

**PROBATION DEPARTMENT
COUNTY OF SAN MATEO**



Juvenile Justice and Delinquency Prevention Commission

August 27, 2019

5:15pm – 7:15pm

455 County Center – Room 405

Redwood City, CA 94063

AGENDA

Public comment will be accommodated under Item II for items not on the agenda. The Commission requests that members of the public, who wish to comment on items on the agenda, submit a request to the Chair prior to the start of the meeting so that they may be recognized at the appropriate time.

Hon. Susan Etezadi
Presiding Juvenile
Court Judge, Superior
Court

Judith Holiber
Deputy County
Counsel

Commissioners

Michele Gustafson
Chair

Rebecca Flores
Co-Vice Chair

Sonoo Thadaney
Co-Vice Chair

Paul Bocanegra

Antoinette Barrack

Daniel Casillas

Valerie Gibbs

Clara MacAvoy

Susan Swope

Debora Telleria

Melissa Wilson

Douglas Winter

I. Administrative Business (5:15-5:20)

- a. Call to Order
- b. Roll Call and Establish Quorum
- c. Introductions
- d. Agenda Review
- e. Approval of Minutes of July 30, 2019

II. Oral Communications (5:20-5:25)

This item provides an opportunity for public comment on items not on the agenda (Time limit – two (2) minutes per person). There will be opportunity for public comment on agenda items as they are considered.

III. 2019 Inspections (5:25-5:50)

- a. Status, Remarks, Questions, Concerns
- b. YSC Facilities Report

IV. BHRS Overview: Youth Services Provided, Treatment Statistics Available, Discussion Regarding JJDPC Engagement (DiMarco) (5:50-6:00)

V. Court Remarks and Discussion (Judge Etezadi, Judge Jakubowski) (6:00-6:05)

- a. Judges' Remarks
- b. Court liaison report (Telleria)

VI. Private Defender Program Remarks and Discussion (Halpern) (6:05-6:15)

VII. County Office of Education Remarks and Discussion (Littrell) (6:15-6:20)

VIII. Youth Commission Update (Nori) (6:20 -6:25)

- IX. Probation (Hori, DiMauro) (6:25-6:35)**
 - a. Update on Phoenix Program
 - b. Current population of facilities, number of out-of-custody youth supervised by Probation, and number and location (out of county/state) of youth placed out of home.
 - c. Update on data available for reporting.
 - d. Update on institutions/probation staffing.
 - e. Probation Liaison report (Barrack, Wilson).
- X. Discussion: FLY Conflict of Interest Policy Prohibiting JJDPC Members from Volunteering In Institutions (6:35-7:05)**
- XI. Report Outs (7:05-7:15)**
 - a. Letter to Board Regarding Juvenile Hall Alternatives (Thadaney, Casillas)
 - b. Youth Court (Winter)
 - c. Parent Guide (Wilson, Swope)
- XII. Commissioner Comments/Announcements (7:15-time permitting)**
 - a. BSCC Conference Call regarding Inspection Forms and Handbook (Swope, Gustafson)

Next Meeting: Tuesday, September 24, 2019 5:15 – 7:15 p.m.
Location: 455 County Center, 4th Floor, Room 405, Redwood City

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 SECRETARY TONY BURCHYNS (650) 312-8878 AT LEAST 72 HOURS BEFORE THE MEETING AS NOTIFICATION IN ADVANCE OF THE MEETING WILL ENABLE THE COUNTY TO MAKE REASONABLE ARRANGEMENTS TO ENSURE ACCESSIBILITY TO THIS MEETING AND THE MATERIALS RELATED TO IT. ATTENDEES TO THIS MEETING ARE REMINDED THAT OTHER ATTENDEES MAY BE SENSITIVE TO VARIOUS CHEMICAL BASED PRODUCTS.

If you wish to speak to the Committee, please fill out a speaker's slip. If you have anything that you wish distributed to the Committee and included in the official record, please hand it to the Commission Secretary who will distribute the information to the committee members.

Minutes of the Juvenile Justice & Delinquency Prevention Commission
July 30, 2019
5:15-7:15 pm
455 County Center, 4th Floor, Room 405, Redwood City

MINUTES

Commissioners Present: Co-Vice Chair Sonoo Thadaney; Co-Vice Chair Rebecca Flores; Susan Swope; Doug Winter; Clara MacAvoy; Melissa Wilson; Debora Telleria

Commissioners Absent: Daniel Casillas; Toni Barrack; Michele Gustafson; Valerie Gibbs

Probation Staff Present: Deputy Chief Probation Officer (WOC) Michelle Kozul; Juvenile Hall Director Jody Di Mauro; Administrative Secretary Tony Burchyns

Additional Attendees:

Tara Ford – Stanford Youth & Education Law Project	Aura Pena – Behavioral Health & Recovery Services
Paul Bocanegra – New Commissioner	Rich Halpern – Private Defender Program
Kate Hiester – Fresh Lifelines for Youth	Ron Rayes – Private Defender Program
Ally Hoppis – Behavioral Health & Recovery Services	Rebecca Baum – DA’s Office
Kathy Reyes – Behavioral Health & Recovery Services	Rocsana Enriquez – Family Law
Sofie Vandeputte – Human Rights Watch volunteer	Judge Susan Etezadi – Juvenile Court

I. Administrative Business:

- a. Call to Order: Co-Vice Chair Flores called meeting to order at 5:18 p.m.
- b. Roll Call and Establish Quorum: A quorum was established at 5:21 pm.
- c. Introductions
- d. Agenda Review: Agenda amended to include a JJDPC membership update. **Approved** as amended.
- e. JJDPC membership update: Co-Vice Chair Thadaney announced Commissioner Ford has sent word of her immediate resignation from the Commission. (Ford’s seat was set to expire on Dec. 31, 2019.)
- e. Approval of Minutes of June 25, 2019: **Approved.**

II. Oral Communications:

Sofie Vandeputte, a San Mateo County resident and Human Rights Watch volunteer, expressed her support of the appointment of Paul Bocanegra to the JJDPC.

III. Report on User Test of Juvenile Hall Admissions

Commissioner MacAvoy recapped her journey through a mock booking process at the Juvenile Hall on June 19, 2019. During the process, she said she was handcuffed and brought into the sally port as though she had been arrested by some officers on the street. She said she was patted down, asked various intake questions, and interviewed by a therapist about

possible drug and family issues. At the end of the process, she said she met with probation officer who offered her a chance to give her side of the story about her alleged crime (she said she was booked on mock robbery charges). She said the officer read her Miranda rights, which she voluntarily waived for purposes of the exercise.

MacAvoy said overall, she was impressed by the professionalism of the staff from Probation and BHRS. As for the process, she suggested that the sexual-orientation questioning could be done in a more private, sensitive setting, such as in an enclosed interview room. She noted the elevated workstation where the booking staff sits establishes an intimidating power dynamic for youth going through the process. She also said the staff didn't explain why personal information about her sexuality and sexual orientation was being collected – e.g., that this information would factor into her housing assignment; and it occurred early in the booking process, when a youth is likely to be more discombobulated.

Overall, MacAvoy said the system seems to work well, and there were no glaring problems. She said the Probation and BHRS staff seem to do a good job of guiding youth through the process. Juvenile Hall Director Jody Di Mauro shared she took detailed notes and this was all her team needed in order to explore updating their processes.

IV. Swearing in of Paul Bocanegra to the JJDPC

Judge Susan Etezadi officiated the swearing-in of Paul Bocanegra to the JJDPC.

V. 2019 Inspections

Vice Co-Chair Flores asked if any Commissioners questions or updates about their inspections.

Commissioner Wilson, whose team is inspecting the Court Schools Program, asked what Commissioners should do if they need help interpreting the new Title 15 standards. Commissioner Swope suggested reaching out to San Mateo County's Board of State and Community Corrections field representative, Michael Bush. Juvenile Hall Director Jody DiMauro said Michael Bush has indicated he'd be open to taking questions from the Commission regarding compliance. Co-Vice-Chair Thadaney recommended also incorporating how other Counties are interpreting and operationalizing Title 15, using their precedence to guide ours.

Commissioner Wilson said the Court Schools inspection report may be ready next month.

Commissioners Telleria and Winter said their teams are reviewing their initial drafts of their Juvenile Hall and San Bruno Police Department inspection reports, respectively. Both should be ready for consideration at the August 27, 2019 JJDPC meeting.

Commissioner Telleria said the Camp Kemp inspection report, which Commissioner Barrack is writing, likely will be ready by the September 24, 2019 JJDPC meeting.

Commissioner Swope reviewed her team's inspection of the Menlo Park Police Department. Her only recommendation was that if a youth is being held in unsecured detention at the station, it might be advisable to have the youth sit on the bench in front of the supervising officer's desk rather than in an unlocked cell to ensure visual supervision.

M:/Swope, S:/Thadaney: Accept the Menlo Park Police Department Inspection Report as submitted by Commissioners Swope & Gibbs. **Approved** unanimously.

Commissioner MacAvoy reviewed her team's inspection of the Colma Police Department on June 19, 2019. MacAvoy said although BSCC reported Colma Police Department had held 18 youth in secured detention, the Department logs showed it had not, in fact, held any youth in secured detention during 2018. The report recommends BSCC follow up on where the discrepancy may have originated. Given that Colma PD rarely books and detains a youth, the report recommends BSCC create an online available training or short checklist for how to properly hold youth in secured detention. Commissioner MacAvoy reported the Colma PD engaged an outside vendor to create a 50 page manual on the process and that might be a starting point to engage representation from various PD to create a single handbook, streamlining and standardizing the process.

M:/Swope, S:/Telleria: Accept the Colma Police Department Inspection Report as submitted by Commissioners MacAvoy & Gustafson. **Approved** unanimously.

Commissioner MacAvoy reviewed her team's inspection of the Canyon Oaks Youth Center on June 10, 2019. This facility received its full STRTP license in May 2019. It houses severely emotionally disturbed youth with behavior challenges, ages 13 to 19. The report expresses concern about the difficulty in finding foster home placements for Canyon Oak youth and other foster youth in the County. It also asks the Canyon Oak staff exercise discretion when calling law enforcement (currently the threshold for police calls is low, for what appear to be minor transgressions), keeping in mind secondary consequences of law enforcement engagement with youth on probation. The report further recommends that the County clear brush and dead trees away from the facility to reduce fire dangers, and that the County Office of Education's Court and Community Schools continue to maintain an administrative presence at the facility.

M:/MacAvoy, S:/Thadaney: Accept the Canyon Oaks Inspection Report as submitted by Commissioners MacAvoy & Gustafson. **Approved** unanimously

We are missing YSC – Commissioner Hyder reported that the YSC inspection is complete, and the report is in draft mode. The team is reviewing and editing the draft and the report should be ready for the August meeting

VI. Reports Out

Co-Vice Chair Thadaney said the Commission has not yet received official word from the Board of Supervisors regarding its letter to the Board about Juvenile Hall alternatives. She mentioned that she and Commissioner Casillas were interviewed by the San Francisco Chronicle which was published on July 25, 2019; and she was interviewed by KRON TV for a broadcast on July 26, 2019. She added not all the material shared in the interviews was included. At a macro level, the JJDPJ is very appreciative of the excellent work by all law enforcement and juvenile delinquency partners in the County. She compared the need for exploring evolution in the juvenile justice system to the healthcare system: at one time the healthcare model was one where the clinical team treated patients for injuries and illnesses and saw some patients were part of a revolving door. Over time, excellent healthcare systems

now include an upstream focus providing even weekly groceries for outpatient visits, or engaging social workers for housing, education, etc. Similarly, engaging a wide range of stakeholders (including and especially those at the front line) to inform expanding the “report card” for our juvenile delinquency system to prioritize prevention is the hope for the recommended committee. The letter to the BoS is in no way, shape, or form a criticism of the existing systems.

Halpern expressed interest in being part of the Board of Supervisors Committee, adding he would have more time to help since he was retiring.

Probation Liaison Report – Commissioner Wilson said she had met with Juvenile Hall Director Jody Di Mauro. They discussed the Commission’s letter to the Board of Supervisors in June regarding the future of the Juvenile Hall, and the importance of using data to evaluate the Juvenile Hall and the population it serves.

Assembly on American History at YSC – Commissioner Swope shared information about the July Fourth American History event at the YSC, and observed it was thoughtful and impactful.

Restorative Practices – Commissioner Swope said she has attended three County Office of Education sessions on Social Emotional Learning Fundamentals, Positive Behavioral Interventions and Support (PBIS) and Restorative Practices. The sessions are meant to help school districts deal with behavior challenges and create positive school climates.

VII. Update on Phoenix Program

Juvenile Hall Director Jody Di Mauro gave an update on the Phoenix Reentry Program (PREP) planning process. She said the planning team has taken an inventory of services provided to youth both in custody and out of custody, with the aim of creating a continuity of services for youth transitioning back to their communities. Department officials have also been in contact with San Francisco Success Center about developing added vocational services youth, including possible jobs at the San Francisco Airport and in the trades. Department officials also visited the Santa Clara County Probation Department to learn more about their juvenile reentry programs. Probation has already met with the Court to discuss how youth will qualify for PREP and how their progress will be evaluated.

Rick Halpern, Managing Attorney of the Private Defender Program, expressed concern that the Probation Department hasn’t yet sought input from the PDP and other stakeholders. Di Mauro said the Probation Department intends to seek input from PDP, BHRS and other stakeholders, once the initial outline of the program is complete.

Co Vice-Chair Thadaney asked if Chief Keene could provide a timeline of the planning process, so various stakeholders know they will be able to offer input before the program is launched.

Judge Etezadi said she’s optimistic the PREP program will be developed in a collaborative way with input from all the stakeholders.

VIII. Court Remarks and Discussion

Judge Etezadi shared a copy of the Juvenile Court's new Waiver of Rights form, which it has been using since May 24, 2019. The form is used when a youth wants to admit an allegation.

IX. Private Defender Program

Rick Halpern, Managing Attorney of the Private Defender Program, announced he is retiring next month. He thanked the Commission for the work that's been done over the years he's been with the PDP. Judge Etezadi and the JJDPAC commended Halpern for his impactful work.

X. County Office of Education Remarks and Discussion

No report.

XI. Youth Commission Report

No report

XII. Probation

Juvenile Hall Director Jody Di Mauro reported that the JH population as of 6 a.m. July 29 was 49 (41 males, 8 females) and Camp Kemp's population as of July 30 is 8 females. In addition, there are 5 females in the Girls Empowerment Program.

Di Mauro talked about upcoming events at the Juvenile Hall, including Cultural Week this week, which includes a trivia contest and art exhibit, and Career Week, which includes a career day and interactive life skills event staffed by volunteers. These events were organized by Juvenile Hall staff. Also, this year's YSC Summer Olympics event will be held the week of August 11.

DCPO Michelle Kozul reported 285 youth were on supervision at the end of May 2019. Of those, 79 percent were male. Native Hawaiian or Pacific Islander (3%), Asian (5%), Other Race, Ethnicity of Origin (9%), Black or African American (11%), White (14%), Hispanic, Latino or Spanish Origin (57%). Kozul also said there are currently 6 youth on probation with general placement orders, including five youth placed outside of San Mateo County in Tulare, Madera, Shasta, Fresno and Sacramento counties. There are also 9 AB-12 youth in the system currently, and 3 youth for whom Children and Family Services is the placement agency. As of July 28, there were 48 boys and 11 girls on electronic monitoring, 7 boys and 1 girl on the alcohol detection system, and 3 boys on house arrest.

Co-Vice-Chair Thadaney asked for July data granularity, as shared in June report. Di Mauro explained the manual and time-consuming process to extract that level of data meant the JJDPAC should expect it every quarter.

XIII. 2019 Project Updates

- a. Youth Court – Commissioner Winter said BHRS has provided a list of potential stakeholders, and his next step will be to reach out to them and set up a meeting in coming months to look at ways to implement a Youth Court Program in San Mateo County.

- b. Parent Guide – Commission Swope said she has been having trouble getting concise program information about some service providers. Co Vice-Chair Thadaney suggested reviewing the Department’s contracts with service providers to learn more about services provided to youth, and then circling back with the providers to get further information.
- c. Other Open or Proposed Projects – *No discussion.*

XIV. JJDPC Operating Policy: Article II(A) – Who can apply for the Commission’s last open spot? Must it be saved for someone between 14-21?

Deferred to the next meeting.

XV. Commissioner Comments/Announcements

Commissioner Telleria reported on the Juvenile Justice Coordinating Council meeting held July 25, 2019, and shared information from a Center on Juvenile and Criminal Justice (CJCJ) report on juvenile justice funding.

Meeting adjourned 7:15 p.m.

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San Mateo County, California

Juvenile Hall and Camp Inspection Report

Type or print clearly.

Date of this Inspection: <u>June 11, 2019</u>	Date of Last Inspection: <u>June 8, 2018</u>
Facility Name: <u>Youth Services Center</u>	Contact Person: <u>Chadie Galera</u>
Address: <u>222 Paul Scannell Drive, San Mateo, CA 94402</u>	Phone Number: <u>(650)312-5217</u>
Facility Capacity: <u>180</u>	Jan-May 2019 Population: <u>52 (45 boys/7 girls)</u>
Number of Escape Attempts: <u>0</u>	2018 Avg Population: <u>57 (49 boys/8 girls)</u>
Number of Escapes: <u>0</u>	Other Population? ☒ Yes ☐ No
Serious Injuries: <u>2 injuries/22 self-mutilations</u>	Describe Other Population: <u>weekenders</u>
Number of Deaths: <u>0</u>	
Presiding Juvenile Court Judge: <u>Judge Etezadi</u>	
Commission Inspection Team: <u>Debora Telleria, Rebecca Flores, Daniel Casillas</u>	

Executive Summary: Overall Impressions, areas of concern and areas of excellence

The YSC is a well-kept, well-run institution. The facility is beginning to show its age, with well-worn furniture and some stained carpeting. We would recommend replacing the furniture on the units when possible.

Recent promotions and retirements, as well as lower wages (compared to surrounding counties), have made it difficult to adequately staff the YSC. Lack of staff hinders Probation's ability to provide additional programming and more individualized services to the youth.

The changes required by the Title 15 2019 updates have been put into action, including a more trauma informed approach. This is evident by watching Probation's interactions with the youth. The policy of addressing minor rule violations with informal counseling and a "cooling off" time away from other youth, before implementing discipline, is a good example. As is the increased effort to use incentives rather than punishment to achieve desired behavior from youth. Examples include the two- step program and the proposed "rewards room" in the unused central dining hall, where youth would be able to redeem points earned on their unit for alternate programming. (Youth asked that the gym equipment from Camp Glenwood be added to the rewards room.) Most staff have embraced a trauma

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informed, youth centric approach to working with the youth, acting as mentors and working to rehabilitate them.

The Title 15 2019 updates focus on trauma informed policies that emphasize positive youth development and positive behavior support, as well as transition and reentry planning. The new draft Policies & Procedures Manual addresses these changes, however there are areas that could be spelled out in more detail. These issues should also be explicitly addressed in the training guides for staff. For example, the draft Manual does not directly address discontinuing use of confinement if it compromises the youth's mental and/or physical health. It only requires the youth to be monitored at specific intervals and to include BHRS and medical when necessary. Additionally, Probation's role in creating and implementing youths' transition plans is not specifically outlined in the draft Manual. Currently, there are no formal reentry plans for youth. The templates are being developed and will be implemented when the Phoenix reentry program launches.

We reviewed the grievance forms and spoke with the youth. The youth told us that they often have to submit multiple medical request forms before they are seen by medical. The medical department claims they are handling medical needs as quickly as they can. Other youth said that medical doesn't take their injuries seriously enough and they either need to wait until their condition worsens or file grievance forms to get seen by a doctor or be sent to the San Mateo Medical Center for evaluation. Some of the issues are out of medical's control. For example, it takes three to four months for a youth to get a pair of eyeglasses because of the backup at the county optometry department. In general, youth are coming into the YSC with higher medical and mental health needs because of their increased use of Xanax, vaping, dabs (burning cannabis concentrates to produce smoke that's virtually pure THC) and wax marijuana. We recommend that unit staff, medical, BHRS and probation continue to develop and maintain a fluid line of communication with each other and the youth while they are at the YSC and throughout their transition back into the community.

Many thanks to Chadie Galera and Jody DiMauro for their assistance in coordinating this inspection, providing us with relevant documentation, and answering endless questions. Ms. DiMauro's vision for the YSC and Project Phoenix are inspiring.

Documents Reviewed

Fire Inspection Report:	☒ Yes	☐ No	Date: <u>May 16, 2018</u>
Medical Department Report:	☒ Yes	☐ No	Date: <u>June 15, 2018</u>
Facility Safety/Security Report:	☐ Yes	☒ No	Date: <u>November 13, 2018</u>
Policies & Procedures Manual:	☒ Yes	☐ No	Date: <u>May 18, 2016</u>
Youth Orientation Materials:	☒ Yes	☐ No	Date: <u>updated for 2019</u>

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Grievance Logs: ☒ Yes ☐ No Date: 2018 – May 2019

Serious Incident Reports: ☒ Yes ☐ No Date: 2018 – May 2019

Comments Regarding Documents: Fire re-inspections were conducted in June and August 2018.
A facility safety inspection was conducted in November 2018; however, the final report was never
provided to the YSC. The YSC indicated that there were no problems identified during the inspection.
The 2017 report was provided for us to review. We reviewed the draft Policies & Procedures manual,
which was updated with Title 15 changes in May 2019. Training manuals have been updated with the
new Title 15 revisions.

Persons Interviewed

☒ Youth ☐ Admission Staff/Supervisor
☒ Medical Staff ☒ Youth Supervisor/Counselor/GS
☒ Behavioral/Mental Health Staff ☐ Food Services Staff
☒ Facility Supervisor ☐ Other: _____

§ 1321. Staffing.

Staff/Youth Ratio: Awake (at least 1:10): 1:10 Staff/Youth Ratio: Sleeping (at least 1:30): 1:30

Describe staff turnover, including frequency and reason: There has been a lot of staff turnover in the
past few months. Over the past 18 months, 19 staff have been promoted to be probation officers and
approximately eight have retired.

How is staff backup handled during grave-yard shift? There are usually three staff in admissions
during the grave-yard shift, so that if there is a booking or a staff break there will be a floater
available. Each unit has one grave-yard staff, except for Forrest 3, which has two staff, because it has
both upper and lower housing units.

Describe general staff and minor interactions: Staff set expectations for the youth in the morning
when they wake up, and before and after every meal. New youth are assessed at admissions, given an
orientation, and provided a list of rules. Staff develop a case plan for the youth. The staff are there for
the youth emotionally. They develop and create programs for the youth. Overall, the youth like and
respect the unit staff. There are complaints that a few staff members bully and/or verbally abuse the
youth. The youth respond better when they feel like the staff care and serve as mentors and role
models.

Educational and training requirements for staff: Group supervisor ones must have a minimum of 60
college semester credits and group supervisor threes must have a four-year college degree. All staff
are required to complete Institutions Core Training, which is a four-week course certified by Standards
and Training for Corrections (STC) and Peace Officer Standards & Training (POST), in addition to the PC
832 Arrest, Strike and Firearms. Group supervisors have to maintain 24-hours of STC training every
year. Managers have to complete 40 hours of training every year and undergo a two- week supervisor

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core course. Course topics include: trauma informed care, arrest and control, defensive tactics, CPR, handcuffing, prison rape elimination acts (PREA), LGBTQ plus, suicide prevention, child abuse reporting and report writing.

Are staff trained on de-escalation techniques?

☒ Yes ☐ No

Explain: Staff training includes use of force classes, and de-escalation techniques are covered in the suicide prevention classes and, in the trauma-informed care classes. Classes include different scenarios on triggers, how to identify red flags and who to contact if staff need support.

Are staff trained on trauma-informed approaches?

☒ Yes ☐ No

Explain: Staff take an eight-hour class that focuses on working with youth through a trauma lens, emotional and psychological health, and trauma informed care.

Staffing summary: As of June 1, 2019, the group supervisor breakdown includes: 22 GS3, 35 GS2, 8 GS1, 6 ISM, and 28 extra help GS1's. There are 105 staff, which include 65 male staff and 40 female staff. The ethnic breakdown of staff includes: Spanish, Filipino, Chinese, African American, white, Polynesian, and Hindu.

§ 1324. Policy and Procedures Manual.

Has the Policy and Procedures Manual been updated to reflect changes that went into effect on January 1, 2019? Changes should include addition of the following sections:

- Trauma informed approaches
- Culturally responsive approaches
- Gender responsive approaches
- Nondiscrimination based on immigration status
- Policy on storage of weapons and ammunition
- Policy prohibiting sexual assault/abuse/harassment, including steps for prevention, detection, and response which forbids retaliation, plus a mechanism for reporting

☒ Yes Date Updated: May 2019 ☐ No Expected Completion Date: _____

Explain: Draft revisions to the Policies and Procedures Manual were completed in May 2019, and submitted to the employee union for review in June. Probation entered a contract with Lexipol, who writes policy and procedures to help with policy revisions and legal updates in real-time. Going forward policies will be revised more quickly. Draft Policies & Procedures Manual submitted to Lexipol was reviewed by the JJDPCC commissioners inspecting the YSC.

Does staff have access to the written Policy and Procedures Manual?

☒ Yes ☐ No

Explain: Staff have access to the Staff Training Manual, which was updated with the Title 15 changes. Each staff member has a copy of the Staff Training Manual sent to them by email and hard copies are

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available on the unit. The Staff Training Manual and Policies & Procedures Manual are posted on the share point county intranet.

What is the plan to implement Title 15 changes? A lot has been done to implement Title 15 changes including updating affected documents, manuals and forms, and training the staff to ensure that the policy and the practice match.

Have staff been trained on Title 15 changes?

☒ Yes ☐ No

If "Yes", describe; if "No" explain: Probation initially held a town hall meeting to discuss Title 15 changes. Every month they hold a meeting to discuss the ongoing impact of Title 15. Staff were required to sign updated Staff Training Manuals, which included Title 15 changes, to acknowledge that they received the manual and understand the changes. Staff also receive an annual Juvenile Law update training, which covers Title 15 changes.

§ 1327. Emergency Procedures.

Have emergency policies & procedures been updated to include active shooter and terrorist attacks?

☒ Yes Date Updated: May 2019 ☐ No Expected Completion Date: _____

§ 1328. Safety Checks.

Title 15 Update: Safety Checks require direct visual observation of youth at least a minimum of every 15 minutes, **at random or varied intervals** during hours when youth are asleep or when youth are in their rooms, confined in holding cells or confined to their bed in a dormitory.

Interviewed: ☒ Supervisor ☐ Staff

How, when and how frequently are safety checks conducted? Staff conduct direct visual observation of youth in their rooms or holding cell. These checks occur at least every 15 minutes at random intervals unless more frequent checks are requested by mental health.

§ 1329. Suicide Prevention Plan.

Since Last Inspection: Number of Suicides: 0 Number of Suicide Attempts: 0

Comments: _____

Is the JJDPCC informed about suicide attempts?

☒ Yes ☐ No

If "No", explain: _____

Has the suicide prevention plan been updated to address Title 15 changes? Updates should be developed in collaboration with healthcare and behavioral/mental health, and should address:

- Needs of youth experiencing past or current trauma

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- Suicide prevention responses must be least invasive according to level of risk

☒ Yes Date Updated: Implemented April 2019 ☐ No Expected Completion Date: _____

Describe changes to suicide prevention plan: Mental health attends weekly multi-disciplinary team meetings and updates probation staff with any concerns at that time. The new training format includes a more collaborative approach to suicide training for both probation and BHRS staff which includes policies, plus mental health procedures and suicide awareness.

Have staff been trained on changes to suicide prevention plan? ☒ Yes ☐ No

If "No", explain: _____

Are youth screened for risk of suicide at intake and during detention? ☒ Yes ☐ No

Are intake staff trained to screen youth for risk of suicide? ☒ Yes ☐ No

Do intake staff talk to youth's family about suicidal ideations, behaviors or attempts? ☒ Yes ☐ No

Explain: Intake staff talk to the transporting officer about youth's behavior. A question was added to the intake form regarding suicide history. Staff also ask this question to the youth's guardian, when they call to let them know the youth has been taken into custody.

Are youth at risk for suicide referred to behavioral/mental health for assessment? ☒ Yes ☐ No

Explain: BHRS also completes a mental health memorandum for each youth and notifies the housing unit to keep an eye on the youth.

Are protocols in place for the youth's safety pending the mental health assessment? ☒ Yes ☐ No

Explain: Staff do not leave at-risk youth alone. They sit and talk with them to take their minds off triggers while another staff member calls mental health and fills out the memorandum. Medical staff is called if needed. All incidents are documents and DPO's are notified.

Describe the intake process to assess suicide risk: Mental health questions are on the medical screening form.

Are staff trained on how to respond to youth who exhibit suicidal behaviors? ☒ Yes ☐ No

Are there referral processes to behavioral/mental health for assessment/services? ☒ Yes ☐ No

Are youth at risk of suicide denied the opportunity to participate in programming, services or activities, unless deemed necessary for safety of youth or staff? ☐ Yes ☒ No

What is the process for sharing information about youth at risk for suicide with staff, medical, and behavioral/mental health staff? Staff inform a manager, who will note it in their on-duty report to

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ensure everyone is aware. Additionally, mental health will notify staff via an incident report if something happens.

What are the procedures for monitoring youth identified at risk for suicide? Staff check on the identified youth, as trained, and keep them engaged. After observing the youth, mental health determines what the youth can or cannot have in their room. Moderate and high-risk youth are checked on by mental health once or twice a day.

What are the intervention protocols for youth identified as at risk for suicide? Staff will remove dangerous items from the youth's room, only allow safe hygiene items (i.e. no razors) and limit food to finger foods and liquids. Staff will take the youth out of their room and engage them to prevent them from harming themselves. Next, staff will contact supervisor and the lead staff will call mental health and the DPO to inform them and get instructions. Staff fill out the mental health memorandum. Mental health will come to the unit to assess and observe the youth. If needed, the youth will be placed in a gown and moved to the safety room. They will decide if they need a mental health observation or suicide watch.

What is the process for an administrative review of the circumstances and responses proceeding, during and after a critical incident? And what is the process for debriefing affected staff and youth?

The first step is to make sure the facility is secure. If staff or youth are hurt, the medical department or hospital will be contacted. Mental health is contacted for the youth. Staff receive peer support team and EAP services, as necessary. The manager on duty will call in the staff to discuss what happened, what they can do better, and what they did right. They will document the incident and determine if there is a need to charge the youth with a crime. If so, the information is forwarded to the DA. They will also determine whether or not there was staff misconduct and if so, forward the information to the internal affairs directors.

§ 1350. Admittance Procedures.

Do detention criteria consider the least restrictive environment? ☐ Yes ☐ No

Do admittance policies and procedures emphasize respectful and humane engagement with youth, recognizing that the intake process may be traumatic to youth? ☐ Yes ☐ No

Are intake procedures trauma-informed, culturally relevant, sensitive to language barriers and literacy of the youth? ☐ Yes ☐ No

Explain the intake process: A youth will come in through the police sally port to be booked. Police will complete their paper work (juvenile crime report). If the youth is 15 or under, the police will reach out to the on-call attorney who will speak with the youth. Youth 16 and older will not get a lawyer unless they request one. Admissions staff accepts the booking and asks the youth if they have done drugs or alcohol in the last 12 hours. If the youth is injured, admissions staff call medical, and then conduct an intake and go over the orientation packet covering rules and regulations. A new question has been

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added to the intake form, "Biological sex and sexual orientation, how do you identify?" One admissions staff focuses on booking the youth while another asks them intake questions. Staff place a phone call to the youth's guardians to let them know their child is in juvenile hall. The youth is allowed to speak with their guardians. Youth change out of their street clothes and into clothes issued by the YSC. They have their picture and fingerprints taken. Youth are offered food and escorted to their assigned unit with bedding and hygiene products. Once on the unit, unit staff give them an orientation and go over the rules again.

Does the admittance process include?

- Two free phone calls within 1 hour of admittance ☒ Yes ☐ No
 Explain: Policies & Procedures manual allows for youth to speak to their guardian, a responsible relative, attorney, and employer. It does not specify a timeframe.
- Offer of a shower ☒ Yes ☐ No
- Documented secure storage of personal belongings ☒ Yes ☐ No
- Offer of food upon arrival ☒ Yes ☐ No
 Explain: Depending on the proximity of the next scheduled meal, unit staff may order/obtain a meal from the kitchen for the youth.
- Screening for physical and behavioral health and safety issues, intellectual or developmental disabilities ☒ Yes ☐ No
- Contact with Regional Center for the Developmentally Disabled for youth suspected/identified as having a developmental disability ☒ Yes ☐ No

Are post-disposition youth advised of their estimated length of stay? ☒ Yes ☐ No

When and how? Youth are advised of their length of stay during the disposition hearing.

Are camp and post-disposition youth informed of program guidelines? ☒ Yes ☐ No

When and how? Program listings are posted in each unit. Staff announce guidelines.

§ 1350.5. Screening for Risk of Sexual Abuse.

Are youth assessed within 72 hours of admission for risk of sexual abuse? ☒ Yes ☐ No

What criteria are used to assess youth for risk of sexual abuse? During intake, youth are asked if they have been recently engaged in sexually explicit activities and other questions designed to determine whether or not they are at risk of sexual abuse.

Does the evaluation process include conversations during intake, medical and behavioral screenings, classification assessments and all records pertaining to the youth? ☒ Yes ☐ No

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Explain: Within 72 hours of admission, YSC and Camp staff assess the youth for prior sexual victimization or abusiveness. In addition, Camp Kemp policies note that "staff will go over the Sexual Abuse and Sexual Harassment Orientation and have each youth sign the Juvenile Orientation Notice of Understanding." There is no equivalent policy noted for YSC.

§ 1351. Release Procedures.

Are there policies and procedures in place for post-disposition youth to coordinate provision of transitional and reentry services (i.e., medical and behavioral health, education, probation supervision, community-based programs and services)? ☒ Yes ☐ No

Explain: There are currently no formal written reentry plans in the juvenile hall; however, these are being developed and will be implemented with the Phoenix reentry program. The current case plans are kept by the DPOs in the juvenile division. Staff will coordinate with the assigned DPO for the provision of transitional and reentry services involving, but not limited to, medical and behavioral health, education, probation supervision and community- based services.

§ 1352. Classification. | §1352.5. Transgender and Intersex Youth.

Are there written policies on classification of youth for the purpose of determining housing placement that consider gender and gender identity? ☒ Yes ☐ No

Are transgender/intersex youth referred to by their preferred name/gender pronoun? ☒ Yes ☐ No

Are youth provided clothing that corresponds to their gender identity? ☒ Yes ☐ No

Do classification/housing decisions consider the youth's gender identity and safety? ☒ Yes ☐ No

Describe policies for treatment of transgender/intersex youth: Youth are asked their preferred name and pronouns, which staff use. Youth are given clothing that are in accordance with their identified gender preference. There are individual showers at the YSC (no group showering) and every youth is provided a robe.

§ 1353. Orientation.

Do the orientation materials cover the new Title 15 requirements, including?

- Rules regarding contraband and searches ☒ Yes ☐ No
- Behavior expectations, incentives for compliance with rules, consequences for violations of rules ☒ Yes ☐ No
- Age appropriate information on sexual abuse/harassment and reporting process ☒ Yes ☐ No

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- Identification of key staff and roles ☒ Yes ☐ No
- Opportunity for personal hygiene and daily showers, including availability of personal care items ☒ Yes ☐ No
- Facility rules on use of force, restraints, and room confinement ☒ Yes ☐ No
- Immigration legal services ☒ Yes ☐ No
- Right to be free from physical, verbal, sexual abuse, and harassment ☒ Yes ☐ No
- Availability of services and programs in languages other than English ☐ Yes ☒ No
- Process for requesting different housing, programming, education, work assignments ☒ Yes ☐ No
- Process for parents to request information about their youth's stay (i.e. FAQ, contact information for facility, medical, school, mental health) ☒ Yes ☐ No
- Process by which youth can request the Title 15 regulations ☒ Yes ☐ No

Explain: Admissions staff make arrangements for youth with disabilities, limited literacy or English language learners. However, the Youth Handbook is not required to list the availability of services and programs in languages other than English. The process for requesting different housing, programming, education, or work assignments is done through the grievance process.

Are youth oriented to the rules and procedures? ☒ Yes ☐ No

When and how? Youth are provided a copy of the YSC Parent/Youth handbook. Before being transferred to their living unit; admission staff reviews the handbook with youth and obtains their signature on the Youth Rules form.

Are rules and grievance procedures posted? ☒ Yes ☐ No

Explain where: Rules & grievance forms are posted in the housing units beside the medical and weekly nutrition forms near the entrance of the unit. Youth are able to retrieve them at their disposal.

Youth interviewed regarding orientation? ☐ Yes ☒ No

§ 1354. Separation. | § 1354.5. Room Confinement.

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Are there written policies for addressing the separation of youth? ☒ Yes ☐ No

Is room confinement only used as a last resort?

(And never for punishment, coercion, retaliation or convenience of staff) ☒ Yes ☐ No

Is confinement discontinued when it compromises youth's mental/physical health? ☒ Yes ☐ No

If room confinement exceeds 4-hour limit, are the following conditions met:

- Document reasons for confinement, basis for extension, time/date confinement started/ended ☒ Yes ☐ No
- Develop plan for youth to reintegrate into general population ☒ Yes ☐ No
- Get authorization from facility superintendent every 4 hours ☒ Yes ☐ No

Explain: The Policies & Procedures manual does not directly address discontinuing use of confinement if it compromises the youth's mental/physical health. However, it does require the youth to be monitored at specified intervals and to include BHRS and medical when necessary.

§ 1355. Institutional Assessment and Plan.

Are all youth assessed during admission process? ☒ Yes ☐ No

Describe assessment and how it is updated: Admissions staff work with the youth to complete the following forms: Youth Institutional Form, Pre-Booking Form, Search Authorization Form, Miranda Rights, Receiving & Screening Form, Sexual Abuse & Sexual Harassment Orientation, PREA, Juvenile Orientation Notice of Understanding, and Room Assignment. If the youth is under 14, they will fill out the In RE Gladys Form. If the youth is going to be incarcerated for more than 30-days they will work with staff on a Youth Institutional Case Plan Form. Within 72 hours of admission, each youth shall have an assessment completed by their assigned Group Supervisor.

Are youth held for 30+ days provided a case plan within 40 days of admission? ☒ Yes ☐ No

Is a transition plan developed for post dispositional youth which includes input from family, youth and supportive adults? ☒ Yes ☐ No

Explain probation's role in the transition plan: Probation's role in the transition plan is not specifically outlined in the Policies and Procedures Manual. However, it is implied that probation is responsible for creating and implementing the transition plan.

§ 1357. Use of Force.

Do the policies and procedures for "use of force" include the following:

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- Restriction of “use of force” to what is reasonable and necessary ☒ Yes ☐ No
- Outline proper use of both physical/non-physical options to staff ☒ Yes ☐ No
- Describe what force techniques are prohibited ☒ Yes ☐ No
- Requires standardized report, which includes procedures for documenting and reporting the use of force ☒ Yes ☐ No
- Administrative review process for investigating unreasonable use of force ☒ Yes ☐ No
- Notification of parents/legal guardians after use of force on youth ☒ Yes ☐ No
- Debrief process for staff and youth after incident to mitigate trauma ☐ Yes ☒ No
- Limitation of use of force on pregnant youth ☒ Yes ☐ No

Does the facility permit the use of chemical agents? ☐ Yes ☒ No

Describe use of force policies: Staff avoid the use of force whenever possible. Staff will first attempt to use psychological and verbal methods to diffuse a situation. If psychological measures do not work or are not appropriate, staff activate their personal security devices and/or call a code on the radio. Staff will only use force when there is threat of imminent harm to self or others and will only use the minimal and reasonable amount of force necessary to ensure the safety of minors and others. After an incident, the appropriate parties are notified, youth are screened by medical, incident reports are written and logged. Only staff are required to be debriefed after an incident in the draft Policies and Procedures manual, however, Title 15 requires that both the youth and the staff be debriefed. The Policies and Procedures Manual will be adjusted to reflect this change. Both youth and staff are debriefed in practice at the YSC, even though it is not yet reflected in the draft Policies & Procedures Manual.

How many incidents were there requiring use of force since the last inspection? 58

Explain: There was 58 serious incidents when staff had to use mechanical restraints on youth.

§ 1358. Use of Physical Restraints. | § 1358.5 Use of Restraint Devices for Movement and Transportation within the Facility.

Do the policies/procedures for use of physical restraints address the following:

- Documentation of circumstances leading to restraints ☒ Yes ☐ No
- Known medical conditions that would contraindicate use of restraints ☒ Yes ☐ No

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- Acceptable restraint devices ☒ Yes ☐ No
- Signs or symptoms that medical/mental health needs to be consulted ☒ Yes ☐ No
- Availability of CPR equipment ☒ Yes ☐ No
- Restrained youth must be housed alone or in designated area protected from other youth ☒ Yes ☐ No
- Provision for hydration and sanitation needs ☒ Yes ☐ No
- Provision for exercising extremities ☒ Yes ☐ No

Describe restraint policies: Mechanical restraints may be used to transport youth outside the YSC if probation and the transporting agency determine that they are necessary because the youth is a flight risk or to prevent physical harm to the youth or another person. Youth can only be placed in restraints within the YSC with the approval of the ISM-OD or designee. Reasons for continued retention in restraints shall be reviewed and documented at a minimum of every hour. Medical and BHRS are consulted. Staff conduct continuous direct visual supervision while the youth is in restraints.

How many incidents were there requiring use of physical restraints since the last inspection? 58

Explain: Only serious incidents required restraints.

Do the policies/procedures for use of restraint devices for movement and transportation within the facility address the following:

- Acceptable restraints, staff approved to utilize restraints and required training ☒ Yes ☐ No
- Documentation of circumstances for use of restraints ☒ Yes ☐ No
- Individual assessment of the need to apply restraints which considers less restrictive alternatives, medical/mental health, trauma informed approaches ☒ Yes ☐ No
- Consideration of safety and security of facility ☒ Yes ☐ No
- Restraints are not used for punishment, retaliation, in lieu of treatment ☒ Yes ☐ No
- Use of restraints on pregnant youth ☒ Yes ☐ No

§ 1359. Safety Room Procedures.

Is safety room used only when the following conditions are met: ☒ Yes ☐ No

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- Other less restrictive options have been attempted and exhausted
- Not used for punishment, coercion, convenience, or retaliation
- Use must not compromise youth's mental/physical health

If safety room confinement exceeds 4-hour limit, do staff utilize one of the following: ☒ Yes ☐ No

- Return youth to general population
- Consult with mental health or medical staff
- Develop plan for youth to reintegrate into general population
(required to extend confinement longer than 4 hours)

Safety room procedures: The safety room is used to hold only those youth who present an immediate danger to themselves or others, who exhibit behavior which results in the destruction of property, or reveals the intent to cause self-inflicted physical harm. Only the Juvenile Hall Director can approve a youth be placed in a safety room.

How many incidents were there requiring use of safety room since the last inspection? 6

Explain: The safety room was used for two different youth on multiple occasions for each youth, due to safety concerns.

Is confinement discontinued when it compromises youth's mental/physical health? ☒ Yes ☐ No

How is this determined? Medical staff evaluate the youth within the first hour of their confinement in the safety room. The Juvenile Hall Director and/or the ISM-OD in collaboration with Medical and BHRS staff re-evaluate the youth every four hours to determine if the youth can safely be removed from the safety room.

§ 1360. Searches.

When are searches of youth conducted? Searches are conducted during the intake process, after visits, and if contraband is suspected.

Describe search procedures: Types of approved searches include wand searches, pat down searches, visual body or clothing searches and visual strip searches. Staff must complete a Search Authorization Form and obtain approval of the ISM-OD before conducting a visual strip search/visual body search.

Are body cavity searches only conducted by medical personnel? ☒ Yes ☐ No

Are strip searches always conducted after detention hearings? ☐ Yes ☒ No

If a strip search is conducted after a detention hearing, is it conducted with pre-approval and only upon documented, reasonable suspicion of concealed contraband? ☒ Yes ☐ No

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Are cross-gender pat-down/strip searches prohibited, except in exigent circumstances or when conducted by a medical professional?

☒ Yes ☐ No

§ 1361. Grievance Procedure.

Number of grievances since last inspection: 166% increase in grievances from 2017 to 2018. There were 93 grievances and 7 appeals filed in 2018 (35 grievances and no appeals filed in 2017). Most of the increase can be attributed to the 48 grievances filed in May 2018. (See attached)

Do policies allow unlimited time limits to file grievances?

☒ Yes ☐ No

Are health and safety grievances addressed immediately?

☐ Yes ☒ No

Are initial responses to grievances delivered within 3 days?

☒ Yes ☐ No

Are final resolutions of grievances achieved within 10 days, or youth notified of circumstances that will delay resolution?

☒ Yes ☐ No

Are there multiple internal/external methods to report sexual abuse/harassment?

☒ Yes ☐ No

Are there any patterns or themes in the grievances?

☒ Yes ☐ No

Explain: Most of the grievances were related to disgruntled youth who had privileges taken away because of their disruptive or non-compliant behavior. Some related to missing phone calls, not being allowed to attend programming, dietary complaints, a short hot water outage, not being allowed to attend church services when they misbehaved, etc. There were several complaints related to medical for refusing to provide services or youth having to submit multiple medical requests before being seen. Youth indicated that medical did not take their issues seriously and were not treated by a doctor or sent to the medical center for treatment until after their grievance was filed and investigated. One youth was given the wrong dose of medicine and did not receive the medicine in the morning, as prescribed, but rather in the afternoon. There was an unusual surge of grievances in May which is a result of a few youth who filed multiple complaints against a staff member they felt were treating them unfairly.

Describe the grievance process: Youth complete a grievance form (see attached), keep the pink copy, and either put the remaining copies in the drop box or give them to a supervision staff member. ISMs collect grievance forms on a daily basis and mark the date of receipt on the forms. ISMs then assign someone to resolve the grievance. Youth can appeal the original grievance resolution.

PROGRAMS AND ACTIVITIES

§ 1371. Programs, Recreation, and Exercise.

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Do policies prohibit suspension of youth's participation in programs, recreation and exercise unless a safety/security threat is documented?

☒ Yes ☐ No

Describe: The director of the facility may suspend access to recreation for a period not to exceed 24 hours. However, LMA cannot be suspended unless a safety/security threat is documented.

Are programs/recreation/exercise reviewed annually for current and relevant content? ☒ Yes ☐ No

Are youth provided at least one hour of daily unscheduled recreational activities

(leisure reading, letter writing, entertainment)?

☒ Yes ☐ No

Describe: The youth watch movies, read, perform arts & crafts, play cards, games or other activities.

Are youth provided at least one hour of daily large muscle exercise?

☒ Yes ☐ No

Describe: The youth run, play basketball and sports on the field and in bad weather do gym exercises.

Are youth provided at least one hour of daily programming that is trauma focused, cognitive, evidence-based/best practice interventions or pro-social activities designed to reduce recidivism?

☒ Yes ☐ No

Check the programs that are currently offered at the facility:

Cognitive Behavior Interventions	☒	Tolerance and Diversity	☒
Management of Stress and Trauma	☒	Healing Informed Approaches	☒
Anger Management	☒	Interventions by Credible Messengers	☒
Conflict Resolution	☒	Gender Specific Programming	☒
Juvenile Justice System	☒	Art, Creative Writing, or Self-Expression	☒
Trauma-Related Interventions	☒	CPR and First Aid Training	☐
Victim Awareness	☒	Restorative Justice or Civic Engagement	☒
Self-Improvement	☒	Career and Leadership Opportunities	☒
Parenting Skills and Support	☒	Other Suitable Topics	☒

List organizations providing programming and a synopsis of the program: The youth participate in the following: Fresh Lifelines for Youth (education about law and constitutional rights); church services and bible study; staff led life skills programming (resume writing, anger management); The Beat Within (writing program); Each One Reach One (tutoring, playwriting); Mind Body Awareness (meditation); The Art of Yoga; Pyramid (anger management, drug and alcohol prevention); Brighter Day (career readiness, leading to jobs at Safeway); book club, Omega (staff led monthly program including speakers on relevant topics). BHRS suggested adding in a program on building relationships.

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Under what circumstances can programming be suspended? Programing is suspended in the case of emergency or for the safety and security of youth and staff.

How many days since last inspection has programming as a whole been suspended? 8-9 days for safety reasons. All programs are resumed as soon as safety conditions allow.

§ 1372. Religious Program.

Describe religious programming offered: Bible study is offered once a week and there are Catholic and other christian church services available on Sunday.

Is youth allowed to participate in activity outside their room, if not participating in religious programs?

☒ Yes ☐ No

§ 1374. Visiting.

Visiting Schedule:

Weekdays: 5:30pm – 6:30pm and 6:45pm – 7:45pm Monday through Thursday

Weekends: 8:30am – 9:30am, 9:45am – 10:45am, 11:00am – 12:00pm, 1:00pm – 2:00pm, 2:45pm – 3:45pm, 5:30pm – 6:30pm, 6:45pm – 7:45pm

Special Events: require special approval

One youth suggested adding in a Skype visiting option for families that are unable to come to the hall.

Do all youth have access to visitation? ☒ Yes ☐ No

Are visitation logs kept? ☒ Yes ☐ No

Are youth permitted to receive visits from their children? ☒ Yes ☐ No

Are youth permitted to receive visits from family members, such as grandparents and siblings and other supportive adults with approval of facility administrator? ☒ Yes ☐ No

Are visitors with a criminal history allowed to visit youth after staff have determined that they do not pose a safety risk? ☒ Yes ☐ No

Are there provisions for special visits, in addition to 2-hour weekly minimum? ☒ Yes ☐ No

Describe the visitation area (privacy, adequate space, supervision, cleanliness, etc.): The visitation area is clean and provides access to a drinking fountain and bathrooms. There are small tables with two to four chairs in the main area, as well as, two private visiting rooms and a larger private room specifically for IEP and other school meetings. There is one staff member who supervises the area and approves the reading materials brought for the youth. Playing cards are available to use during visits.

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Under what circumstances would visitation be restricted? Youth can visit with parents, guardians, and/or persons standing in loco parentis; their children; and people approved by the ISM, Director of Institutions, Probation Officer, or the Court. Youth that pose a safety or security risk may be allowed to conduct visits behind glass if appropriate. Visits may be denied or suspended if the visitor appears to be under the influence of drugs or alcohol; fails to consent to a search; attempts to give contraband to the youth without permission from staff; or if they present a threat to any person or to institutional security. Visits can also be cancelled if there is an emergency or medical situation in the Juvenile Hall. Youth are entitled to two, one-hour visits per week and unlimited Professional and after-court visits.

Youth we interviewed, indicated frustration that siblings are only granted one-off visits and cannot be approved for regular visits. (Staff have had problems in the past with friends posing as siblings and younger siblings causing disturbances in the visiting area.)

DISCIPLINE

§ 1390. Discipline. | § 1391. Discipline Process.

Do discipline policies include trauma-informed approaches and positive behavior interventions?

☒ Yes ☐ No

Does discipline process accommodate youth with disabilities, limited literacy, and English language learners?

☒ Yes ☐ No

Youth are not deprived of rehabilitative programming as part of discipline.

☒ Yes ☐ No

Describe the discipline process:

Minor rule violations may result in informal counseling, advising the youth of expected behavior, and/or a "cooling off" time away from other youth for a maximum of 30 minutes. Staff will issue a Disciplinary Due Process Ticket for all minor rule violations. Major rule violations and some minor violations may result in loss of privileges, loss of behavior points, alternative programming (completing a book report, essay, art project or other constructive activity separate from the group). Room confinement can only be used if other less restrictive options have been attempted and exhausted or attempting those options poses a threat to the safety and security of the youth, ward, or staff. Staff will issue an Incident Report for all major rule violations. Youth can appeal a disciplinary action through the grievance process.

There is an increased effort to utilize incentives to achieve desired behavior from the youth. For example, in Forrest 3, they use a point system and youth can earn up to 20 points a day for following rules, school behavior, room cleanliness, etc. The points are used to determine whether a youth is considered a one-step or two-step. Two-step youth are eligible for KP and canteen, and may stay out of their rooms until 9 (rather than 8). The YSC is also considering turning the unused central dining hall into a rewards room. Youth would be able to redeem points earned on their unit for alternate programming time in the rewards room.

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HEALTH SERVICES

What medical screenings do youth receive? Describe the medical/dental services available: Medical staff try to screen youth and conduct a complete physical within 12 hours, unless intake staff request an immediate screen for injured or intoxicated youth. After the initial screen, youth receive a complete physical exam annually by a nurse practitioner. Repeat offenders, who are released and come back to the YSC within a year, are assessed by a registered nurse. Medical staff is available from 7:00am to 11:00pm. The medical director is available Thursday for six hours and the nurse practitioner is available three and a half days a week. X-rays cannot be conducted onsite. Youth are transported to San Mateo Medical for x-rays and other procedures that can't be completed onsite.

The dentist visits the YSC every two weeks. Youth are given an initial screen after booking and receive a cleaning and exam every six months. An oral surgeon is available, when necessary. The dental practice provides routine cleanings, exams, tooth extractions, crowns and root canals onsite.

How do youth request care? How quickly do youth receive care or services (i.e. glasses)? There are medical request forms available on the unit. (See attached.) The medical staff picks up the requests every day at 3:00pm. If possible, the requests are handled at the triage station on the unit. The dietician sometimes responds to requests in writing, rather than in person. Several youths indicated that it takes multiple requests to get seen by medical. One youth said that the initial treatment for his broken hand was ice, a wrap and ibuprofen. It took "two weeks," according to the youth, for him to be taken offsite for an x-ray which confirmed his broken bone. There is currently a three to four-month delay in getting glasses for youth. Glasses are processed through the County optometry department which is backed up.

When and how do youth receive prescribed medication? What about after hours? Prescription medication are delivered on the unit daily, in the morning, afternoon and evening, as necessary. Medical staff provide an after-hours protocol for staff on the unit to address minor issues. GS3's can distribute over the counter medication which is stored on each unit. If someone needs prescription medication late in the evening, medical staff will administer it before leaving at 11:00pm. BHRS can prescribe psychotropic medication to youth, but medical staff need parental consent before it can be administered. If the youth comes into the facility with an existing prescription, it will be approved by medical staff, and then administered/renewed by medical staff to ensure continuity.

§ 1406. Health Care Records.

Do youth health records include treatment plans where applicable?

☒ Yes ☐ No

§ 1412. First Aid/AED and Emergency Response.

Are automated external defibrillators (AED) available in the facility?

☒ Yes ☐ No

§ 1417. Pregnant/Post-Partum Youth

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Do pregnant youth receive information on options to continue or terminate pregnancy and adoption?

☒ Yes ☐ No

Do pregnant youth receive comprehensive prenatal care?

☒ Yes ☐ No

Do youth receive post-partum care and access to a breast pump?

☒ Yes ☐ No

Are pregnant youth's medical records and plan forwarded to community obstetrician? ☒ Yes ☐ No

Explain: Youth receive prenatal and post-partum care at San Mateo Medical and deliver their babies at Stanford. There is extensive sex-education on the girls' unit.

§ 1430. Medical Clearance/Intake Health and Screening.

Do the medical screenings identify the need for accommodations?

(e.g. physical or developmental disabilities, gender identity or medical holds)

☒ Yes ☐ No

Explain: Yes, there is currently one transgender youth within YSC, and another who frequently visits YSC. For physical or developmental disabilities, the medical staff would bring in any necessary assistive devices.

§ 1431. Intoxicated Youth and Youth with a Substance Use Disorder.

Do policies and procedures address the following?

- How, when and by whom youth will be monitored when intoxicated ☒ Yes ☐ No
- Frequency of monitoring and the documentation required ☒ Yes ☐ No
- Youth will be immediately medically evaluated when they are experiencing progressive or severe intoxication or withdrawal ☒ Yes ☐ No
- Intoxication beyond 4 hours after admission requires a medical evaluation ☒ Yes ☐ No

Explain: Medical staff use the CIWA alcohol withdrawal assessment and the COWS opiate withdrawal assessment tools to assess intoxicated youth. All intoxicated youth are sent to the emergency room to detox or to the medical center for clearance. In the past few years, there has been an influx of youth who are on Xanax at the time of booking. Mildly intoxicated youth are monitored every four to six hours by medical staff.

§ 1432. Health Assessment.

Does the health assessment include history of past or current trauma?

☒ Yes ☐ No

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Are the health history and immunization review done within 96 hours of admission? ☒ Yes ☐ No

Are physical exams updated annually for all youth? ☒ Yes ☐ No

Explain: The initial health assessment is a comprehensive four-page screening document.

Describe physical health screenings (confidential, trained staff, access, etc.): Registered nurses
conduct the initial screening and the nurse practitioner or the medical director conducts the complete
physical.

§ 1433. Requests for Health Care Services.

Can youth confidentially request medical, dental or behavioral/mental health services? ☒ Yes ☐ No

Explain: There are medical request forms available on each unit.

§ 1437. Mental Health Services. | § 1437.5. Transfer to a Treatment Facility.

Is the mental health intake screening performed by either behavioral/mental/medical health personnel or trained youth supervision staff? ☒ Yes ☐ No

Does the intake screening include history of recent exposure to trauma which may require immediate attention, current traumatic stress and pregnancy needs? ☒ Yes ☐ No

Is assessment by behavioral/mental health provider done when indicated by screening process? ☒ Yes ☐ No

Are therapeutic services and preventive services provided? ☒ Yes ☐ No

Are there policies and procedures for the transfer of youth to a treatment facility? ☐ Yes ☒ No

Explain: BHRS will connect youth to regional clinics for medication continuity. They will also refer youth to StarVista for counseling.

Describe mental health screenings (setting, confidential, trained staff, access, etc.): Mental health
screenings are conducted at admissions in the intake room for youth who are first time offenders or
who are booked-in for new crimes, but have not been at a locked facility for six months. All youth
receive a visit from BHRS on the unit after being booked to explain the services available to them.
These screenings take place in a program room or in an empty classroom. BHRS also serves as part of
the IEP team when appropriate. BHRS staff are available for a 4-hour AM shift and a 4-hour PM shift
every day. There is a BHRS staff member on call between 5pm and 8am. Currently, the BHRS staff
includes five full-time staff (2 supervisors and 3 clinicians) and three academic interns working from
August through May. Rape victims are provided a therapist from Rape Trauma Services (RTS). BHRS
therapists are on call after-hours and can assist rape victims when a youth's RTS therapist is not
available.

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How is crisis intervention handled? BHRS meets with youth who are in crisis and creates a safety plan. There is a self-harm checklist used by both mental health and unit staff. The youth are checked on by BHRS staff twice a day and receive direct supervision and operation from unit staff, as necessary. Over the past few years, youth are coming into the YSC with higher needs resulting from the increase in use of Xanax, vaping, dabs and wax marijuana. Creating and maintaining an open line of communication between unit staff and BHRS is essential. This is starting to happen, but could be improved.

§ 1438. Pharmaceutical Management.

Does transition planning (post-release) include a plan for uninterrupted continuation of medication?

☒ Yes ☐ No

Explain: BHRS works with regional clinics to provide medication continuity. If youth decide not to continue their medication, they are warned about the consequences of stopping medication abruptly. They are counseled to slowly wean off their medication.

§ 1439. Psychotropic Medications.

Can youth refuse psychotropic medication without disciplinary consequences?

☒ Yes ☐ No

Explain: It is guesstimated that approximately 40% of the youth are on psychotropic medication. Medical staff will not force the youth to take medication. Youth refusal to take medication is noted in their file. No other action is taken.

FOOD

§ 1460. Frequency of Serving.

Mealtimes: Breakfast: 7:30 am Lunch: 12:45 pm Dinner: 4:30 pm
(no more than 14 hours between meals without a snack)

Length of time allowed to eat (should be at least 20 minutes)? 20 minutes

Are snacks provided to all youth between 2 to 4 hours after the dinner meal is served? ☒ Yes ☐ No

Comments: Fresh fruit is always available to youth and canteen is provided to 2-step youth. Every youth is provided a snack in the evening before bedtime.

§ 1461. Minimum Diet.

Are servings ample, nutritious, appetizing?

☒ Yes ☐ No

Comments: Serving sizes of meals are ample and youth are often allowed seconds when available. The food is nutritious and appears appetizing. The youth mentioned that the food is getting better,

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Juvenile Hall and Camp Inspection Report

but the taste and quality overall are lacking. Commissioners Telleria and Flores had dinner with the youth, which consisted of egg rolls, rice and sweet and sour vegetables. Commissioner Telleria found the food edible, although a little bland.

Is juice served with every meal? ☐ Yes ☒ No

If not, how often is it served? Juice is served at lunchtime, while milk is served for breakfast and fruit punch is served at dinner. Water is always available as an option.

Does it count towards the required servings of fruits and vegetables? ☐ Yes ☒ No

Is there a process for how special dietary requests (i.e. vegetarian, vegan, religious, diabetic) are requested and granted/denied? ☒ Yes ☐ No

Explain: Medical and other special dietary meals are available upon request. Requests are made to the staff on unit. Every effort is made to accommodate special dietary requirements.

CLOTHING AND PERSONAL HYGIENE

§ 1480. Standard Facility Clothing Issue.

Does standard issue clothing include new non-disposable underwear which remains with the youth throughout their stay? ☒ Yes ☐ No

Are youth's tee shirts, bras, underwear exchanged daily? ☒ Yes ☐ No

Explain: When youth are booked, they are given new underwear which is marked with their name on it. Housekeeping is provided with a daily list of youth in each unit, along with their clothing sizes. Housekeeping creates a set of underwear for each youth with their name on it. Every day they will provide the unit with fresh tee shirts, bras and personalized underwear for each youth. Other clothing is changed out weekly. The personalized underwear is retained for youth who frequent the YSC.

Is suitable clothing for pregnant youth provided? ☒ Yes ☐ No

Explain: There is no special clothing for pregnant youth, however the pants at the YSC have an elastic waistband. Pregnant youth will be given larger clothing sizes as needed.

§ 1483. Clothing, Bedding and Linen Supply.

Are alternate mattress types available for pregnant youth or youth with other medical-related needs? ☐ Yes ☒ No

Explain: Pregnant youth and those with other medical-related needs may have two mattresses.

§ 1485. Issue of Personal Care Items.

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Are females provided with sanitary napkins, panty liners & tampons when requested? ☒ Yes ☐ No

Explain: All types of feminine hygiene products are available to female youth upon request.

Are youth held 24+ hours provided with deodorant, lotion, shampoo and conditioner? ☒ Yes ☐ No

Explain: Youth are provided and allowed to keep soap, deodorant, toothbrush and toothpaste in their room. Shampoo, conditioner and lotion are available on the unit.

§ 1487. Shaving.

Are all youth allowed to have access to a razor daily to shave face and body hair? ☒ Yes ☐ No

Explain: Razors are available for youth to use during showers or, when supervised, in their room. There is a chair outside the girls' showers which can be utilized while shaving their legs.

§ 1500. Standard Bedding and Linen Issue.

Describe the bedding and linen provided and how exchanged: Youth are issued two sheets and two blankets at admissions. These are exchanged weekly. During the winter, youth are allowed extra blankets. Pillows and pillowcases are not permitted at the YSC; however, the mattresses are raised at one end. Youth also roll up their extra blankets to use as a pillow.

Are additional blankets available upon request? ☒ Yes ☐ No

General Facility Inspection – Exterior Spaces

Describe the condition of the exterior spaces of the facility (lawns, fields, blacktop, paint, roof, etc.)

The facility grounds are in generally good condition. The landscaping outside the units are heavily weeded. This area is often maintained by the youth. Given recent heat waves and staff changes some of the gardening programs have been postponed.

General Facility Inspection – Interior Spaces

Describe the condition of the interior spaces in the facility (sleeping rooms, common area, recreation area, court holding area, lighting, climate control, etc.)

The interior of the facility is beginning to show its age. The furniture has not been replaced since the facility was built in 2006. In one of the units, the couches had to be removed for safety reasons and the only seating available are plastic chairs and the unmovable metal stools attached to the dining tables. The carpet in the Pine unit was recently replaced and looks good. Some of the other units' carpets are badly stained and in need of replacement. The metal mirrors and glass windows in the cells are full of youth etchings.

Personal Appearance of Youth

San Mateo County Juvenile Justice and Delinquency Prevention Commission
Juvenile Hall and Camp Inspection Report

Describe the appearance and general attitude of youth

The youth are well groomed and wear clean, stain-free clothing. The youth are generally respectful
towards staff and visitors.

Signature of Commissioner(s) preparing this report

Debora Telleria _____ Date: _____

Daniel Casillas _____ Date: _____

Rebecca Flores _____ Date: _____

Month and Year	Escapes Or Fires		Deaths: Suicide or Other		Safety Room Placements	Threats to Staff or Staff Injury		Serious Incident Major Disturbances Resulting in Youth Injury, or Multiple youth Involved		Assault Incidents Between Youth	Actual # of youth involved in an Assault	Use of Force Mechanical Restraints used by Incident	Mechanical Restraints used per youth	Assault on Staff Injuries While Responding	Charges Filed	Suicidal: *Attempts *Statements *Self-Mutilation SA SS SM			Youth on Special Program (OAA)
2018																			
January	0	0	0	0	0	4	0	0	2	8	21	10	20	0	0	0	2	0	21
February	0	0	0	0	0	2	2	0	2	7	14	13	15	0	0	0	0	8	27
March	0	0	0	0	0	2	1	1	0	4	8	7	12	1	1	0	1	3	24
April	0	0	0	0	0	1	0	0	0	1	2	4	5	0	1	0	0	4	13
May	0	0	0	0	0	5	1	0	3	4	9	11	14	1	2	0	0	1	19
June	0	0	0	0	0	1	0	1	0	1	2	2	3	0	1	0	3	1	8
July	0	0	0	0	0	0	0	0	0	2	4	3	4	0	0	0	0	0	8
August	0	0	0	0	0	1	0	0	0	0	0	3	3	0	0	0	0	2	14
September	0	0	0	0	0	1	1	0	1	2	5	4	5	1	1	0	0	1	15
October	0	0	0	0	3	3	0	0	3	5	12	8	15	0	0	0	1	2	12
November	0	0	0	0	0	1	0	0	1	3	6	5	9	0	0	0	0	0	15
December	0	0	0	0	3	3	0	0	0	1	2	12	13	0	0	0	2	0	13
Totals	0	0	0	0	6	24	5	2	12	38	85	82	118	3	6	0	9	22	189

2019 Monthly STATS | ISM C. Galera

[illegible]

2019 San Mateo County Probation Juvenile Hall Population

Date	May			June			July			August		
	Boys	Girls	Total	Boys	Girls	Total	Boys	Girls	Total	Boys	Girls	Total
1	52	11	63			0			0			0
2	50	9	59			0			0			0
3	50	8	58			0			0			0
4	57	9	66			0			0			0
5	59	9	68			0			0			0
6	57	7	64			0			0			0
7	52	8	60			0			0			0
8	51	9	60			0			0			0
9	51	8	59			0			0			0
10	45	7	52			0			0			0
11	47	2	49			0			0			0
12	48	9	57			0			0			0
13	47	8	55			0			0			0
14	46	11	57			0			0			0
15	48	9	57			0			0			0
16	49	7	56			0			0			0
17	51	8	59			0			0			0
18	49	8	57			0			0			0
19	51	7	58			0			0			0
20	49	6	55			0			0			0
21	47	5	52			0			0			0
22	47	6	53			0			0			0
23	45	6	51			0			0			0
24	46	6	52			0			0			0
25	59	6	65			0			0			0
26	58	6	64			0			0			0
27	56	5	61			0			0			0
28	56	5	61			0			0			0
29	51	5	56			0			0			0
30	49	6	55			0			0			0
31	48	7	55			0			0			0
Average	51	7	58	#DIV/0!	#DIV/0!	0	#DIV/0!	#DIV/0!	0	37	#DIV/0!	43

June 11, 2019

2019 San Mateo County Probation Juvenile Hall Population

January			February			March			April			
Date	Boys	Girls	Total	Boys	Girls	Total	Boys	Girls	Total	Boys	Girls	Total
1	30	5	35	39	5	44	44	1	45	49	8	57
2	29	5	34	41	5	46	47	4	51	50	8	58
3	29	5	34	42	5	47	48	3	51	48	8	56
4	29	5	34	38	5	43	48	3	51	50	9	59
5	26	6	32	39	6	45	45	2	47	50	10	60
6	26	6	32	38	7	45	43	2	45	55	10	65
7	26	6	32	39	7	46	44	2	46	56	11	67
8	28	7	35	35	6	41	44	3	47	54	11	65
9	28	8	36	40	2	42	44	5	49	53	10	63
10	30	7	37	39	2	41	45	7	52	54	10	64
11	30	7	37	35	2	37	48	8	56	55	8	63
12	31	11	42	37	3	40	53	9	62	51	7	58
13	32	13	45	36	3	39	47	8	55	51	7	58
14	31	11	42	37	3	40	48	8	56	53	10	63
15	32	10	42	37	4	41	49	8	57	53	10	63
16	31	9	40	40	4	44	50	8	58	50	13	63
17	32	9	41	41	4	45	50	9	59	48	14	62
18	34	8	42	36	4	40	51	8	59	50	14	64
19	36	8	44	42	5	47	53	6	59	48	13	61
20	41	8	49	44	5	49	52	6	58	49	13	62
21	43	8	51	41	5	46	54	7	61	50	12	62
22	42	8	50	40	5	45	58	10	68	49	11	60
23	41	7	48	40	5	45	59	9	68	50	10	60
24	38	7	45	42	5	47	60	9	69	50	10	60
25	40	6	46	41	5	46	60	9	69	53	11	64
26	38	6	44	39	5	44	63	7	70	53	12	65
27	40	6	46	38	2	40	59	8	67	56	13	69
28	40	6	46	41	2	43	56	10	66	56	13	69
29	43	5	48				53	9	62	53	13	66
30	41	5	46				53	8	61	54	11	65
31	42	5	47				53	8	61			
Average	34	7	41	39	4	44	51	7	58	52	11	62

Updated May 2, 2019

Date	September			October			November			December		
	Boys	Girls	Total	Boys	Girls	Total	Boys	Girls	Total	Boys	Girls	Total
1	50	7	57	44	7	51	45	8	53	38	7	45
2	51	7	58	41	6	47	43	8	51	37	7	44
3	50	7	57	41	7	48	43	9	52	35	7	42
4	48	7	55	38	5	43	45	9	54	34	8	42
5	45	7	52	37	6	43	45	8	53	41	8	49
6	48	8	56	39	6	45	46	8	54	42	6	48
7	50	8	58	39	6	45	48	8	56	40	6	46
8	49	8	57	37	6	43	48	7	55	39	6	45
9	47	8	55	36	6	42	48	7	55	39	6	45
10	43	8	51	36	7	43	62	10	72	39	6	45
11	48	10	58	36	7	43	63	11	74	38	6	44
12	48	9	57	39	6	45	63	10	73	37	7	44
13	43	10	53	41	8	49	63	9	72	42	6	48
14	43	9	52	40	8	48	65	7	72	41	4	45
15	45	10	55	40	7	47	67	7	74	41	4	45
16	44	10	54	39	7	46	59	6	65	42	5	47
17	43	11	54	39	6	45	58	6	64	42	5	47
18	44	11	55	40	5	45	58	7	65	41	6	47
19	42	10	52	37	5	42	59	10	69	40	5	45
20	41	9	50	42	6	48	61	10	71	38	4	42
21	40	8	48	44	7	51	62	10	72	39	4	43
22	44	7	51	42	7	49	48	6	54	34	4	38
23	45	8	53	41	6	47	46	8	54	34	4	38
24	43	7	50	44	7	51	50	6	56	33	4	37
25	44	7	51	41	7	48	48	11	59	33	5	38
26	44	7	51	41	7	48	43	6	49	33	4	37
27	43	7	50	45	7	52	39	7	46	32	4	36
28	45	7	52	45	7	52	36	7	43	32	4	36
29	46	6	52	42	7	49	37	6	43	31	5	36
30	46	7	53	45	8	53	37	6	43	31	5	36
31				49	8	57				32	5	37
Average	45	8	54	41	7	47	51	8	59	37	5	42

Updated January 3, 2019

*Population Numbers for November 10-25 include Camp Glenwood Boys.

Date	May			June			July			August		
	Boys	Girls	Total	Boys	Girls	Total	Boys	Girls	Total	Boys	Girls	Total
1	57	9	66	52	8	60	54	9	63	35	8	43
2	57	10	67	53	8	61	40	9	49	33	10	43
3	58	9	67	50	7	57	38	9	47	34	7	41
4	58	8	66	46	9	55	38	9	47	35	7	42
5	59	9	68	44	9	53	37	9	46	33	6	39
6	56	9	65	46	8	54	34	8	42	32	7	39
7	54	9	63	42	8	50	35	6	41	43	6	49
8	53	10	63	42	9	51	35	7	42	45	5	50
9	53	10	63	42	9	51	34	8	42	43	5	48
10	51	9	60	41	8	49	38	8	46	42	5	47
11	49	9	58	41	8	49	39	7	46	33	4	37
12	49	9	58	43	8	51	39	7	46	35	3	38
13	49	10	59	46	8	54	39	8	47	32	3	35
14	51	9	60	45	9	54	40	8	48	33	3	36
15	48	9	57	45	8	53	40	8	48	31	3	34
16	48	8	56	45	8	53	39	8	47	33	4	37
17	50	8	58	44	9	53	40	9	49	32	5	37
18	48	9	57	44	9	53	38	9	47	35	5	40
19	47	9	56	44	9	53	38	9	47	36	5	41
20	46	10	56	46	8	54	38	9	47	32	5	37
21	42	8	50	43	8	51	40	12	52	33	4	37
22	42	8	50	45	7	52	40	11	51	36	3	39
23	42	7	49	45	7	52	37	10	47	37	4	41
24	42	7	49	43	7	50	36	9	45	36	3	39
25	48	11	59	42	6	48	35	10	45	42	5	47
26	46	10	56	45	6	51	36	10	46	43	5	48
27	44	7	51	47	6	53	36	11	47	40	7	47
28	43	6	49	44	8	52	37	12	49	41	6	47
29	50	6	56	40	9	49	37	11	48	39	6	45
30	49	7	56	42	9	51	35	11	46	39	8	47
31	49	6	55				35	11	46	41	8	49
Average	50	9	58	45	8	53	38	9	47	37	5	43

2018 San Mateo County Probation Juvenile Hall Population

January				February			March			April		
Date	Boys	Girls	Total	Boys	Girls	Total	Boys	Girls	Total	Boys	Girls	Total
1	57	10	67	68	12	80	60	10	70	59	10	69
2	53	7	60	75	13	88	68	10	78	60	9	69
3	55	8	63	76	13	89	70	10	80	58	7	65
4	55	8	63	73	13	86	67	10	77	59	6	65
5	61	10	71	72	11	83	70	10	80	60	5	65
6	62	10	72	66	11	77	70	9	79	49	6	55
7	58	11	69	66	11	77	63	9	72	49	6	55
8	56	11	67	66	11	77	58	7	65	49	6	55
9	56	12	68	71	12	83	62	7	69	50	6	56
10	60	13	73	72	12	84	61	7	68	49	5	54
11	57	11	68	67	11	78	57	7	64	49	5	54
12	61	10	71	67	11	78	57	7	64	53	6	59
13	60	9	69	68	11	79	56	7	63	52	6	58
14	56	9	65	67	11	78	56	7	63	54	6	60
15	54	11	65	67	10	77	56	7	63	57	6	63
16	54	10	64	69	13	82	58	6	64	59	7	66
17	52	9	61	69	12	81	56	6	62	68	6	74
18	51	10	61	67	12	79	52	6	58	67	5	72
19	58	9	67	67	11	78	50	6	56	67	7	74
20	57	9	66	65	10	75	49	6	55	66	7	73
21	53	8	61	69	12	81	52	6	58	67	7	74
22	56	9	65	65	10	75	49	7	56	69	7	76
23	54	8	62	69	11	80	48	6	54	70	7	77
24	57	8	65	70	10	80	49	6	55	70	7	77
25	56	8	64	65	10	75	46	6	52	69	6	75
26	63	8	71	66	9	75	43	7	50	66	6	72
27	63	7	70	62	8	70	44	8	52	59	9	68
28	61	8	69	58	8	66	40	11	51	58	9	67
29	65	10	75				50	10	60	55	7	62
30	65	12	77				51	10	61	53	7	60
31	67	12	79				50	10	60			
Average	58	10	67	68	11	79	55	8	63	59	7	66

Updated May 7, 2018

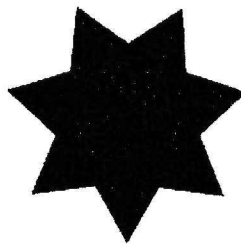
April totals include Camp Glenwood boys housed at YSC due to La Honda water system failure. (See in blue)

YSC Monthly Grievance and Appeals

	2015		2016		2017	
	Grievance	Appeals	Grievance	Appeals	Grievance	Appeals
January	17	1	5	0	0	0
February	2	0	5	0	4	0
March	4	0	8	0	5	0
April	1	3	8	0	1	0
May	7	1	0	0	4	0
June	2	0	3	0	13	0
July	2	0	2	0	4	0
August	6	3	3	0	2	0
September	8	0	0	0	0	0
October	11	0	2	2	1	0
November	1	0	8	3	1	0
December	5	0	2	0	0	0
Total :	66	8	46	5	35	0

	2018		2019		2020	
	Grievance	Appeals	Grievance	Appeals	Grievance	Appeals
January	1	0	5	0		
February	2	0	5	0		
March	5	3	12	0		
April	6	0	2	0		
May	48	2	1	0		
June	10	0	0	0		
July	2	0				
August	8	2				
September	6/3 Missing	0				
October	2/1 Missing	0				
November	2	0				
December	1	0				
Total :	93	7				

PROBATION DEPARTMENT



COUNTY OF SAN MATEO
Youth Service Center, Juvenile Hall

GRIEVANCE FORM

You have the right to file a complaint about anything having to do with this facility. Fill out this form and keep the pink copy of it. Put the other copies in the metal box or give them to a staff person. If you need a grievance form, ask any staff member. A staff person will talk to you about your complaint. They may also talk to others involved in your problem. The staff person will then decide what to do and talk to you about it. If you don't agree with the staff's decision, you can ask for an appeal. This means that a manager or the Director will hear your complaint. You will be given the yellow copy of the form that shows the final decision. If you file a grievance and no one comes to talk to you, tell a staff member that you want to talk to a manager. If you have complained about a staff member, then that staff cannot be involved in deciding what should be done about your complaint.

Date: _____

MINORS INFORMATION

Name:	DOB:	Unit:
-------	------	-------

What is your grievance, issue or concern?

(add pages if you need to)

RESOLUTION

ISM Receiving Grievance:	Date Received:
--------------------------	----------------

Grievance Assigned To:	Date Assigned:
------------------------	----------------

Process and findings:

Staff signature :	Date:
-------------------	-------

YOUTH REPONSE

☐ I want to appeal
(See attached appeal for further.)
 ☐ I do not want to appeal

Youth signature	Date:
-----------------	-------

☐ Copies to youth
 ☐ Copies to youth



PROBATION DEPARTMENT
COUNTY OF SAN MATEO
John T. Keene, Chief Probation Officer

JDPDPC Agenda Packet 8/27/19 Pg. 42

YOUTH REQUEST FORM

Date: _____

Youth's Name: _____ Youth's CASE#: _____

PLEASE DELIVER THE REQUEST TO THE FOLLOWING PERSON OR OFFICE	
JUVENILE HALL	COMMUNITY OTHER
Deputy Chief Probation Officer of Institutions ☐	Attorney ☐
	Probation Officer ☐
Juvenile Hall Director ☐	Other: ☐
ISM-OD ☐	
ISM-Housing ☐	
Housing Lead Staff ☐	
Housing Staff ☐	
Food Services ☐	
Medical Department ☐	
Mental Health ☐	
School ☐	
Other ☐	

PLEASE STATE YOUR REQUEST: *(BE SPECIFIC)*

Youth's Signature: _____

Date: _____

To Be Completed by Housing Staff

I, _____ received the request on this day of _____

At _____ I disposed of the request on _____ in following manner:

☐ Answered the Request (See Below) (1)

☐ forwarded the request to the ISM-OD

MEDICAL SERVICES REQUEST FORM

SOLICITUD PARA SERVICIOS MÉDICOS

Date Received: _____

Nurse Review initials: _____

DATE _____

FECHA

ID# _____

NÚMERO DE IDENTIFICACIÓN

NAME _____

NOMBRE _____

LAST/ APELLIDO

FIRST/PRIMER NOMBRE

MIDDLE/SEGUNDO NOMBRE

AKA _____

DOB

UNIT

ALIAS

FECHA DE NACIMIENTO

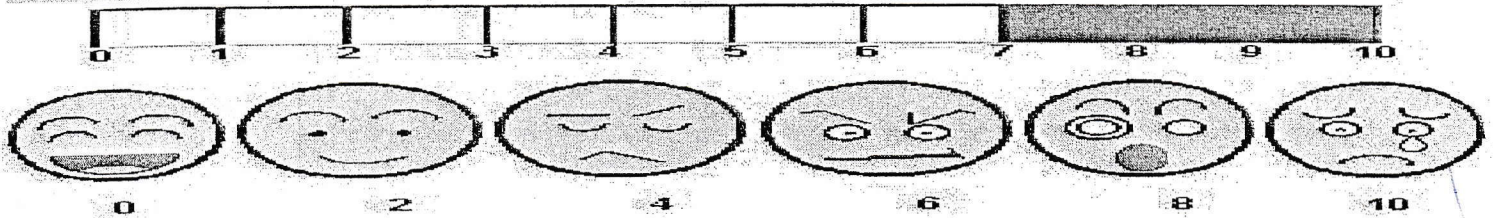
NÚMERO DE UNIDAD

I request health care services because:

Yo solicito servicios médicos por la siguiente razón:

My Pain level is: (circle one)

Mi nivel de dolor es: (circule uno)



NUMERICAL PAIN INTENSITY SCALE

Do not write below this line.

No escriba abajo de esta línea.

SUBJECTIVE: Pain Level: 0 1 2 3 4 5 6 7 8 9 10

OBJECTIVE: T _____ P _____ R _____ BP _____ PO2 _____

ASSESSMENT: _____

PLAN: _____

NURSE SIGNATURE: _____ DATE/TIME: _____

DISPOSITION: (Please check all that apply)

S/P Initiated: _____ MH referral: _____ Dental referral: _____ NP _____ Literature Only: _____

Check one: In person assessment: _____

Chart Review Response: _____

YOUTH SERVICES CENTER-CAMP GLENWOOD/CAMP KEMP**Medical/Mental Health Literature Request Form**

Name _____

Unit _____

Date _____

Please indicate with an 'X' next to forms you would like to receive.

- | | |
|---|--|
| ☐ ACNE
☐ ALCOHOLISM; A FAMILY HISTORY OF ALCOHOLISM, ARE YOU AT RISK?
☐ ALLERGIES
☐ ATHLETES FOOT
☐ BAD BREATH; WHAT CAUSES BAD BREATH
☐ BIRTH CONTROL
☐ BITES & STINGS
☐ BODY PIERCINGS

☐ BREAST & PELVIC EXAMS; WHAT THEY ARE & WHY YOU NEED THEM
☐ BREATHING EXERCISES (STRESS & ANXIETY)
☐ CANKER SORES; WHAT ARE CANKER SORES
☐ CHLAMYDIA; WHAT YOU NEED TO KNOW
☐ CLEARING THE AIR, HOW TO QUIT SMOKING AND QUIT FOR KEEPS
☐ CLUB DRUGS; THE TRUTH ABOUT (TIPS FOR TEENS)
☐ COCAINE; THE TRUTH ABOUT (TIPS FOR TEENS)
☐ COLDS & FLU'S; WHAT TO DO
☐ COLD; FEVER, COUGH, HEADACHE, SORE THROAT, CONGESTION & BODY ACHE
☐ COMING CLEAN; HOW TO TALK TO YOUR PARENTS ABOUT YOUR DRUG USE
☐ CONDOMS; INCREDIBLE FACTS ABOUT CONDOMS
☐ CONDOMS; TALKING TO YOUR PARTNER ABOUT CONDOMS
☐ CONSTIPATION; HOW TO AVOID
☐ CRABS / SCABIES
☐ CRACK COCAINE; BASIC FACTS ABOUT CRACK COCAINE
☐ CRYSTAL METHAMPHETAMINE; FAST FACTS
☐ DADS WITH DAUGHTERS; 10 TIPS FOR DADS WITH DAUGHTERS
☐ DANGERS OF DRINKING
☐ DATE RAPE; A POWER TRIP
☐ DATING OLDER GUYS; WHAT TO KNOW ABOUT DATING OLDER GUYS
☐ DENTAL HEALTH; WHAT YOU NEED TO KNOW ABOUT DENTAL HEALTH
☐ DON'T LOSE A FRIEND TO DRUGS
☐ DRINKING; DRINKING MYTHS BUSTED WIDE OPEN
☐ DRINKING TO DISASTER; (BINGE DRINKING)
☐ DRINKING; THE DANGERS OF DRINKING | ☐ DRIVING; DRUNK, DRUGGED OR DROWSY, DON'T DRIF
☐ DRIVING; TOP 10 TIPS FOR PREVENTING TEEN ACCIDE
☐ EARWAX
☐ ECSTASY; JUST THE FACTS ABOUT ECSTASY
☐ ECZEMA; ALL ABOUT
☐ ENERGY DRINKS AND FOOD BARS, POWER OR HYPE
☐ EXERCISES; FOR LOWER BACK PAIN
☐ FATHERS MATTER!

☐ FLUID INTAKE; WHAT WHEN AND HOW MUCH
☐ SEXUAL ASSAULT; ALCOHOL, DATE RAPE DRUGS AND SEXUAL ASSAULT
☐ SHOULDER PAIN
☐ SLEEP PROBLEMS; COMMON SLEEP PROBLEMS
☐ SMOKING & YOUR LUNGS
☐ SMOKING AND ASTHMA
☐ SNIFFING YOUR LIFE AWAY (INHALANTS)
☐ STD FACTS (SEXUALLY TRANSMITTED DISEASE FACT
☐ STEROIDS; TIPS FOR TEENS, THE TRUTH ABOUT STERC
☐ STRESS, DEALING WITH STRESS
☐ STRESS AND RELAXATION
☐ STRAINS, SPRAINS AND AUTOMOBILES
☐ STRETCHING EXERCISES
☐ SYMPTOMS DIARY / LOG
☐ SYPHILLIS; WHAT YOU NEED TO KNOW
☐ TAKING CARE OF YOUR TEETH
☐ TATTOOS; WHAT TO KNOW BEFORE YOU GET ONE
☐ TEEN DATING VIOLENCE
☐ TESTICULAR SELF EXAM
☐ TUBERCULOSIS; MEDICATIONS FOR TB
☐ TOBACCO; TIPS FOR TEENS ABOUT TOBACCO
☐ URINARY TRACT INFECTIONS; PREVENTING THEM
☐ 50 THINGS YOU SHOULD KNOW BEFORE YOU HAVE SI |
|---|--|