

Juvenile Justice and Delinquency Prevention Commission

San Mateo County, California

Juvenile Hall and Camp Inspection Report

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Date of this Inspection: 7/15/16 (facility); 5/10/2016 (school); 9/20/16 (mental health)

Date of Last Inspection: 7/17/15 (facility); 7/23/15 (school); 11/20/15 (mental health)

Facility Name: Youth Services Center (YSC) Facility Capacity: 180

Address: 222 Paul Scannell Dr., San Mateo, CA Average Population: 76M/ 5F (June 2016)

Contact Person: Compliance Officer / ISM Chadie Galera Current Population: 70M/4F 7-11-16

Phone Number: 650-312-5200/ 5217 Other Population? Yes No

Describe Other Population: Weekenders

Average Non-resident Population: Average per weekend is 3

Presiding Juvenile Court Judge: Judge Clifford Cretan

Commission Inspection Team: Facility Inspection Team: Sonoo Thadaney, Valerie Gibbs, Michele Gustafson; School Inspection Team: Valerie Gibbs, Irv Rollins

Documents Reviewed

- | | | |
|----------------------------------|---|--|
| Fire Inspection Report: | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No | Date: May 19, 2016 |
| Health Department Report: | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No | Date: March 13, 2015 |
| Medical Department Report: | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No | Date: March 13, 2015/ June 29, 2016 |
| Environmental Health Report: | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No | Date: August 26, 2015/ September 2, 2015 |
| Nutritional Health Report: | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No | Date: September 3, 2015 |
| Facility Safety/Security Report: | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No | Date: September 18, 2015 |
| Policies & Procedures Manual | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No | Date: Last Updated May 18, 2016 |
| Youth Orientation Materials | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No | Date: Provided 7-15-16 |
| Grievance Logs | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No | Date: Provided 7-15-16/ Ongoing since 2015 |
| Serious Incident Reports | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No | Date: Provided 7-15-16/ Ongoing since 2015 |

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Comments: The facilities at YSC are well maintained. Some of the other agency reports we reviewed noted a few items to be corrected, but the corrections appeared to be completed or underway. The Fire Inspection report noted a need to change some of the self-contained EXIT signs, which has been completed; the Medical Report recommended some corrections to the dental examination room; the Facility Safety/Security Report made some notes about placing a contrasting strip on the edges of the steps to provide contrast and this has also been completed. But here were no major issues noted at all. The BSCC inspection was extremely favorable.

Emergency procedures are in a red binder and are available on each of the living units and in the admin office.

Persons Interviewed

- Youth
- Superintendent
- Medical Staff
- School Staff
- Supervisor
- Youth Supervisor/Counselor
- Food Services Staff
- Other: _____

General Information

General Description of the Program: Youth Services Center is San Mateo County's Juvenile Hall. It is a locked facility that handles temporary detention for youth who are arrested from the community in advance of a youth's detention hearing; temporary detention of youth from Camp Kemp and Camp Glenwood as a consequence for behavioral issues or when there is a need for medical/dental/therapeutic treatment not provided at the Camp; pre-disposition detention for youth for whom release to the community pending disposition is not appropriate; and "therapeutic detention" for youth who have been adjudicated and are serving a sentence. At the time of the inspection, YSC operated five units: 1 for girls [P4]; 4 for boys [F3, P5, E6, E7] (who are divided by age and status of disposition). YSC also houses "Weekender" youth who report to YSC in the evening on Fridays and are released Sunday evening. Weekends may be required for violations of probation once a youth has been released to the community or served in lieu of consecutive time in Juvenile Hall as a disposition to a youth's case.

YSC provides a school environment for youth who are still receiving their secondary education and, working with Project Change, provides college education opportunities for youth who have already received their high school diploma or equivalency.

Does the facility house minors under Section 601 of the Welfare & Institutions Code (status offenses)?
 Yes No

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If "Yes", are these minors separated from those minors classified under Section 602 of the Welfare and Institutions Code (juvenile delinquency)? Yes No If "Yes", explain: _____

Has the facility exceeded capacity since last inspection? (Section 1343) Yes No If "Yes", explain (by how many, for how long, was BSCC notified if longer than 15 calendar days in a month): _____

Fire Department Pre-Plan for Emergencies (Section 1325): Yes No Date of Last Drill: Drills are conducted monthly. As of the date of the facility inspection on July 15, the last drill was June 20, 2016.

Staff Pre-Plan for Emergencies (Section 1327): Yes No Date of Last Drill: Drills are conducted monthly. As of the date of the facility inspection on July 15, the last drill was June 22, 2016.

Since Last Inspection

Number of Suicides: 0 Number of Suicide Attempts: 4

Number of Escapes: 0 Number of Escape Attempts: 0

Number of Deaths: 0 Number of Serious Injuries: 2

Comments: YSC has been excellent about communicating serious incidents that include suicide attempts and serious injuries. Deputy Chief Villanis is to be commended for being responsive and informative when it comes to reporting these incidents to the JJDPC.

Staffing (Section 1321, 1328)

Staff to youth ratio: Awake (at least 1:10): 10:1 Sleeping (at least 1:30): 1 staff per unit/ 30 Max

How, when and how frequently are safety checks conducted? (Section 1328) (There should be direct visual observation of youth at least every 15 minutes 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) Visual observation/ safety checks are completed every 15 minutes. YSC staff is randomizing these so that the checks don't happen at completely predictable times.

How is staff backup handled during grave-yard shift? 3 staff in Admissions, in addition to 1 staff per unit [F3, P4, P5, E6, E7] with an additional floater staff for Pine and Elm buildings when staffing permits.

Walkie-talkie, telephone, PSD [personal security device] and Central Control used to request back up from staff

Language support provided in: English, Spanish, Hindi and Tagalog

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Describe general staff and youth interactions: The staff and youth interactions were generally respectful. The staff seem to care about the welfare of the young people in their charge.

Describe the diversity (ethnicity, language, gender) of staff: Over 36% female; American, African American, Mexican, Middle Eastern, Pacific Islander, Asian

Describe training of staff (Section 1322): 4 weeks of CORE; 1 week of PC 832; 80 hours of in house training which includes 20 hours of classroom, 30 hours of initial Group Supervisor duties, 30 hours of shadow and reverse shadow at their assigned posts. 24 hours annual STC training. Quarterly Post Orders review for all Group Supervisors (Permanent and Extra Help).

Does staff have access to a written Policy and Procedures manual? Yes No If "No", explain:

Yes, one on every unit, in admissions and provided to assigned ISM.

If "Yes", does it meet the requirements of Section 1324? Yes No

Staffing Summary and Comments: The written Policy and Procedures manual is very well organized and the BSCC inspection noted no areas of non-compliance. We are told that YSC is in process of developing/revising its suicide prevention plan as required by section 1324.

It is not clear whether the ISM has a separate handbook, but if not, the JJDPC would recommend some note that the JJDPC is to be notified per our 2015 MOU with Chief Keene about serious incidents of the type designated in that memorandum. This may not be appropriate for the staff manual, since it is the ISM who has been responsible for providing the notification to the JJDPC. (Perhaps in section 1341 of the manual).

The JJDPC would like to know more about the frequency of cultural competency and diversity training for YSC staff. Additionally, the JJDPC could arrange for training on transgendered teens for YSC staff, which could be beneficial.

The staff we spoke to were dedicated to the youth and reported that the best part of their job was developing relationships with the youth. They enjoyed having the chance to just talk to the youth. Some staff reported that they would welcome additional training on mental health/trauma informed practices; de-escalation techniques, including how better to deploy "verbal judo" to get youth buy-in. They enjoy the opportunities they get to teach a class or a skill to the youth. Many staff will undertake to, for example, develop structured workouts for the youth; have the youth do essays and poetry; teach chess. The youth respond favorably and it makes the job more satisfying for the Group Supervisors.

Conditions of Grounds and Building Exterior

Lawns: Acceptable Unacceptable: _____

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Playing Fields: Acceptable Unacceptable: the artificial turf is starting to come up around the seams this could be a tripping hazard. This has been an issue in prior reports (2012, 2013, 2014, 2015). We have been informed that the repair of the turf has been bid out and should be done before the next annual JJDPC inspection.

Blacktop: Acceptable Unacceptable: _____

Paint: Acceptable Unacceptable: _____

Roof: Acceptable Unacceptable: _____

Drains and Gutters: Acceptable Unacceptable: _____

General Appearance: Acceptable Unacceptable: _____

Exterior Condition Summary and Comments: _____

Condition of Interior of Building

Walls: Acceptable Unacceptable: _____

Paint: Acceptable Unacceptable: _____

Floors: Acceptable Unacceptable: _____

Ceilings: Acceptable Unacceptable: _____

Drains: Acceptable Unacceptable: _____

Plumbing Fixtures: Acceptable Unacceptable: _____

Air Vents/Heating/Windows: Acceptable Unacceptable: _____

Describe storage of Cleaning Fluids/Chemicals: Locked in a closet inside a locked closet

Weapon Locker Location: Acceptable Unacceptable: No weapons are used in the YSC facility.

Recreation/Sports Equipment: Acceptable Unacceptable: _____

Sleeping Rooms: Acceptable Unacceptable: the youth are not provided with pillows, just a mattress with one thick end. Pregnant girls can ask for two mattresses.

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Are Art, Books, Personal Items Allowed in Rooms: Yes No Explain policy: 5 books/magazines

Court Holding Area (access to water and toilet?): Acceptable Unacceptable: _____

Is there graffiti present: Yes No _____

Bedding Acceptable Unacceptable: _____

Are clean sheets provided at least once a week? Yes No

Does each bed have a mattress, pillow, sheets and a blanket? Yes No Mattress and blanket are provided. No pillows provided. Can request an extra mattress but it's still very thin.

Are there ample blankets: Yes No

Study Area: Acceptable Unacceptable: _____

Adequate Lighting: Acceptable Unacceptable: _____

Temperature: Acceptable Unacceptable: _____

Are Hallways Clear? Yes No

Any Doors Propped Open? Yes No _____

Interior Condition Summary and Comments: There are some rooms within units that are not usable because the plumbing is not working properly. This is not currently an issue because there are enough rooms to be able to avoid those rooms, however note that an increase in population could change this.

Intake and Release Procedures

Are there written policies on classification of youth for the purpose of determining housing placement in the facility? (Section 1352): Yes No

Explain: Classification for unit level happens in admissions upon intake. The admissions desk staff interviews the youth and goes through the Intake Packet. The questions do not include immigration status. When the youth arrives to the unit, further evaluation takes place; YSC has a unit classification form [Room Assignment Evaluation form]. The Probation Manual includes further written guidance in Section 1350.

Youth are asked how they identify (gender) including transgender and non-conforming gender; assessed on basis of violence toward other youth; staff determines gang affiliation; Staff is given formal classroom training on how to classify youth for purpose of housing placement.

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Are there written policies for release of youth from custody? (Section 1351): Yes No

Explain: Admissions staff follow written policies; ISMs complete a CLETS report. Staff do NOT release youth if there is a warrant or missing persons report. Minors are only released to their parents or guardian. Staff follow checklist; property sheet and ALL money goes into the JHSA Account. Parent signs for the youth and the youth signs for their property/ money.

Are there written policies for addressing the separation of youth? (Section 1354) Yes No

Explain: Youth are asked their needs during both the YSC classification done upon admission and on the unit room assignment evaluation form. From there, the staff classify the youth. Youth in protective custody are often separated from other youth. Further staff evaluation is conducted as the youth remains in custody to ensure that any separation is appropriate. This is addressed in Probation Manual relating to section 1354.

Are youth held for more than 30 days provided an assessment and plan? (Section 1355) Yes No

Explain: Assessments are completed by the staff on the unit who is assigned to complete it. Staff is assigned a case load by the lead staff. The assigned staff completes assessment upon arrival to unit. If youth is held over 30 days; another assessment is completed to further assess and assist the youth with programs or outside assistance by service providers.

Are there written policies ensuring the availability of counseling and casework for all youth? (Section 1356) Yes No

Comments regarding intake: The intake interview is done at the intake desk, which is a very public and potentially high-traffic spot (other staff are at the desk, other youth might be passing through). It includes asking about some sensitive information ("History of Sex Offense; History of Sexual Victimization; Mental Health Issues to Disclose"). We recommend providing the option for a private interview with appropriate supervision as required for the youth's comfort. Additionally, we recommend having a place for the youth to identify as "gender-fluid" for sexual orientation and also for staff to identify themselves as something other than "male" or "female" when a form requires identification of a staff member's sex. Also, on the property inventory sheet, we suggest also adding a spot for medications/medical items such as Epi-pen or inhaler.

Orientation of Youth (Section 1353)

Are youth oriented to the rules and procedures? Yes No

Explain how: Admissions staff reviews the rules with the youth at intake; both staff and youth sign acknowledgement of review of the rules. Staff further provides the YSC handbook to the youth. Unit staff provides individual unit rules to the youth and rules are posted on the unit's orientation board.

Are rules and grievance procedures posted? Yes No

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Explain where: On the unit at the unit workstation or on the unit's orientation board.

What is in place to ensure that these rules and procedures are understood by youth? Staff go over the rules and review any rules the youth may not understand.

Interviewed Youth: Yes No Details: The youth generally felt like they knew the rules at YSC and learned a lot more from their peers.

Additionally, youth we interviewed indicated that they did not like to submit grievances in part because they felt like nothing would necessarily change and also that it would lead to negative consequences. Additionally, there was a culture among the youth about "not snitching," which potentially leads to fewer youth submitting grievances.

Meals/Nutrition (Sections 1460-1467)

Kitchen (Section 1466: clean, knives and chemicals locked): Acceptable Unacceptable: _____

Are there youth working in the kitchen? Yes No How many youth? _____

Have the youth working in the kitchen been trained? (Section 1467): Yes No

Details: Youth do not work in the kitchen; meals are prepared by County staff (Food Services) and assembled on the unit.

How are meals served? Details: Staff measure out food and place on individual trays using the dietary assigned utensils. Only medically approved youth may assist if staff is present and requests their assistance; otherwise, meals are prepared by the staff.

Are youth permitted to converse during meals? Yes No Details: After the 1st five minutes.

Are staff present and supervising during meals? Yes No Details: All staff assigned on the unit are present and supervising for meals.

Are weekly menus posted? Yes No Where and how: Posted on the unit for the month

Are servings ample, nutritious, appetizing (Section 1461)? Yes No Details: The food is necessarily mass produced. The meal we shared with the youth did not include fresh fruit (had canned fruit), vegetables or protein (the spaghetti had a meat sauce with very small crumbles of meat) and the standard drink was a sugary juice, not water or milk. We would like to remind food services that it should provide a balanced diet for all meals. Notably, however, fresh fruit is available at all times, even when it is not on the lunch tray.

Vulnerable youth protected from having food taken from them? Yes No Details: The youth are not allowed to share or trade food and are supervised throughout the meal.

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Length of time allowed to eat (should be at least 20 minutes)?: 25 or more _____

Mealtimes (no more than 14 hours between meals without a snack)

Breakfast: 7:30am Lunch: 12 noon Dinner: 4: 15pm (all times are approximate and may vary)

Comments: PM Snack, Night Snack at 8 PM after dinner _____

Meals/Nutrition Summary and Comments: _____

Personal Appearance of Youth

Overall appearance: Acceptable Unacceptable: _____

Showers (Section 1468: daily, privacy, supervised): Acceptable Unacceptable: _____

Condition of clothing (Section 1480-1482: clean, fit, etc.): Acceptable Unacceptable: _____

Clothing appropriate to current weather: Acceptable Unacceptable: _____

Youth Appearance Summary and Comments: _____

Programs (Sections 1370-1378)

At least 3 hours of recreation, programs and exercise during the week including at least 1 hour of large muscle activity and one hour of daily access to unscheduled activities (such as reading, television, radio, music, video and games)? Yes No

At least 5 hours of recreation, programs and exercise on Saturday, Sunday and other non-school days including at least 1 hour of large muscle activity and one hour of daily access to unscheduled activities (such as reading, television, radio, music, video and games)? Yes No

Access to Religious Services (Section 1372): Acceptable Unacceptable

Describe Services and Process: Non-denominational Christian and Catholic services are provided. Up to 10 youth per unit or the whole unit can attend both services depending on what the youth on the unit request. Bible study is also available during the week. Currently, no non-Christian services are offered, nor have they been requested. Youth can ask for religious counseling and religious accommodations; individual clergy would be permitted if requested. _____

Are youth who do not want to attend religious services offered an alternative? Yes No

Describe Alternative: While youth are at religious services, youth are allowed to participate in structured quiet time on the unit in the rec area, or program room. _____

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Volunteer Program: Yes No

Describe: There are a number of volunteers who provide services for the youth on all the units.

Family Reunification Planning: Yes No

Describe: Pyramid Alternatives is contracted to provide family therapy for youth in the Juvenile Hall, but only one family has taken advantage of this opportunity. The commission suggests that to the extent it is not regularly offered or recommended to youth in Juvenile Hall (and their families), family support and reunification Planning should be offered and should include extended family to accommodate for cultural inclusion in different communities.

Substance Abuse Counseling: Yes No

Describe: AA, NA, Pyramid

Other Counseling Services: Yes No

Describe: Fresh Lifelines for Youth (FLY), Catholic Services, Stanford Street Law, RTS (Rape Trauma Services) and BHRS.

Victim Awareness Classes: Yes No

Describe: VIA (Victim Impact Awareness) and RTS

Gang Awareness Classes: Yes No

Details: Guest speakers have come and talk to youth (motivational / inspirational / authors), including speakers who have been able to break away from the cycle. EORO, PCRC and other programs have a gang component in their life skills programming.

Sexual Harassment Classes: Yes No

Details: No dedicated classes, but Medical and Mental Health available if requested

Parenting Classes: Yes No

Details: Medical has provided small groups if requested.

Vocational Classes: Yes No

Details: None; although Project Change provides community college courses and A Brighter Day teaches customer service skills.

Work Program: Yes No

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Describe: No outside providers; one Group Supervisor runs a Gardening program and youth may be assigned KP duties and help out on their unit.

Other Social Awareness Programs (Section 1378): Mind Body; Art of YOGA, Knitting, Alive and Free, FLY, Each One Reach One (EORO), Beat Within, Bible Study, Birthday Ladies, Book Club, Hip Hop, Peninsula Conflict Resolution Center (PCRC), Pyramid, Stanford Street Law, Y.E.S., Stanford Dance Volunteers

Under what circumstances can programming be suspended? Safety and security issues; if a code orange or code yellow is called, programming will be suspended. Room searches may result if programming is suspended.

How many days since last inspection has programming as a whole been suspended? None. Programming has gone on as scheduled; no outstanding cancelations

Youth Comments about Programming: The youth reported responding best to programs that actually educate them about life skills and provide them with the ability and opportunity to test their skills against people outside of the facility like the CSM Sociology or even tutoring through Each One Reach One. Even teaching the written portion of the Driver's License exam was something they mentioned. The Project Change offerings, the Sociology class in particular, gave them an opportunity to develop work habits, gave them feedback/congratulations on milestones, and "wakes you up". The youth we spoke with felt like some of the counseling oriented programs like Pyramid Alternatives were "nosy" and did not feel comfortable sharing because they felt like YSC staff or program staff might use information incorrectly.

Discipline of Youth (Section 1390, 1391)

Describe the discipline process of youth: Staff will issue discipline at the lowest level possible then work up to the max depending on the rule violated. Staff will issue disciplinary tickets; deducting youth points. (Up to two hours)

There is a step system that goes from zero (worst) to all stars (best) which provides increasing privilege, depending on the youth step. Zero step; meaning poor behavior, youth receives Large Muscle Activity (LMA); and modified/reduced programming that still involves staff interaction and limited interaction with other youth. One to two step receives LMA in addition to one hour of program or two hours of Open Rec/program depending on their step earned; and still involved in outside providers' programs. Best step earns LMA and full program/full Open Rec and full outside providers' programs. Worst behavior may receive 24 to 48 hours in their room; however, the staff is encouraged to avoid this consequence and use it only when necessary. Staff can also take away good behavior days, upon approval from the On Duty manager. All youth receive one hour of LMA and two hours of programming Monday through Friday and 4 hours on Saturdays and Sundays of some sort outside of their rooms unless there this a safety or medical concern.

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Group supervisors and school department on the same page as to give appropriate discipline, goal is to only use room time (time when a youth is confined to their room) if there is a safety issue that necessitates it.

How many incidents were there requiring use of force since the last inspection? (Section 1357): 97

Details: All Incident reports are placed in the Incident Binder; Provided for 2015-2016 – total 97. Use of force can occur if 2 or more youth get into a fight. This could be light physical contact by the staff if the incident is minor or could be more aggressive if the youth are fully physically engaged in the altercation. The staff will call a “Code Orange”. Use of force may also result from non-compliance, although it is the last resort. First the staff will try verbal commands, warn the youth, give the youth an option to be escorted rather than lay hands on the youth, and if that does not work, staff will call a Code Orange. Staff may also have to lay hands on a youth to stop self harming behavior.

How many incidents were there requiring use of physical restraints since the last inspection? : 97

Details: All Incident reports are placed in the Incident Binder; Provided for 2015-2016 – total 97. All use of force incidents require handcuffs. All incidents requiring use of force must be signed off by the OD every day.

How many incidents were there requiring use of safety room since the last inspection? 8

Details: There is a binder kept in admission documenting uses of the safety room. Next year’s inspection team should make sure to ask to review this binder.

Are all incidents which result in physical harm, serious threat of physical harm, or death reported in writing? Yes No Explain: All incidents are placed on Incident or Informational report

When are searches of youth conducted (Section 1360)? Youth are searched upon intake if they are charged with, being held on or convicted of a felony. Or if a youth is charged with, being held on or convicted of a misdemeanor charge involving violence, weapons or drugs. Youth are also searched if they are currently on probation with search and seizure orders. Or there is reasonable suspicion that a youth is concealing drugs, contraband, or a weapon.

Once the youth is held at YSC, a youth can be searched if there is reasonable suspicion that a youth is concealing drugs, contraband or a weapon. Youth are also searched upon return to the unit from a visit.

Discipline Summary and Comments: The JJDPC did not see a write up of the point system other than the one provided above. We were informed that each unit has their own justification for points. Any youth can see their tally sheet at the end of the week. The Commission would recommend some sort of guidance for application of the point system across units.

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Grievances (Section 1361)

Describe the Grievance Process: Acceptable Unacceptable: Grievance forms are available on the unit; youth put grievances in locked box. Staff reviews the grievances. A copy of the grievance goes into the youth's file.

Number of grievances since last inspection: 63 reported in 2015; 30 reported in 2016 reported (total of 93 since last inspection)

Grievance Trends and/or Comments: No grievance trends noted. Youth noted that they did not tend to file grievances because they did not want to "snitch" or to be considered someone who was prone to snitching. Probation was told after the BSCC's inspection that the youth's copy of the grievance should be placed in the youth's file even if the youth does not request a copy of the grievance. The Commission has some concerns that the BSCC is recommending this practice. Presumably these are reviewable by staff and could be perceived to cause retribution by staff if a youth made them (whether true or not, the perception can be important).

Correspondence (Section 1375) / Telephone (Section 1376)

Access US Mail? Yes No Details: _____

Postage Free? Yes No Details: _____

Is incoming/Outgoing Mail screened? Yes No

Details: Staff scans mail for contraband _____

Provisions for Confidential Correspondence: Yes No

Details: Lawyer/ Privileged communications not screened

Access to Telephone? Yes No

Details: Twice a week; Wednesday and Sundays. There are 2 different phones: (1) desk phone at staff station and (2) pay phone / Blue phone. Youth can make unlimited calls to their CASA, BHRS, and attorney. This call doesn't count as one of the 2 calls for the week. Work station phone calls that are free are limited to 5 minutes. The pay phone is longer than the 5 minute limit and can be used more often.

Correspondence/Telephone Summary and Comments: _____

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Visiting (Section 1374)

Visiting Schedule: Weekdays: Visiting hours Monday - Thursday are 5:30 and 6:45 pm. Youth may also receive visits after court, if court approves after-court visit. No visits on Fridays (as this is when Weekenders get booked in). Weekends: Saturday and Sunday visiting -all day and through the evening

Special events Holidays, Youth Graduations, Performing at the end of EORO Playwriting program, DPO requests

Adequate Space: Acceptable Unacceptable: There is a shared space available for visiting. A few rooms may be used for private visits if the visit is emotional or otherwise needs to be more private.

Staff Supervision: Acceptable Unacceptable: Staff is stationed at a central desk. If private rooms are used, a staff will be available to watch through the window.

Privacy Provided: Yes No Details: Note that privacy is not provided by default. The visiting space is a common space. There are private spaces available mostly for professional visits.

Do all youth have access to visitation? Yes No Details: _____

Under what circumstances would visitation be restricted? If the youth is causing a safety concern; if there is a system control failure shut down; if a parent is considered a registered sex offender [in this case, a special visit will be set up]

Are visitation logs kept? Yes No Details: _____

School (Section 1370)

Number of Full-Time Instructors: 7

Number of Full-Time Instructional Aids: 4 (Para Educators)

Number of Tutors (Paid? Volunteer?): Volunteers from Each One & Reach One and Academy Tutoring
/ Number of volunteers varies

Frequency of Substitute Teachers: 1 to 2 weekly Number of youth attending School: 71 (varies depending upon number of youth in custody)

Average Classroom Size: 20 Max Classroom Size: 20

Number of youth on independent study: 0 Reason: There is no longer an independent study program. This is now called Directed Study.

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Number of youth not attending school: 0 Reason: Students restricted to the units by probation participate in the Directed Study Program.

Describe the general atmosphere of the classrooms: Classrooms are orderly, no discipline problems were noted, and instruction was teacher directed.

Adequate Supplies, Books, Paper, Computer? Acceptable Unacceptable: Technology is being upgraded for students and teachers. Most importantly, there it appears that this technology is being used for instructional purposes. Teachers, when asked, responded that their instructional supplies were adequate.

Are youth given access to computers/internet? Yes No Details (when, purpose, supervision): Each year students have an increasing level of access to technology. Computer hardware and software has been installed resulting in supervised access to the internet. The COE is partnering with a local Charter School, Summit for professional development in order to maximize use of their technology. The timeframe for this partnership is Fall 2016.

Describe the relationship between school and juvenile hall staff: Respectful Mutual Partnership

Describe access to school, recreation, etc. for youth confined to their rooms: When probation restricts a student to their room, that student participates in the School Directed Study Program.

When is school held on the unit instead of in the classroom? Security-related reasons

Post High School/GED:

Are there educational opportunities available for youth who have completed high school or their GED? Yes No Describe: A partnership with San Mateo Community College District (CSM) and Hillcrest School has resulted in qualified students being able to enroll in an online college Sociology class. This program was offered once as a pilot program in the Fall of 2015 and is currently not being offered due to the need for administrative approval at College of San Mateo. Project Change continues to offer the college course, Key to Success, to post-secondary youth every Spring and Fall.

Are youth given information and counseling regarding community college and four-year college options? Yes No Describe: Transition Planning is a component of the Hillcrest School Program.

Are youth given information/counseling about financial aid options for college? Yes No Describe: Transition Planning is a component of the Hillcrest School Program.

Are youth given resources for college entrance exam prep when appropriate? Yes No Describe: Transition Planning is a component of the Hillcrest School Program.

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Are youth able to take courses for college credit online? Yes No Describe: A partnership with College of San Mateo (Community College) and Hillcrest School has resulted in qualified students being able to enroll in college classes and, in one instance, participate online. This partnership resulted in an online Sociology class being offered. The program is currently under review by CSM and is not being offered in the upcoming semester.

Special Education/IEP Programs:

How many youth in the facility have an Individualized Education Program (IEP)? 31

Do credentialed special education teachers participate in lesson planning and curriculum development? Yes No

Are regular IEP meetings held? Yes No Describe: As prescribed by federal law (IDEA) and Section 504 of the Rehabilitation Act of the Handicapped.

Are parents notified of these meetings? Yes No

Are parents permitted to attend these meetings? Yes No

Describe the most common obstacle to IEP compliance: Getting all required members of the IEPT to attend because of scheduling conflicts.

School Summary and Comments: The San Mateo County Court Schools have achieved a major goal in enhancing and ensuring options for students through their successful efforts to receive WASC Accreditation for 6 years with a midterm two day review assessing progress toward goals. The accreditation process is challenging and the COE and school staff are to be commended for their successful efforts.

When JJDP members interviewed youth as part of the YSC facility inspection, youth who had participated in the CSM Sociology class were effusive in their praise for the opportunity. Both youth interviewed spoke about the impact being allowed to take the online class had. They are both considering college, which they never had before because they had little prior opportunity to test their skills against students on regular tracks.

Medical Health Services (Section 1400-1439)

Describe the Health Services Staffing (number, qualifications): 2 registered nurses; 1 nurse practitioner; 2 psychiatrists; 1 charge nurse. 1 doctor comes one afternoon a week. Medical staff is on site 16 hours a day 7 days a week.

Describe Physical Health Screenings (Section 1430, 1432) (confidential, trained staff, access, etc.):

Medical Health Services at YSC provides the health screenings and medical services for all San Mateo County institutions run by probation (YSC, Camp Kemp, Camp Glenwood). A health screening is done

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within 8 hours of admission. Head to toe examination, health history, immunization and update immunizations (if needed and if parental authorization received), pregnancy (prenatal), STD screening (CLASS program – pays for testing for girls), voluntary testing for HIV, skin test for TB. Blood work includes hemoglobin. Call parents and let them know of any health updates, if needed. Health records are maintained as paper charts. We have a question about connecting medical records through EMR to County Health Records for continuity of care outside of the youth facilities.

Describe availability of Medical Health Services (how do youth request/receive care)

Youth fills out a medical request and the medical staff makes rounds every day at 3pm. The nurses go out to the units – there is a triage room on each unit that they use. There is a nurse on call 7 days a week. Probation staff does not have access to the completed medical form. These are confidential.

Describe availability of Dental Services (maintenance, for emergencies)

Dentist comes twice a month, every other Wednesday. Emergencies would go to San Mateo Medical. Services available include x-rays, dental clinic.

Describe Medication Access & Distribution (Section 1438, 1439): Distributed three times a day: 7:30-8am; 4pm; 7:30-8pm. If there is a prescription that is not current, the medical staff will evaluate the youth. After hours (between 11pm and 7am), staff can administer Tylenol, Motrin, Antacid according to a script provided by the medical staff. Staff would be permitted to dispense medications to a youth in the case of an emergency requiring an evacuation in accordance to instructions held in medical room (part of disaster plan).

Describe 24/7 on-call emergency medical and health services: Nurses are present from 7am to 11pm. Between 11 pm and 7 am. If medical care is necessary, they call 911 or go to the emergency room at San Mateo Medical Center. They will err on the side of caution.

Medical Health Summary and Comments: The JJDC commends the medical staff for its partnership with LensCrafters to get youth eye glasses when needed.

The JJDC encourages the medical staff to continue to be sensitive to and responsive to pregnant youth and to LGBT+ youth. We also suggest that since the medical health screening includes a blood draw the tests include a full panel (esp., glucose, since diabetes can be a common developing condition in today's youth).

It is not clear how many male staff are available in the Medical Services department. Does the Medical Services staff have a sufficient number?

Mental Health Services (Section 1437)

Describe the Mental Health Staffing (number, qualifications): Mental Health Services are provided by BHRS with supportive assistance from organizations contracted through Probation. There are 3 teams

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for juveniles: (1) The Assessment Center; (2) The Forensic Team; (3) Community Based Services Team. The total staffing for these 3 teams is 25, which includes 7 practicum students.

All in-custody youth are booked in through Juvenile Hall. Initial mental health screenings are conducted by the Assessment Center. The assessment team includes probation, BHRS, community worker. All youth are screened by the Assessment Center, but the screening team does not always include mental health staff. Youth who are booked in for the first time or youth who are booked in for new crimes but have not been at a locked facility for 6 months are screened by mental health staff. The Assessment Center has a full time clinician, who is considered a part of the Forensic Team. The Assessment Center's probation officer has discretion to book a youth into hall or to divert to services at home. The Assessment Center will also screen youth who are diverted out-of-custody.

BHRS has a Forensic Team that provides mental health service to youth at YSC (1 FT program specialist who supervises and does some clinical work); 2 FT clinicians, 2 PT child psychiatrists (shared by the three facilities), 1 program specialist, ½ time psychologist (who also oversees the PhD student program (7 usually), who are doing a forensic internship to learn psychological testing for youth in custody). Once in custody at the Girls Camp, each youth is assigned individual and family counseling; this model is also due to be implemented at the Boys Camp. Youth at YSC are not automatically assigned to individual counseling and families may opt to participate in family counseling, but it is not required.

BHRS also has a Community-based services team (CBST) They provide home-based family therapy for youth on probation. Led by one FT program specialist (coordinator/supervisor), one FT clinician, one ½ time clinician, and a ½ time family partner (typically adults who have family members who have gone through the system. Acts as a bridge, a navigator to support the family). A community worker helps with U Visas, youth employment, other case management. All are bilingual. The CBST is supported by contract providers from Fred Finch. Notably, these contracted providers are shared throughout the county, so sometimes they are not available to assist the CBST with juvenile cases.

Describe Mental Health Screenings (setting, confidential, trained staff, access, etc.):

Mental Health Screenings are confidential and conducted by Assessment Center clinicians. All youth are screened for suicidal behavior and other significant mental health needs by probation staff and, if necessary, mental health staff will be called. The screenings are confidential use several assessment screening tools and the clinician assessment is evaluated in context of information gathered and shared by the Probation Officers and social workers. The assessment is a combination of Probation's risk assessment; BHRS's mini-kid assessment (which helps to identify mental health symptoms); an assessment for safety, risk factors, abuse; and an assessment prescribe by MediCal goals. An alcohol and drug counselor does an assessment if needed. Topics are, for example: What did this youth do? Are there home factors? Family CPS history?

How is crisis intervention handled? Monday through Friday a clinician is assigned to cover either the morning or afternoon on-duty shift (total coverage at YSC: 8am to 5pm; Girls Camp is 9am to 5pm; there is no permanent BHRS staff assigned at the Boys Camp). There is a morning briefing to discuss

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any issues. If a youth in crisis is reported by staff during on-duty hours, the clinician assesses the situation on the phone and, if needed, will go to the unit.

For after hours, there is an on-call clinician available by phone after 5pm during weekdays and throughout the weekend. Juvenile Hall staff and staff at both Camps can contact the clinician to address crisis care (self-harm behavior, suicidal ideation or risk). If the issue requires, the on-call clinician will come in.

There are Self-Harm Precaution Checklists for both Mental Health and Unit staff that indicate the level of watch or observation and the precautions to be undertaken. Youth are reassessed at least twice a day by BHRS staff if on suicide watch (weekends and holidays not included); once a day if on mental health observation (weekends and holidays not included). Probation does checks at 15-minute intervals no matter what day of the week it is.

How is crisis intervention handled? During work hours, there is always and on duty ("OD") team on call. There is a morning briefing so that OD staff are aware of any issues. A youth can request to see someone. Staff or a teacher can also request that a child be seen. The OD assesses the situation, usually by phone, and follows documented protocols, which may include a visit to the unit. Could be anything from a relational difficulty to a full suicide psychological assessment.

After hours there is an on-call team of 4 rotating staff. The on-call team responds in the same way.

There are Self-Harm Precaution Checklists for both Mental Health and Unit staff that indicate the level of watch or observation and the precautions to be undertaken. Youth are reassessed at least twice a day by BHRS staff if on suicide watch (although not on weekends and holidays); once a day if on mental health observation (weekends and holidays not included). Probation does checks every 15 minutes.

What therapy services and preventative treatment is offered? Individual counseling, sometimes family work, if the family is available and willing. (1) individual therapy is provided to youth at YSC for those referred by school probation, the court, GS staff, the Assessment Center, or on-duty clinicians. Youth who are receiving mental health services at school (i.e., as part of an IEP) or who have medications will automatically receive mental health services; (2) Acknowledge Alliance is contracted through the School (SMCOE) to provide individual therapy to minors at YSC; (3) Pyramid Alternatives is contracted to provide group therapy (Alcohol and Other Drug; Anger Management; Life Skills) and also provides a case manager for youth who would like to take advantage of services in the community.

The mental health care providers work closely with the medical health staff. They are now providing yoga for both boys and girls. Psychiatry services. Do groups when there is a need. Work closely with the GS staff on the units, to meet the needs of the youth at any given time.

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Does the facility have a suicide prevention plan (Section 1329)? Yes No Details: BHRS provided a written Suicide Prevention Plan (last revised 2016) and Self-Harm Precaution Checklists for both Mental Health Staff and Housing Unit Staff

Describe the 24/7 on-call mental health services: As described above, after-hours mental health services are provided by a rotating team of clinicians. That team was recently formed and consists of 4 BHRS staff members.

Mental Health Summary and Comments: Mental Health has seen an increase in youth requiring mental health interventions. Although the population in the locked facilities is low, a higher percentage of those need for mental health services. The JJDC cautions against assuming that a lower population means a decrease in the need for mental health services.

The model at Camp Kemp, which has been very effective, is that youth are assigned an individual therapist and family therapy is required. A similar model scheduled to be deployed at Camp Glenwood, but this is not deployed at YSC. Notably, a majority of families assigned to family therapy are Spanish speaking, so more bi-lingual therapists are needed.

BHRS notes that mental health services should not stop at the conclusion of the youth's incarceration. More availability of mental health services for San Mateo County is necessary to continue to promote mental health in the community at large. BHRS would like to be able to refer youth to a clinic after their release for further treatment.

BHRS would also appreciate assistance recruiting qualified clinicians and staff to work with youth in San Mateo County. Like probation, BHRS has several positions to backfill and currently the hiring process is cumbersome. They would appreciate support in getting the word out about open positions specifically in the mental health services.

Staffing levels in probation (due to staffing shortages) can also interplay with the ability of BHRS and contract organizations to provide mental health services. The provision of mental health services requires the availability of probation staff to supervise the youth (not during individual counseling, but the groupings). Currently, for example, mental health staff may not see youth between 5-6 because this is a protected break time, although this is an ideal time since youth are not in school or other programming.

Overall Impressions, Comments, and/or Concerns

General comments or concerns that should be noted that haven't already been addressed?

YSC is an excellent facility that is executing innovative programming in conjunction with CBOs like Project Change and Each One Reach One to increase academic skills and get youth to completion of their secondary education. The JJDC commends probation on its dedication to the youth and the flexibility in trying new programs. It also commends SMCOE for working with post-secondary youth.

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Notably, some of YSC's excellent programming is initiated directly by the staff. Additionally, any program offering (whether offered directly by YSC staff or a CBO) requires some additional staffing for safety, security and supervision of the youth. Without sufficient staffing, programming could be negatively impacted due to inability to provide the required staff supervision. Currently, Probation is experiencing a high number of unfilled positions. Although Probation continues to work hard to fill these positions, the Commission would like to emphasize that Probation needs assistance to hire quality staff so that the excellent programming can continue to be offered and those GS staff who would like to create new programs will be able to do so.

YSC reported several improvements that are very positive and not otherwise addressed above. First, new furniture should be coming soon. They need to be able to order the furniture in the next budget cycle. Second, the security system is being upgraded and new cameras are being added. This will require some rotation of youth between units while the units are being upgraded. Third, a new electronic records system will be implemented soon that will allow more complete records for each youth that will be accessible online. The JJDC looks forward to updates on the implementation of this system and will ask for a few sample (redacted) records as part of next year's inspection.

Both probation and SMCOE have been and continue to be excellent partners. Deputy Chief Villanis in particular has been proactive in seeking a "Probation Liaison" so that a JJDC representative can meet with probation monthly in addition to the Commission meetings to be able to create a better understanding of issues that the juvenile facilities might be experiencing and to share successes. The Probation team that led our inspection was impressive and professional. The YSC's compliance officer keeps organized records that are easy to read and access.

The recommendations the JJDC makes are meant to enhance the programming and rehabilitative work, not to imply that the services provided by San Mateo County's juvenile facilities are defective.

Summary: Overall impression of the program, areas of concern and areas of excellence:

Areas of Excellence:

- Project Change Sociology Class and upcoming English class: Probation and Project Change are providing innovative educational opportunities for incarcerated youth who have already graduated high-school.

- Implementation of individualized learning pilot program – SMCOE has done a tremendous job in investigating and getting up to speed on providing individualized learning in incarcerated facilities. The JJDC commends the speed and dedication to change Nancy Magee and her staff have displayed in bringing this pilot program to fruition.

- Partnership with LensCrafters for glasses: We commend YSC for developing this partnership and encourage medical staff to utilize this as there are many youth who could use glasses and eye examinations.

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- Variety of programming (Each One Reach One, Mind Body Awareness): YSC provides a wide range of programming for youth. The JJDC recognizes that programming requires probation staffing for appropriate supervision and appreciates the flexibility that probation has committed to.

- Caring staff (relationships, allowing staff to create classes/activities): Staff also participate in creating programming when time and staffing permit. Helping probation to backfill their open positions and increase staffing will allow GSs to continue to innovate with programming like gardening, father's group, etc.

- Fidelity to the Serious Incident MOU and excellent collaboration with probation: The JJDC appreciates the level of communication regarding serious incidents and the general collaboration with the commission. It is a pleasure to be able to work with Christine Villanis and Roy Brasil.

Opportunities for Improvement:

- Continue to innovate to deliver programs that build skills (vocational, educational that allow testing against students outside of YSC):

- Conduct gender sensitivity training and adding other gender identity options to forms: SMC incarcerated facilities are increasingly encountering youth who identify across a range of gender identities. Staff training would enable them to better classify and work with youth who so identify.

- Continue to seek input from Probation staff on what additional training would be most useful (i.e., mental health/trauma informed care and de-escalation techniques).

- Private intake interview option: some of the questions on the intake forms are very personal and the interview area for intake is very public.

- Design family programs with understanding of extended family units: family therapy should be made available to families more broadly and it should be made understood that it is not limited to the traditional "nuclear" family members.

- Continue to be vigilant about the rigor of academics provided at court schools: the JJDC recognizes the challenges of providing educational services to youth with varying educational levels, exposure and interests.

Signature of Commissioner(s) preparing this report:

/s/ Irvin G. Rollins, Jr. Date: 5/16/2016

_____ Date: _____

_____ Date: _____

_____ Date: _____

ATTACHMENTS

ATTACHMENT 1: SCHOOL SUPPLEMENT

How/Where do students receive instruction when school is over-crowded or it is raining?

Over-crowding is no longer an issue given that enrollment is declining. Students are no longer restricted to the units when it is raining.

How many minutes of instruction per week do students receive?

Students receive instruction as prescribed by the California Department of Education. However, one teacher reported that it is not always clear to staff as to why students arrive late, either individually or as a total group. Furthermore, it was reported that some classes have been canceled with students being reassigned to other classrooms without adequate notice or time for preparation.

This appears to be caused by youth changing units, as youth attend school based on the unit to which they are assigned. A youth's unit may be changed based on behavior, change in disposition status or a youth may be coming in from one of the Camps. Changes like this are communicated to the school manager, not to the individual teachers. It is recommended that communication about which youth will be in which classes be improved.

Do students attend school within three (3) days of placement?

Students, on average, attend school within three days. For those students not attending school within three days, it is recommended that they immediately be enrolled in the Directed Studies Program.

How are limited English-speaking students identified and served? How do these services provided once the student has been identified as non-English proficient?

Students enrolled and identified as Limited English Proficient immediately receive prescribed services. For students without previous identification and questionable English-language proficiency, the California English Language Development Test (CELDT) is given to determine eligibility for services.

Propose Areas of Commendation

*Successfully receiving WASC Accreditation
Project Change / College of San Mateo / Transition to College*

Propose Areas of Improvement

It is recommended that the instructional staff and administration annually provide to the JJDC with progress reports for the following objectives (WASC Report - Page 28: Key Issues for School Culture and Support for Student Personal and Academic Growth):

- *Increase collaboration between the sites and within content areas*

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- *Improve teacher/parent relationships.*
- *Create more transition programs*
- *Increase staff collaboration with probation to allow for additional online support/access to assessments and instruction*
- *Scheduled opportunities for staff to engage in meaningful dialogue that is not prescriptively determined by administration*

It is further recommended that annual progress reports be provided to the JJDPC with respect to the Court Schools meeting the Ongoing School Improvement Goals specified on the WASC Report Page 31, in particular, the following:

- *The percentage of students who score at the performance level of “standard met” or “standard exceeded” in English Language Arts (ELA) and mathematics will increase by 5% each year for the next three years. The percentage of students who score at the performance level of “standard nearly met” will increase by 5% each year for the next three years.*
- *Students who are English Learners (ELs) will gain one level of proficiency per year as measured by the California English Language Development TEST (CELDT).*
- *All students will identify and develop college and career ready skills.*
- *All students and families will be engaged in the educational process while enrolled in the program and during the transition periods into and out of the program.*

Student Interview

Students were asked about their school experience while attending Court Schools.

- What are you studying?

English, math, science, and social studies. Classes are challenging; just about right with some being more challenging than others.

- Compare the Court School program to that of your home school.

There are fewer distractions and the interviewed student reported more academic related work is accomplished.

- What do you like about the Court School?

Teachers are reported to be more hands-on and “connected” to their students.

- What do you miss about your home school?

Friends and some teachers.

- How could your Court School experience be improved?

Students generally liked school and felt that their academic progress is greater in the Court School. One student reported wishing that more “home work / unit work” would be assigned.

Summary: Staff Interviews

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Staff reported a high level of personal and professional satisfaction with their work with incarcerated youth. However, the administration and the staff reported challenges related to personnel reassignments and restructuring caused by these staff adjustments. It was further reported that a greater level of collaboration between academic subject area, special education, and the limited English proficiency teachers would enhance the overall quality of the instructional program, as noted in the WASC Review.