In addition, San Francisco State University's Project Rebound program was offered to youth pursuing four-year degree pathways.



## AVERAGE DAILY POPULATION

### FY 2024-25 Juvenile Hall Average Daily Population

| Gender       | Jul 24    | Aug 24    | Sep 24    | Oct 24    | Nov 24    | Dec 24    | Jan 25    | Feb 25    | Mar 25    | Apr 25    | May 25    | Jun 25    | TOTAL AVE |
|--------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
| Males        | 24        | 21        | 15        | 20        | 25        | 17        | 19        | 21        | 27        | 33        | 27        | 29        | 23        |
| Females      | 2         | 2         | 2         | 1         | 0         | 1         | 1         | 1         | 2         | 3         | 2         | 2         | 2         |
| <b>Total</b> | <b>26</b> | <b>23</b> | <b>17</b> | <b>21</b> | <b>25</b> | <b>18</b> | <b>20</b> | <b>22</b> | <b>29</b> | <b>36</b> | <b>29</b> | <b>31</b> | <b>25</b> |

## Alternatives to Detention

The Institutions staff manages two detention alternative programs:

- **Community Care Program (CCP)** – Provides minors/nonminors with an option to complete weekend landscaping and improvement projects instead of detention. In fiscal year 2024-25, 84% or 46 of 55 participants successfully completed the program.
- **Electronic Monitoring Program (EMP)** – Allows early release with monitoring or serves as an alternative for pre-adjudicated minors/nonminors. Participants can attend school, work, and community programs. In fiscal year 2024-25, 88% or 82 of 93 participants successfully completed the program.

| CCP Completions | Jul 24    | Aug 24   | Sep 24    | Oct 24   | Nov 24   | Dec 24   | Jan 25    | Feb 25   | Mar 25   | Apr 25    | May 25   | Jun 25   | Total     |
|-----------------|-----------|----------|-----------|----------|----------|----------|-----------|----------|----------|-----------|----------|----------|-----------|
| Successful      | 4         | 2        | 9         | 4        | 7        | 4        | 0         | 2        | 4        | 3         | 2        | 5        | 46        |
| Unsuccessful    | 1         | 2        | 0         | 4        | 1        | 0        | 0         | 0        | 0        | 0         | 0        | 1        | 9         |
| <b>Total</b>    | <b>5</b>  | <b>4</b> | <b>9</b>  | <b>8</b> | <b>8</b> | <b>4</b> | <b>0</b>  | <b>2</b> | <b>4</b> | <b>3</b>  | <b>2</b> | <b>6</b> | <b>55</b> |
| EMP Completions | Jul 24    | Aug 24   | Sep 24    | Oct 24   | Nov 24   | Dec 24   | Jan 25    | Feb 25   | Mar 25   | Apr 25    | May 25   | Jun 25   | Total     |
| Successful      | 12        | 3        | 12        | 6        | 8        | 2        | 8         | 4        | 2        | 10        | 7        | 8        | 82        |
| Unsuccessful    | 2         | 1        | 0         | 0        | 0        | 1        | 2         | 1        | 2        | 0         | 2        | 0        | 11        |
| <b>Total</b>    | <b>14</b> | <b>4</b> | <b>12</b> | <b>6</b> | <b>8</b> | <b>3</b> | <b>10</b> | <b>5</b> | <b>4</b> | <b>10</b> | <b>9</b> | <b>8</b> | <b>93</b> |

## Fresh Lifelines for Youth Success Story

Antonio (pseudonym), an older youth participant, initially joined Fresh Lifelines for Youth feeling distrustful and resigned to returning to negative behaviors. Through consistent engagement in workshops and one-on-one case management, he developed emotional awareness, improved communication skills, and a future-oriented mindset. By the end of the program, Antonio had graduated high school, begun college, avoided disciplinary incidents, and actively prepared for reentry, crediting the program for helping him recognize his strengths, set goals, and pursue positive change.



## Community-Based Organizations

The following organizations partnered with the Juvenile and Institutions Services Division in 2025. They are valued collaborators, providing essential programs and interventions to justice-involved and at-risk youth both in the community and at Juvenile Hall.



**Acknowledge Alliance** Provides counseling and case management for at-risk students in the Sequoia Union High School District.



**Airballin** Conducts airbrushing and other art classes at Juvenile Hall.



**The Art of Yoga** Teaches yoga and creative arts at Juvenile Hall.



**Boys & Girls Clubs of the Peninsula** Provides mentoring, academic support, and case management for at-risk students, plus afterschool services in East Palo Alto and Redwood City.



**Community Overcoming Relationship Abuse** Offers healthy relationships workshops and mental health support for youth and young adults at Juvenile Hall. Additionally, separate workshops are provided for parents outside of the facility.



**Fresh Lifelines for Youth** Delivers law-related education, case management, advocacy, and leadership training for justice-involved and at-risk youth and young adults.



**Live In Peace** Offers life coaching, mentoring, and job-readiness training at Juvenile Hall.



**Mind Body Awareness Project** Conducts mindfulness workshops at Juvenile Hall to promote emotional regulation and positive behavior.



**Success Centers** Offers job-readiness training for at-risk and justice-involved youth and young adults in the community and at Juvenile Hall.



**Therapeutic Beat Making, LLC** Runs therapeutic hip-hop workshops for youth at Juvenile Hall.



**University of California Cooperative Extension** Provides a culinary arts program at Juvenile Hall, emphasizing healthy, culturally relevant food and food handler certification.



**Urban Services YMCA of San Francisco** Implements middle school violence prevention, victim impact awareness, and sexual violence prevention programs. Additionally, an anger management group program is offered at Juvenile Hall.

