



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION  
JUVENILE HALLS AND CAMPS  
Calendar Year: 2021-2022**

**FACILITY NAME:** Hillcrest-San Mateo County Youth Services Center  
**FACILITY TYPE:** Juvenile Hall  
**FACILITY CAPACITY:** Maximum 180 youth

**FACILITY ADDRESS:** 222 Paul Scannell Drive  
**FACILITY PHONE NUMBER:** 650-312-5200

**FACILITY MANAGER:** Jehan Clark, Superintendent.  
**PROBATION STAFF:** I. Bustos –Compliance Officer  
**CORRECTIONAL HEALTH:** Nursing Staff  
**BEHAVIORAL HEALTH & RECOVERY SERVICES:** Aurora Peña–Clinician Supervisor and Regina Moreno–Clinical Services Manager, Youth Division

**COMMISSION INSPECTORS:** Rasmussen, Bocanegra, & Nori  
**PRESIDING JUDGE:** The Honorable Susan Etezadi

**INSPECTION DATES:** 09/23/2022, 09/30/2022, & 10/06/2022  
**CORRECTIONAL HEALTH & BHRS INTERVIEWS:** 08/30/2022 & 09/23/22  
**PREVIOUS INSPECTION DATE:** August 24, 2021

**EXECUTIVE SUMMARY**

The Juvenile Hall staff has done an exceptional job limiting the risks, exposure, and spread of the COVID-19 virus. The number of confirmed cases has been minimal. Every staff member played a part in protecting our youth from the virus. The Commission wishes to express our gratitude and appreciation for their efforts, personal sacrifices, and professionalism demonstrated throughout the pandemic.

The Youth Services Center first opened in December 2006. The facility is now 16+ years old and has begun to show considerable signs of wear and age. Particularly in the most utilized areas of the facility– the Administration/Admissions building and Forrest 3 & Pine 4 housing units. More than half of the facility is not being utilized. The facility currently employs 80 people. There are 54 vacant positions at this facility,

The inspection team spent a total of 10 hours, spread over three different dates, inspecting Hillcrest Juvenile Hall. The facility’s population ranged between 16-23 youths during our visits. The team spent an additional 1.5 hours interviewing parents/guardians whose children are/were incarcerated at the facility.



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The inspection team interviewed:

- 7 Youths
- 4 Members of the Probation Team
- 2 Members of the BHRS Team
- Correctional Health Nursing Staff
- 3 Parents

**Demographics and Data**

- Bookings: There were 192 bookings into our Juvenile Hall during this inspection period.
- Releases: there were 187 released during this inspection period.
- Population: The average daily population during this inspection period was: 17 Males and 1 Female
- Out of County Youth: The total number of out-of-county youth booked into the Juvenile Hall during this inspection period was 45 or 18.23% of the population.
- Length of Stay: The average length of stay was 30 days. The median length of stay was 4 days.
- Age: The average age was 17 years old.
- Youth City of Residence: The majority of youth live in Redwood City. San Mateo follows second. East Palo Alto and San Bruno tied for third.
- Race: 99% of the youths detained during this inspection period were children of color.

**Correctional Health**

The Correctional Health team continues to do extraordinary work at the Youth Services Center. In addition to providing ongoing care to youth, they manage the facility's COVID-19 vaccination and testing program for both youth and staff. The pandemic has highlighted the urgent need for an electronic medical records system.

**Behavioral Health & Recovery Services – BHRS**

The Behavioral Health & Recovery Services team does an extraordinary job seeking innovative ways to provide youth with trauma-informed mental health services and therapeutic tools.

**Substance Abuse Treatment**

There are no Substance Abuse programs or treatment available at this facility.

**Vocational Programming**

There are no vocational programs currently available at this facility.



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**COMMENDATIONS**

The Commission would like to personally acknowledge Officers Owens, Acio, Whitley, Gonzales, and ISM Galera for consistently going above and beyond in their efforts to build and maintain positive relationships with our youth, serve as positive role models and mentors and for assisting them in achieving their therapeutic goals. We are grateful for their dedicated service.

**RECOMMENDATIONS**

COVID-19

- Quarantine: The commission requests Behavioral Health & Recovery Services–BHRS check in with youth twice daily during this detention phase.
- Probation staff provide these youth with items such as books, reading materials, words search, sudoku, color books, and crayons to youth in their cells during quarantine. It is critical that youth have something to do during the 23.5 hours of daily locked confinement. Funding for these items is available using the 1.5 million in state funding allocated to San Mateo County earlier this year and in conjunction with the “Re-Imagine Juvenile Hall” project.

Documentation

- The Probation Department place a copy of the JJDPC annual facility and educational inspection reports on each housing unit, so youths have access to and the opportunity to read them.

Policies- Procedures

- Electronic Monitoring: Out of County Youth- Explore opportunities to enter into a reciprocal contract agreement for EMP services with our four surrounding counties: San Francisco, Santa Clara, Alameda, and Contra Costa. This will allow youth whose families cannot afford to pay the EMP fees to be released from our Juvenile Hall. The average EMP costs for an out-of-county-youth range between \$50-100 per day.
- The Probation Department provide copies of their Annual Report and Block Grant Application(s) to the commission upon completion/submission each year.
- Court Orders: Electronic Records - Streamlining the data entry process for court orders will ensure staff has immediate access to vital updated information for every youth.
- Provide parents/guardians with the name and contact information for their children’s probation officer at the time of admission



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- Changes to the Point/Step-Level Reward System: The Commission recommends starting all youth at the top level when they arrive at the facility. This would give youth the incentive to maintain their level vs. the frustration associated with earning the level, which can sometimes take a few weeks. The early days in therapeutic detention are critical for youth, particularly for those who have experienced significant childhood trauma.
- Zoom Visiting: The commission recommends Zoom visiting be allowed to be continued indefinitely.

**Appearance of Youth/Personal Hygiene**

Proper Care and Maintenance of Ethnic Skin and Hair: 99% of the youth detained at this facility during this inspection period were children of color. To ensure youth have the hygiene products necessary to care for their skin and hair, we recommend the following:

- Discontinuing the use of ALL hygiene products that are contrary to the care and maintenance of ethnic hair and skin.
- Excluding hygiene products from the 2 Step/Level behavior modification system. A youth's ability to access and use the proper hygiene products should not be dependent on their behavior.
- Updating policies and practices to ensure access to the proper hygiene products are no longer classified as a medical exception or viewed by staff as a luxury or reward.
- Feminine Hygiene: Provide sanitary napkins/pads that correspond with menstrual flow (heavy, light).

**Youth Interviews**

School to Prison Pipeline: Almost all the youths we spoke with stated their involvement with the criminal juvenile justice system originated at school. Specifically, the Redwood City Elementary & Sequoia Union High School Districts.

- Collaborate with school districts, school boards, and school administrators to help identify and address issues such as bullying that start in elementary school and reexamining policies and practices that are currently contributing to the school-to-prison pipeline in San Mateo County.

**Parent Interviews:**

- Probation join efforts to restore Sam Tans bus service to the Youth Services and Camp Kemp facilities.
- Provide parents with the name and contact information for their child's Probation Officer at the time of admission.
- Provide parents with a copy of their child's court report and court-ordered evaluations.
- Provide parents copies of their child's COVID-19 immunization card and medical records upon release.



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**Correctional Health**

- Create an Electronic Medical Records System.
- Ensure every youth can receive a non-urgent eye exam within 14 days from the date of their request.
- Secure an optical services provider capable of producing eyeglasses and dispensing optical goods within 30 days of receiving a prescription.
- Increasing Dental Services at the facility to two days per month as soon as possible.
- Contract with an on-call emergency dentist in the next 30 days who can respond to dental emergencies within 4 hours. A dental emergency should include but is not limited to: pain, infection, lost or broken teeth, and any other condition(s) deemed urgent by the Correctional Health or Probation staff.

**Behavioral Health**

- Dedicated Mental Health Space/Therapeutic Counseling Room(s): The Commission recognizes the immediate need for a dedicated mental health space within the facility. We urge the Probation Department to identify a space where trauma-informed counseling rooms can be therapeutically designed, equipped, and utilized by BHRS staff and clinicians to provide services to youth.
- Additional Staff Training : Provide staff with additional training in the areas of Adverse Childhood Experiences–ACE’s assessments, Mental Health, and Trauma and Abuse.

**Staff Interviews & Staffing:**

- Hiring: Immediately fill at least 6 of the 54 currently vacant positions to ensure the therapeutic needs of youth, specifically in the Secure Track Program, are consistently met.
- Weekly Shift Schedules: Return to pre-COVID-19 weekly work schedule of 4 ten hour days.
  - Improve internal and external communication. i.e., staff, BHRS, and service providers.
  - Improve the quality of youth case management services
  - Meet the daily operational needs of the facility.
  - Increase employee morale.
- Drinking Water: The water fountains on the housing units are currently turned off due to COVID-19. However, youth and staff have noted the unpleasant taste of the tap water at this facility. The commission recommends installing a water cooler in each housing unit to ensure staff and youth have access to fresh, safe drinking water.
- Water Testing: Test the water in each housing unit for lead, arsenic, and other contaminants.
- Provide an electronic copy of the JJDPC annual inspection reports to all YSC/Camp Kemp staff. This will provide staff with a better understanding the role and work of the commission and an opportunity to be recognized for their work



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**Intake and Admissions**

- Adverse Childhood Experiences–ACE’s Assessments: Formally add the Adverse Childhood Experiences –ACE’s assessment to the facility’s intake and admissions protocols.
- Assess every child entering the facility for Adverse Childhood Experiences–ACE’s.
- Admissions Shower: Adjust the water temperature to allow for hot water.

**Programming and Services**

- Implement the 9 Core Treatment Program Recommendations approved by the Commission.
- Increasing the amount of Large Muscle Activity–LMA whenever possible.
- Changing dinner time to 5:00 pm to help alleviate nighttime hunger at bedtime.
- Restore Cable Service and/or start subscriptions with Netflix and Disney Plus.

**Locked Confinement**

The commission recommends reducing the amount of time all youths spend in locked confinement.

- Reduce sensory deprivation in cells by providing all youth with books, puzzles, and Chromebook (schoolwork), inside of the cells regardless of behavioral status or level. This is especially crucial for youth who spend 23.5 hours a day in their cells during their intake and quarantine phase.
- Increase programming and activities on weekends to reduce the amount of time youths are locked inside of their cells on weekends.
- Sensory deprivation during mandatory locked confinement time should not be imposed or tied to any punishment or reward system, or behavioral modification program

**Meals and Nutrition**

The new food services program has caused a considerable amount of distress among the youth. The number of complaints, grievances, medical visits, and staff time spent on this issue over the past two years has been significant. The commission’s previous recommendations on the food services program remain unchanged and are as follows:

- The Probation Department ends their food services contract with the San Mateo County Sheriff’s Department as soon as possible. Renewing this contract is not in the best interest of youth at both the Hillcrest and Camp Kemp facilities, and is adamantly opposed by commission.
- Probation resumes their in-house food service program that prepares meals at the facility.

**Culturally and Linguistically Appropriate**

- Provide information, paperwork, and contracts to families in English and Spanish.

**Technology**



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The commission remains committed to helping Probation create a robust technology program for youth at our Juvenile Hall and Camp Kemp facilities. Providing youths the opportunity to access, utilize and gain proficiency in the latest technology is a key component to their reentry into the community and long term success.

Exterior of Facility

- Add two picnic tables to the outdoor recreation space. Funding for the picnic tables should be made available through the Re-Imaging Juvenile Hall” project. The picnic tables will provide a multitude of new ways to utilize the space i.e., meals, projects and provide much needed outdoor seating.
- Replace the netting in the basketball hoops and soccer goal.
- The soccer goal is rusted and in need of sanding and repainting.

Housing Unit: Living Areas

- Carpets: Due to the change in food service, youths are no longer eating meals in the Dining Hall. Meals are served and eaten on housing units. This has contributed to extensive food staining of the carpets. The carpets near the entrance of Forrest 3, the facility’s Intake Unit, are damaged beyond repair and need to be replaced. The remaining carpet on Forrest 3 and all of the carpet on Pine 4 need to be professionally cleaned as soon as possible.
- Adjust the water temperature on the Forrest 3 housing unit to allow for hot water.

Individual Cells

Secure Track youth can now be detained at this facility until they are 25 years old.

- Storage Units: Install individual storage units in each cell using funds from the “Re-Imaging Juvenile Hall” project. Providing individual personal storage units will be especially critical for our long-term and Secure Track youth.
- Electrical Outlets: Explore options for installing electrical outlets in the cells on the Pine-4 housing unit as part of the “Re-Imagine Juvenile Hall” project. Electrical outlets would allow Secure Track youth to use electric razors, charge Chromebooks/technology, and assist in creating the “home like” environment the project is seeking to achieve at this facility

**The Commission requests Probation provide an action plan addressing each of the recommendations contained in this report within 45 days or by January 27, 2023.**

**RECOMMENDATIONS FROM PREVIOUS INSPECTION**



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REVIEWED	YES	NO	N/A	COMMENTS
Implemented	X	<input type="checkbox"/>	<input type="checkbox"/>	<ul style="list-style-type: none"> <li>● Pillows: All youth at this facility now receive pillows.</li> <li>● Cups: Youths are now allowed to have a paper cup inside their cell to use to drink from their sinks when locked in their cells.</li> <li>● Institutional Forms: Forms now include the proper pronouns and self-identifying gender information.</li> <li>● Mattresses: Youth are now allowed to “double-up” mattresses to help alleviate back pain and insomnia.</li> <li>● Reduce Sensory Deprivation in Cells: Youths are now allowed to hang personal photographs and artwork (i.e., paper drawings, origami) in their cells. While there was some staff confusion and outdated signage on the intake unit regarding what is allowed on cell walls, most staff members were aware of the new policy.</li> </ul>
Pending Implementation	X	<input type="checkbox"/>	<input type="checkbox"/>	<p>Technology: Donations Received</p> <ul style="list-style-type: none"> <li>● 7 MP3 Players with charging stations for Secure Track or long-term youth. MP3 are expected to be implemented in November/December 2022.</li> <li>● 20 Kindles for use on the Pine 4 and Forrest 3 housing units. Supervisor Canepea and the County’s IT Department are working to find a solution for implementation.</li> <li>● Books &amp; Media: Utilize SMC Libraries System. Resources.: The Redwood City Library has committed to starting a literacy pilot program at this facility once the technology is in place.</li> <li>● Arts Commission: Explore program options and procure artwork. Probation, The Art commission, and JJDPC have formed a partnership to apply for a grant that will provide the funding needed to expand art programs at this facility.</li> </ul>
No Action	X	<input type="checkbox"/>	<input type="checkbox"/>	<ul style="list-style-type: none"> <li>● Food Services: End the facility's Food Services Contract with SMC County Jail:</li> <li>● *Mental Health Therapy Room</li> </ul>





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				<p>Create a therapeutically designed therapy room that is explicitly designated for the youth to receive mental health services from BHRS.</p> <ul style="list-style-type: none"> <li>• Implement a Vocational Program(s).</li> <li>• Implement a Substance Abuse Program.</li> <li>• Hygiene: Soap and Shampoo: Change brands to alleviate skin and/or scalp medical complaints.</li> <li>• Discontinue use of the standard issue athletic shoe and procure a new one.</li> </ul>
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Comments	<p>*During the final day of this inspection, staff brought our attention to an office in the Pine-4 housing unit that was being cleared out for use as a temporary mental health space until a more therapeutically appropriate room is created. The Pine 4 housing unit typically houses youth with more extensive long term therapeutic needs. Ms. Galera’s extraordinary efforts to locate a space that is more amenable for youth to receive mental health services is commendable and appreciated.</p>
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FACILITY DATA AND STATISTICS				
REVIEWED	YES	NO	N/A	COMMENTS
Admissions Since Last Inspection	X	<input type="checkbox"/>	<input type="checkbox"/>	The facility reported 192 bookings during this inspection period. 187 of the youths were released from the facility.
Average Daily Population	X	<input type="checkbox"/>	<input type="checkbox"/>	17 Males and 1 Female
Average Length of Stay	X	<input type="checkbox"/>	<input type="checkbox"/>	30 Days was the average length of stay at this facility. The median length of stay was 4 days.
Out of County Youth	X	<input type="checkbox"/>	<input type="checkbox"/>	The number of out-of-county youths was 45 or 18. 23% of the total number of youth booked into the Juvenile Hall.
City of Residence	X	<input type="checkbox"/>	<input type="checkbox"/>	The majority of the youth reside in Redwood City. San Mateo is second. East Palo Alto and San Bruno tie for 3rd.
Race	X	<input type="checkbox"/>	<input type="checkbox"/>	



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				<table border="1"> <thead> <tr> <th>Race</th> <th>Annual Average</th> </tr> </thead> <tbody> <tr> <td>Hispanic</td> <td>74%</td> </tr> <tr> <td>Black</td> <td>15%</td> </tr> <tr> <td>Asian Pacific Islander</td> <td>5%</td> </tr> <tr> <td>Native American</td> <td>3%</td> </tr> <tr> <td>White</td> <td>1%</td> </tr> <tr> <td>Other</td> <td>1%</td> </tr> </tbody> </table>	Race	Annual Average	Hispanic	74%	Black	15%	Asian Pacific Islander	5%	Native American	3%	White	1%	Other	1%
Race	Annual Average																	
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				*See attachments for detailed monthly graphs.														
Age	X	<input type="checkbox"/>	<input type="checkbox"/>	The average age during this inspection period was 17. See attachments for detailed monthly graphs.														
Gender	X	<input type="checkbox"/>	<input type="checkbox"/>	The monthly average was 17 males and 1 female. See attachments for detailed monthly graphs.														
Staffing	X	<input type="checkbox"/>	<input type="checkbox"/>	There are 80 staff members currently at this facility.														
Vacant Positions	X	<input type="checkbox"/>	<input type="checkbox"/>	There are currently 54 vacant positions at this facility. Staff report the facility is currently experiencing a hiring freeze.														
Housing Units/Facilities: Currently in use	X	<input type="checkbox"/>	<input type="checkbox"/>	Housing Units: Forrest 3 and Pine 4, Admissions, Correctional Health facilities, school facilities, gym, outdoor recreational area, visiting room, administrative offices, and storage rooms. Offices in the main kitchen are also in use.														
Housing Units/Facilities Not currently in use.	X	<input type="checkbox"/>	<input type="checkbox"/>	Housing Units: <ul style="list-style-type: none"> <li>● Mental Health Unit</li> <li>● Pine 5</li> <li>● Forrest 1</li> <li>● Forrest 2</li> <li>● Elm 6</li> <li>● Elm 7</li> </ul> Rooms & Facilities: <ul style="list-style-type: none"> <li>● Large Commercial Kitchen</li> </ul>														



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				<ul style="list-style-type: none"> <li>• Dining Hall</li> <li>• Multi-Sensory De-Escalation/Calming/Art Therapy Room.</li> </ul>
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Comments	The multisensory de-escalation/calming room/art therapy space remains unfinished. The room was being painted by a staff member on the day of our inspection.
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Recommendations	<p>The commission recommends:</p> <ul style="list-style-type: none"> <li>• Probation capture the actual population data on a monthly basis. This data should include all of the demographics outlined above.</li> <li>• Data be captured for youths who are temporarily held on out-of-county warrants while they await transfer out of San Mateo County.</li> </ul>
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COVID-19 PANDEMIC RESPONSE				
REVIEWED	YES	NO	N/A	COMMENTS
COVID-19 Medical Directives	X	<input type="checkbox"/>	<input type="checkbox"/>	The COVID-19 Directives were updated on September 2, 2022
Number of confirmed COVID-19 cases since the last inspection.	X	<input type="checkbox"/>	<input type="checkbox"/>	We are aware of two COVID-19 cases during this inspection period.
COVID-19 Notifications	X	<input type="checkbox"/>	<input type="checkbox"/>	Correctional Health oversees notifications for youth. The Risk Manager oversees notifications to staff.
Testing & Screening	X	<input type="checkbox"/>	<input type="checkbox"/>	<p>The Correctional Health staff is responsible for administering COVID-19 testing to youth and staff.</p> <p>Upon arrival, youths receive a Rapid Antigen Test before entering the building for booking. If youth arrive after hours when medical personnel are unavailable, youth are tested the following morning.</p> <p>Youth are retested using a PCR COVID-19 test on day 5.</p>



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				<p>Additional testing is provided to individuals who've previously tested positive, are symptomatic, or whenever an exposure is suspected.</p> <p>Employees testing positive for COVID-19 may not return to duty until they test negative.</p> <p>Staff &amp; Visitors: A written COVID-19 screening form is completed prior to signing in and entering the facility.</p>
Vaccines Protocols and Vaccination Records	X	<input type="checkbox"/>	<input type="checkbox"/>	<p>Correctional Health is responsible for administering COVID-19 vaccines, maintaining vaccination records, and managing protocols for unvaccinated employees.</p> <p>The Pfizer COVID-19 vaccine and booster are offered to each youth upon arrival at the facility. Parental/Guardian consent is required.</p> <p>All visitors (personal, professional, contractors, service providers, etc.) must provide proof of vaccination to enter the facility.</p>
Quarantine Protocols	X	<input type="checkbox"/>	<input type="checkbox"/>	<p>The facility's quarantine guidelines and protocols varied throughout this inspection period and were last revised in September 2022. The new guidelines are as follows:</p> <p>Intake Quarantine: (CDC Defined Observation Period)</p> <ul style="list-style-type: none"> <li>• New bookings: Quarantine period is lifted after 5 days.</li> <li>• Youth remain in quarantine until test results are back. Rapid antigen tests can be taken while awaiting the PCR result.</li> <li>• Youth who do not test will stay on observation period for 10 days if no testing is done and symptoms are not present.</li> </ul> <p>Positive COVID-19 Test Results &amp; Exposures</p> <ul style="list-style-type: none"> <li>• In custody youth who are exposed to someone with COVID 19.</li> <li>• Quarantine for at least 5 days after last exposure (down from 10 days)</li> <li>• Quarantine can end after Day 5 if symptoms are not present and antigen test results are negative.</li> </ul> <p>Youths in the quarantine/intake phase of their detention spend 23.5 hours a day in their cells – 30 minutes are allotted to</p>



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				<p>shower. This extended period of locked confinement has been difficult for youth, especially those who struggle with mental health issues. The Commission recommends BHRS check in with youth in the quarantine phase of their detention twice per day. Therapeutic tools should be offered and dispensed generously.</p>
Masking	X	<input type="checkbox"/>	<input type="checkbox"/>	<p>Masking at the facility was mandatory during this inspection period.</p> <p>It should be noted that masking protocols were revised in September 2022. Masking is now optional except under the following circumstances:</p> <ul style="list-style-type: none"> <li>● Whenever an active COVID-19 case is detected</li> <li>● When a new youth is present in the following areas           <ul style="list-style-type: none"> <li>○ Forrest 3 (Intake Unit)</li> <li>○ Admissions</li> </ul> </li> </ul>
Impact of COVID-19 on mail, visiting, and telephone calls.	X	<input type="checkbox"/>	<input type="checkbox"/>	<p>Zoom visits, telephone calls, and mail service remain unchanged from the previous inspection. Visitors are required to show proof of vaccination, complete a brief screening questionnaire, and undergo a temperature check. After the initial quarantine phase, youth can visit behind glass while completing the full quarantine process. When an active COVID-19 case is detected, the impacted housing unit(s) go on lockdown. In-person visiting is suspended during a COVID-19 related lockdown.</p>
Programming Impacts	X	<input type="checkbox"/>	<input type="checkbox"/>	<ul style="list-style-type: none"> <li>● The majority of pre-pandemic programming has resumed.</li> <li>● In-person programming is intermittently interrupted whenever an active COVID-19 case is detected.</li> <li>● Substance abuse programming and Catholic religious services remain suspended since March 2020.</li> </ul>
Commendations	<p>The entire Youth Services Center staff has done an exceptional job limiting the risks, exposure, and spread of the COVID-19 virus. The number of confirmed cases has been minimal. Every staff member played a part in protecting our youth from the virus. The Commission wishes to express our gratitude and appreciation for the extraordinary efforts, personal sacrifices, and professionalism demonstrated throughout the pandemic.</p>			



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Recommendations	<p>The commission requests:</p> <ul style="list-style-type: none"> <li>• A member of the Behavioral Health and Recovery Services team visit youth in intake/quarantine twice a day, to provide additional support and therapeutic tools, i.e., stress balls, journals, and weighted blankets.</li> <li>• We further request Probation staff provide these youth with items such as books, reading materials, words search, sudoku, color books, and crayons to youth in their cells during quarantine. It is critical that youth have something to do during the 23.5 hours of daily locked confinement. Funding for these items is available using the 1.5 million in state funding allocated to San Mateo County earlier this year and in conjunction with the “Re-Imagine Juvenile Hall” project.</li> </ul>
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**DOCUMENT REVIEW**

**INSPECTIONS – HEALTH & SAFETY CODES**

REVIEWED	YES	NO	N/A	COMMENTS
San Mateo County Building/ Facility Safety Inspection	<input type="checkbox"/>	X	<input type="checkbox"/>	Probation staff has conducted quarterly self-inspections using the “Quarterly Office Safety Checklist” during the pandemic to ensure the facility remained in compliance and in good working order. October 2022. – Inspector: Azadeh Imandel
Fire Authority: Fire Safety	X	X	<input type="checkbox"/>	Fire Authority Safety Reports are conducted every two years. Facility records indicate the San Mateo Cal Fire inspected the facility on November 16, 2021. However, we were unable to review the inspection report due to the implementation of a new system that no longer produces copies. Inspector: Mike Wischer Deputy Fire Marshall
BSCC: Board of State & Community Corrections Inspection	X	<input type="checkbox"/>	<input type="checkbox"/>	Inspection Date: April 13, 2021 Date of Inspection Report: September 22, 2021 Inspector: Mike Bush
Probation Chief: Letter to BSCC	X	<input type="checkbox"/>	<input type="checkbox"/>	The current letter on file is dated August 11, 2022.
Public Health-Medical / Mental Health	<input type="checkbox"/>	X	<input type="checkbox"/>	The facility was not inspected during this inspection period. Last Inspection Date: April 12, 2021. – Chia Chen Lee



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Environmental Health Inspection Evaluation	X	<input type="checkbox"/>	<input type="checkbox"/>	Evaluation Date: September 15, 2021 Nutra Kids Meal Program – Evaluator: Aris Veloso
Nutritional Health/Retail Food Inspection Program	X	<input type="checkbox"/>	<input type="checkbox"/>	Inspection Date: on November 9, 2021 – Joanna Jarin
Food Services: Juvenile Menu Analysis for T15	X	<input type="checkbox"/>	<input type="checkbox"/>	Inspection Date: December 9, 2021 Correctional Health Dietician, Denise Chu R.D.
JJDPC Education Inspection.	X	<input type="checkbox"/>	<input type="checkbox"/>	Inspection Date: September 12, 2022.
Juvenile Court Judge Inspection	X	<input type="checkbox"/>	<input type="checkbox"/>	Inspection Date: Completed on December 21, 2021 The Honorable Susan Etezadi
Countywide Security Review	<input type="checkbox"/>	X	<input type="checkbox"/>	Due to COVID-19, the facility was not inspected during this inspection period. Inspector: Scott Grosso
Natural Disaster: Earthquake & Fire Drills	X	<input type="checkbox"/>	<input type="checkbox"/>	The facility routinely conducts fire drills with the youth.
Natural Disaster: Wildfire Evacuation Plan and Procedures.	X	<input type="checkbox"/>	<input type="checkbox"/>	Mutual Aid agreements with local jurisdictions are in place should the facility and/or area need to be evacuated.
Air Quality Indoors/Outdoors	X	<input type="checkbox"/>	<input type="checkbox"/>	The facility installed a new ventilation system to address indoor air quality in 2021. Outdoor air quality protocols are also in place for smoke from state and regional wildfires.
<b>DOCUMENTATION</b>				
<b>REVIEWED</b>	<b>YES</b>	<b>NO</b>	<b>N/A</b>	<b>COMMENTS</b>



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Facility Budget	<input type="checkbox"/>	X	<input type="checkbox"/>	We were unable to locate or review a budget for this facility.																																								
Facility Rules	X	<input type="checkbox"/>	<input type="checkbox"/>	Please see the Parent/Youth Handbook in the attachments section.																																								
Weekly Programming Schedule	X	<input type="checkbox"/>	<input type="checkbox"/>	Staff confirmed programming is the same on both housing units. Programming schedules are attached. Please note: a portion of the Forrest 3 programming schedule is illegible.																																								
Grievance Forms	X	<input type="checkbox"/>	<input type="checkbox"/>	Grievance forms are available in Admissions and at the “Staff Desk” on the Forrest 3 & Pine 4 housing units.																																								
Grievance Logs	X	<input type="checkbox"/>	<input type="checkbox"/>	As of July 31, 2022: 40 grievances had been filed in 2022.																																								
Serious Incident Reports- Including Use of Force	X	<input type="checkbox"/>	<input type="checkbox"/>	<table border="1"> <thead> <tr> <th>Type of Incident</th> <th>Number of Incidents</th> <th>Comparison</th> <th>Prior Year</th> </tr> </thead> <tbody> <tr> <td>Major Disturbance: Injury to Youth.</td> <td align="center">0</td> <td align="center">No Change</td> <td align="center">0</td> </tr> <tr> <td>Major Disturbance: Involving Multiple Youth</td> <td align="center">1</td> <td align="center">Increase 100%</td> <td align="center">0</td> </tr> <tr> <td>Incidents Resulting in New Charges Being Filed</td> <td align="center">3</td> <td align="center">No Change</td> <td align="center">3</td> </tr> <tr> <td>Assaults Between Youth</td> <td align="center">5</td> <td align="center">Increase 150%</td> <td align="center">2</td> </tr> <tr> <td>Safety Room Placements:</td> <td align="center">2</td> <td align="center">Decrease 66.7%</td> <td align="center">6</td> </tr> <tr> <td>Use of Force Mechanical Restraints Per Youth</td> <td align="center">15</td> <td align="center">Decrease 28.6%</td> <td align="center">21</td> </tr> <tr> <td>Use of Force Mechanical Restraints Per Incident</td> <td align="center">11</td> <td align="center">Decrease 45%</td> <td align="center">20</td> </tr> <tr> <td>Threats to Staff or Staff Injury</td> <td align="center">3</td> <td align="center">Decrease 50%</td> <td align="center">6</td> </tr> <tr> <td>Staff Injuries While Responding</td> <td align="center">3</td> <td align="center">Decrease 25%</td> <td align="center">4</td> </tr> </tbody> </table>	Type of Incident	Number of Incidents	Comparison	Prior Year	Major Disturbance: Injury to Youth.	0	No Change	0	Major Disturbance: Involving Multiple Youth	1	Increase 100%	0	Incidents Resulting in New Charges Being Filed	3	No Change	3	Assaults Between Youth	5	Increase 150%	2	Safety Room Placements:	2	Decrease 66.7%	6	Use of Force Mechanical Restraints Per Youth	15	Decrease 28.6%	21	Use of Force Mechanical Restraints Per Incident	11	Decrease 45%	20	Threats to Staff or Staff Injury	3	Decrease 50%	6	Staff Injuries While Responding	3	Decrease 25%	4
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				<table border="1"> <tr> <td>Youth on Special Program (OAA)</td> <td>25</td> <td>Increase 4.2%</td> <td>24</td> </tr> <tr> <td>Reportable Incidents</td> <td>58</td> <td>Increase 81.3%</td> <td>32</td> </tr> <tr> <td>Property Destruction</td> <td>0</td> <td>Decrease 100%</td> <td>8</td> </tr> </table> <p>Period-over-period analysis: August 1, 2021- July 31, 2022.          There were zero incidents of fire, escape, or death.</p>	Youth on Special Program (OAA)	25	Increase 4.2%	24	Reportable Incidents	58	Increase 81.3%	32	Property Destruction	0	Decrease 100%	8				
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Serious Incident Reports: Suicide Attempts, Suicidal Statements & Self-Mutilation	X	<input type="checkbox"/>	<input type="checkbox"/>	<table border="1"> <thead> <tr> <th>Type</th> <th>Number of Incidents</th> <th>Comparison</th> <th>Prior Year</th> </tr> </thead> <tbody> <tr> <td>Suicide Attempts</td> <td align="center">1</td> <td align="center">Decrease 50%</td> <td align="center">2</td> </tr> <tr> <td>Suicidal Statements</td> <td align="center">6</td> <td align="center">Increase 200%</td> <td align="center">2</td> </tr> <tr> <td>Self-Mutilation</td> <td align="center">16</td> <td align="center">Increase 1500%</td> <td align="center">1</td> </tr> </tbody> </table>	Type	Number of Incidents	Comparison	Prior Year	Suicide Attempts	1	Decrease 50%	2	Suicidal Statements	6	Increase 200%	2	Self-Mutilation	16	Increase 1500%	1
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Secure Track Plan	X	X	<input type="checkbox"/>	The Secure Track plan was not available at the facility. However, the inspection team located a copy on the San Mateo County Board of Supervisors and State of California BSCC websites.																
Youth Services Center Parent/Youth Handbook	X			<p>The Probation Department’s Parent/Youth Handbook is in English. A Spanish version would benefit most of the families we serve.</p> <p>The Parent/Youth handbook should be updated in 2023 to reflect the changes in California law brought by the passage of AB2417, the Youth Bill of Rights.</p> <p>Please see the attachments for a copy of the handbook.</p>																
Intake & Admission Forms	X	<input type="checkbox"/>	<input type="checkbox"/>	The intake and assessment packet covers medical history, mental health, family relations, education, employment, substance use/abuse, gang involvement, insight, and future goals.																
Institutional Case Plan	X	X	<input type="checkbox"/>	Institutional Case Plans (ICP’s) are created for youth who are incarcerated for 30 Days or more. We did not have the opportunity to review a sample ICP or template. We were unable to review any ICP’s during our inspection.																
Medical, Dental, BHRS Request Forms.	X	<input type="checkbox"/>	<input type="checkbox"/>	Medical/Dental Request Forms are readily available. Youth report having timely access to medical care and BHRS services. Dental																



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				services have been reduced to once per month. Two of the youth we spoke with were waiting to be seen by the dentist. One of them had an abscessed tooth that was being treated with antibiotics.
Reentry Services	X	<input type="checkbox"/>	<input type="checkbox"/>	Re-entry services are currently contracted out to Fresh Lifelines for Youth–Fly. The inspection team was unable to locate a copy of the reentry services contract or obtain any additional information on the terms and costs associated with these services.
Approved Magazine & Books List	X	<input type="checkbox"/>	<input type="checkbox"/>	Staff maintains discretion to deny any item on the approved list based on its content. The Commission recommends updating this list annually to ensure it is current. Please see attachments.
Comments	The commission recommends the Probation Department offer their Parent/Youth Handbook in English and Spanish. Many youths speak English as a second language, and their families cannot read or speak English.			
Recommendations	The commission recommends <ul style="list-style-type: none"> <li>● Updating the Approved Magazine &amp; Booklist annually to ensure it is accurate.</li> <li>● The Parent/Youth handbook should be updated in 2023 to reflect the changes in California law after the passage of AB2417, the Youth Bill of Rights.</li> <li>● The Parent/Youth handbook is in English—a Spanish version would benefit a large portion of the families we serve.</li> </ul>			

**POLICIES & PROCEDURES**

REVIEWED	YES	NO	N/A	COMMENTS
Parental Consent Forms: Medical, Dental, Behavioral Health Records	X	<input type="checkbox"/>	<input type="checkbox"/>	While we physically did not see all of the forms listed, the majority were reviewed, and the processes for each area were discussed.



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Request Forms: Medical, Dental, and Behavioral Health	X	<input type="checkbox"/>	<input type="checkbox"/>	
Use of Force Policy	X	<input type="checkbox"/>	<input type="checkbox"/>	
Behavior Policy	X	<input type="checkbox"/>	<input type="checkbox"/>	
Anti-Harassment and Bullying Policies	X	<input type="checkbox"/>	<input type="checkbox"/>	
Cell Safety Checks	X	<input type="checkbox"/>	<input type="checkbox"/>	Staff checks each cell every 15 minutes. Every cell has a barcode that is scanned during each safety check.
Behavior Modification Program	X	<input type="checkbox"/>	<input type="checkbox"/>	<p>The facility uses a 2-step incentive based behavioral modification program. All youths start at Step 1. Youths report that it typically takes 2-3 weeks to advance from Step 1 to Step 2.</p> <p>Step 1 No canteen snacks or special food items are allowed. No alternative hygiene products are allowed. Segregated recreation activities: Youth on Step 1 recreate with Step 1 youth.</p> <p>Step 2 Can receive snacks for the canteen on Sundays. Can have additional or special foods. Can use alternative hygiene products Can participate in special programming with staff. Can serve as a helper on the unit</p>
Personal Items: Allowed in cells.	X	<input type="checkbox"/>	<input type="checkbox"/>	Photos, drawings, paperback books, magazines, letters, *pencils journals, and paper. Some items may be subjected to limits. i.e., 5 paperback books. *until 8:30 pm
Personal Items: Prohibited in cells	X	<input type="checkbox"/>	<input type="checkbox"/>	Chromebooks, hardcover books, alternative hygiene products, and any item(s) that exceed the approved limits. Prohibited items are held at the staff desk for use on the housing unit.



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Visiting Policy and Procedures.	X	<input type="checkbox"/>	<input type="checkbox"/>	<p>Visitors must show proof of vaccination to enter the facility.</p> <p>With the exception of most parents/guardians, visitors require the approval of the youth's probation officer or the courts.</p> <p>In person visits conducted during the quarantine or intake period are behind glass. Zoom visiting is available in the evenings. The commission recommends that Zoom visiting be continued indefinitely. Please see the attachments section for additional information.</p>
Mail	X	<input type="checkbox"/>	<input type="checkbox"/>	No changes noted from the previous inspection.
Technology	<input type="checkbox"/>	X	<input type="checkbox"/>	We were unable to review the technology policy for this facility.
Implementation of Court Orders	X	<input type="checkbox"/>	<input type="checkbox"/>	Court orders are relayed through handwritten paperwork provided at each court hearing. The notes are then entered into a computer within 24 hours.
Electronic Monitoring Program: EMP	X	<input type="checkbox"/>	<input type="checkbox"/>	Electronic Monitoring Program–EMP: Out of County Youth-Explore opportunities to enter into a reciprocal contract agreement for EMP services with our four surrounding counties: San Francisco, Santa Clara, Alameda, and Contra Costa. This will allow youth whose families cannot afford to pay the EMP fees to be released from our Juvenile Hall. The average EMP costs for an out-of-county-youth range between \$50-100 per day.
Release: Deportation ICE Cooperation/ Notification Policies	<input type="checkbox"/>	X	<input type="checkbox"/>	The Probation Department's ICE notification and cooperation policy are currently under review by County Counsel.
Probation: Annual Reports, Budgets & Block Grant Information	X	<input type="checkbox"/>	<input type="checkbox"/>	The commission requests a Probation forward an electronic copy of the annual report and block grant applications to the Chair upon completion/submission.
Comments	Currently, there is no policy or system in place to notify the commission when a serious incident or major policy, programming, or service change occurs.			



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Recommendations	<ul style="list-style-type: none"> <li>● Notifications: The commission requests notifications related to serious incidents, policy, programming, or service changes be included in probation’s monthly report out at JJDPC meetings.</li> <li>● Electronic Monitoring Program–EMP and Out of County Youth- Explore opportunities to enter into a reciprocal contract agreement for EMP services with our four surrounding counties: San Francisco, Santa Clara, Alameda, and Contra Costa. This will allow youth whose families cannot afford to pay the EMP fees to be released from our Juvenile Hall. The average EMP costs for an out-of-county-youth range between \$50-100 per day.</li> <li>● Court Orders: Electronic Records - Streamlining the data entry process for court orders will ensure staff has immediate access to vital updated information for every youth.</li> <li>● Change the current point based behavioral Step program to start all youth at the top level when they arrive at the facility. This would give youth the incentive to maintain their level vs. the frustration associated with earning the level, which can sometimes take a few weeks. The early days in therapeutic detention are critical for youth, particularly for those who have experienced significant childhood trauma. Researchers in London found the traditional policy of starting children with no grade/points to work their way up is incompatible with natural brain function  <a href="http://www.deseret.com/2014/6/20/20543483/give-them-an-a-research-shows-why-starting-with-an-a-grade-is-better-for-students-than-earning-">www.deseret.com/2014/6/20/20543483/give-them-an-a-research-shows-why-starting-with-an-a-grade-is-better-for-students-than-earning-</a></li> <li>● Zoom Visiting: The commission recommends Zoom visiting be allowed to be continued indefinitely.</li> </ul>
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DUE PROCESS				
REVIEWED	YES	NO	N/A	COMMENTS
Write-up criteria, process, and consequences. i.e., loss of privileges.	X	<input type="checkbox"/>	<input type="checkbox"/>	
Grievance Process	X	<input type="checkbox"/>	<input type="checkbox"/>	
Grievance Trends	X	<input type="checkbox"/>	<input type="checkbox"/>	40 grievances were filed between January 1 - July 31, 2022.



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				<p>33 grievances were filed during the last inspection period.</p> <p>Most grievances were related to staff decisions to remove points for minor infractions. For example, points were removed from youth for talking while in the shower. Another was for talking cell to cell. There were also grievances related to school. A youth reported a female teacher had made a racist comment. Others were related to the substandard food.</p>
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<b>APPEARANCE OF YOUTH / PERSONAL HYGIENE</b>				
<b>OBSERVED</b>	<b>YES</b>	<b>NO</b>	<b>N/A</b>	<b>COMMENTS</b>
Appearance	X	<input type="checkbox"/>	<input type="checkbox"/>	
Showers	X	<input type="checkbox"/>	<input type="checkbox"/>	Youth are allowed to shower every day.
Clothing	X	<input type="checkbox"/>	<input type="checkbox"/>	The clothing was clean, suitable for the weather and indoor temperature, appropriately sized, and in good condition.
Outdoor Wear	X	<input type="checkbox"/>	<input type="checkbox"/>	Our inspection occurred in late August and early September when the weather was hot. We did not observe youth wearing coats or jackets. Youth did confirm they had access to outdoor wear.
Shoes: Athletic	X	X	<input type="checkbox"/>	The standard athletic shoe is not suitable for youth detained for more than 30 days. Youth report having blisters, knee/ankle injuries, and soreness on the arches of their feet, all of which can significantly interfere with their ability to participate in large muscle exercises and cause unnecessary pain and discomfort. The Commission urges Probation to provide the alternative “New Balance” athletic shoes to all youth detained at this facility for more than 30 days. The alternative shoes have been approved by the facility and are currently being provided to youth who have obtained medical approval for them. Youth wearing alternative athletic shoes report that almost all of their symptoms have resolved.
Shoes: Shower	X	<input type="checkbox"/>	<input type="checkbox"/>	



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Hair Cuts	X	<input type="checkbox"/>	<input type="checkbox"/>	<p>Group Supervisor Raheem Owens provides haircuts to male youth using professional grade hair clippers that were donated by a community member. Youths speak very highly of Supervisor Owens and say he does a good job cutting their hair.</p> <p>Due to COVID-19, haircuts were intermittently suspended during this inspection period.</p>
Nails	X	<input type="checkbox"/>	<input type="checkbox"/>	
Skin	X	<input type="checkbox"/>	<input type="checkbox"/>	<p>Youth report that the body soap, shampoo, and lotion continue to cause reactions that result in unnecessary pain and discomfort. Several stated these hygiene items made their skin and scalp "really dry and itchy." One youth showed us that his hair was actively falling out.</p> <p>Issues related to the soap, shampoo, and lotion at this facility have been well documented over an extended period of time and result in multiple visits to Correctional Health each year.</p>
Shaving	X	<input type="checkbox"/>	<input type="checkbox"/>	<p>Youth are allowed to shave daily using disposable razors. Electric razors are not an option at this time.</p>
Hygiene Products	X	<input type="checkbox"/>	<input type="checkbox"/>	<p>The Commission recommends discontinuing the use of any hygiene product(s) that are contrary to the care and maintenance of ethnic hair and skin. 99% of the youth detained at this facility during this inspection period were children of color.</p>
Feminine Hygiene	X	<input type="checkbox"/>	<input type="checkbox"/>	<p>The commission recommends providing sanitary napkins/pads that correspond with menstrual flow (heavy, light). Tampons that account for menstrual flow are provided.</p>
Other	X	<input type="checkbox"/>	<input type="checkbox"/>	<p>Youth were engaged in this inspection process and generally in good spirits. None of the youth we spoke to appeared to be overly medicated or hesitant to speak with us.</p>
Comments	<p>The current athletic shoe is not suitable for youth being detained for more than 30 days. Youth continue to report blisters, knee and ankle injuries, and soreness on the arches of their feet; all of which can significantly limit their ability to walk, exercise, and cause unnecessary pain and discomfort. The current athletic shoe is of inferior quality and prematurely wears out after 30-45 days. While youth can request a new pair of shoes at any</p>			



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	time, this policy fails to address the underlying cause of the problem and fails to solve the orthopedic issues deriving from their continued use. Replacing athletic shoes every 1-2 months is neither financially prudent nor environmentally responsible.
Recommendations	The Commission recommends the Probation Department provide the alternative “New Balance” athletic shoe to all youth detained at this facility for more than 30 days.

**INTERVIEWS**

**YOUTH INTERVIEWS**

<b>INTERVIEWED</b>	<b>YES</b>	<b>NO</b>	<b>N/A</b>	<b>COMMENTS</b>
Do you have any immediate needs or general concerns?	X	<input type="checkbox"/>	<input type="checkbox"/>	Two of the youths were waiting to see the dentist.
Have you seen medical, dental, or behavioral health staff?	X	<input type="checkbox"/>	<input type="checkbox"/>	Youth express easy and timely access to medical care and behavioral health services. They report extended delays in seeing the dentist.
Have you utilized any of the Therapeutic tools offered by BHRS?	X	<input type="checkbox"/>	<input type="checkbox"/>	Therapeutic tools are being utilized by most of the youths and are reported to be very beneficial. These tools include stress balls, weighted blankets, journals, and sleep logs.
Do you know and understand the rules, procedures, and expectations at the YSC?	X	<input type="checkbox"/>	<input type="checkbox"/>	Most of the youths have been at the facility for an extended period of time and understand the rules and expectations.
Do you know which staff member prepares your reports for court?	X	<input type="checkbox"/>	<input type="checkbox"/>	
Are you familiar with the grievance process?	X	<input type="checkbox"/>	<input type="checkbox"/>	The majority of youth understood what a grievance was and how to file one.
How many hours do you spend locked inside of your cell on an average day?	X	<input type="checkbox"/>	<input type="checkbox"/>	Youths report being in their cells between 12.5 - 14.5 hours per day.
Emergency Call Light:	X	<input type="checkbox"/>	<input type="checkbox"/>	All of the youth knew how to use the call light. They stated staff usually respond to call lights during rounds every 15 minutes.





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Please explain if and how the call light in your cell is used.				
Have you participated in a natural disaster drill or been instructed on what to do in the event of an emergency.?	X	<input type="checkbox"/>	<input type="checkbox"/>	A fire drill was held the week before our inspection.
Would you be interested in reading the annual inspection reports when they are completed?	X	<input type="checkbox"/>	<input type="checkbox"/>	<p>The commission recommends the Juvenile Hall &amp; Educational Inspection be distributed as follows:</p> <ul style="list-style-type: none"> <li>• Placing a physical copy on each housing unit, so youths have the opportunity to read it.</li> <li>• Providing an electronic copy to all staff members</li> <li>• Providing an electronic copy to any parent or guardian who requests one.</li> </ul>
<p>What was your intake and quarantine experience like? Please explain</p>	<p>The physical and psychological impacts of the initial quarantine period can be significant, particularly for youth who suffer from the impacts of mental illness, trauma, and abuse.</p> <p>The youth we interviewed who had recently entered the facility stated they had either personally experienced or witnessed someone experiencing increased stress and anxiety due to the isolation and sensory deprivation of being in their cells for 23.5 hours a day. They reported an inability to sleep, and eat, and reported physical symptoms such as nausea and vomiting during this initial period.</p> <p>Youths who have been at the facility for more than 6 months reported that quarantine was "hard" because "it was so boring" and that "there was nothing to do." Youths had also missed being able to attend school during this phase of their detention.</p> <p>There were inconsistencies related to the amount of time each youth spent in the initial quarantine phase. This time ranged from 72-120 hours, depending on the day and time of their arrival and advancements in COVID-19 testing. Time frames appeared to decrease as the pandemic began to ease and the facility's quarantine protocols were adjusted.</p>			
<p>Describe a typical day at the facility.</p>	<p>Youths explained that their days generally begin at 8 am and end at 9 pm. On weekdays, they attend school and court during the day and have programming at night. On weekends, youth perform chores after breakfast, including cleaning their cells and assisting with tasks on the Unit. Christian church services are offered on Sunday mornings. Afternoon and evening programming varies on weekends. Youths shared that "taking it in" for the day at 9:00 pm was hard for them. Especially during Daylight Savings Time in the late spring and summer, when it is still light outside.</p>			



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Current Programming	Please see the weekly programming schedule in the attachment section of this report.
What programs do you look forward to participating in most and least?	Large Muscle Activity–LMA, Beat Within, and the Art of Yoga program. The least popular program is the Art program.
What types of programs are the most useful in helping you achieve your therapeutic goals?	<ul style="list-style-type: none"> <li>● Vocational Programs: Youths expressed the need for vocational programs and training, particularly in the building trades and computer coding. Both of which can provide them the opportunity to earn the livable wages and benefits needed to live and succeed in San Mateo County.</li> <li>● Programming Redundancy: Youth who have been at this facility for extended periods of time reported that a lot of the current programming is redundant.</li> <li>● Motivational Speakers: When asked if there was additional programming that could assist them in reaching their therapeutic and rehabilitative goals, many expressed interest in hearing from inspirational speakers. Specifically, those who have overcome similar life experiences and are now living happy, healthy, and productive lives.</li> <li>● Large Muscle Activity – LMA: Youth enjoy the physical exercise, socialization, and the camaraderie participating in team sports provides to them. The youths we interviewed would like to have outdoor LMA time increased. Rigorous physical activity helps release stress, improves appetite, and improves the ability to sleep.</li> </ul>
Describe interactions between staff and youth.	<p>Generally, youth feel they are being treated fairly by staff and all reported having at least one staff member they trusted enough to confide in.</p> <p>Every youth spoke highly of officers Raheem Owens, Bruce Acio “Ace” and Rey Gonzales. When asked why, they said it was because they took time to talk with them, were reasonable, and felt that they understood what they were going through. It was clear that these staff members go above and beyond to build and maintain positive relationships with the youth and serve as mentors and positive role models while assisting them in achieving their therapeutic goals.</p>
Describe the meals and food at the facility	<p>While food complaints are not at the crisis level they were during the last inspection period, food continues to be an ongoing issue at this facility. Youth reported several issues with the food, i.e., "the rice is hard, like little rocks" and "the noodles are crunchy on top like they been sittin' out." They also report issues with the quantity, quality, temperature, taste, and flavor of the food. A few had received medical approval since the last inspection to have an additional snack or peanut and jelly sandwich to help alleviate their hunger. Youths explained that dinner time is "too early". Dinner is served at 4:00 pm on weekdays and Saturdays and 3:50 pm on Sunday's.. They reported eating dinner so early causes them</p>



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	<p>to go to bed hungry. Due to COVID-19, youth were eating meals inside cells until September 2022.          There were no reported incidents of choking or food poisoning.</p>
Beverages	<p>Cow’s milk is the primary beverage served with meals. Additional beverage options such as water, horchata, juices, and teas should be offered.</p>
Family Communication Telephone Calls & Visiting	<p>Zoom visiting is exceptionally beneficial for youths and families. Unlike traditional visiting, Zoom provides younger siblings and extended family members an opportunity to participate in visits. Zoom also removes economic barriers by eliminating the need for transportation, childcare, and travel time away from work—which benefits the whole family.</p>
Comments	<p>The youth we interviewed were engaged, respectful, and appeared to be invested in their rehabilitation. They reported doing well in school and expressed a desire to continue to learn, advance their education, and master new skills. They would like the opportunity to earn a college degree and complete an apprenticeship program.</p> <p>The commission is concerned about the physical and psychological impacts of the initial intake/quarantine period, particularly for our youth who have a mental health diagnosis.</p> <p>It is also important to note the critical role food plays in a youth's ability to learn and participate in their therapeutic treatment. Youth must have adequate amounts of quality, appetizing, and culturally competent food in order to achieve their educational and therapeutic goals.</p>
Commendations	<p>The commission wishes to acknowledge Raheem Owens, Bruce “Ace” Acio, and Rey Gonzales for going above and beyond to build and maintain positive relationships with the youth, serve as positive role models and mentors, and assist them in achieving their therapeutic goals.</p>
Recommendations	<p>The commission recommends the following:</p> <ul style="list-style-type: none"> <li>● Placing a copy of the JJDPC’s annual Juvenile Hall &amp; Educational Inspection on each housing unit so youths have the opportunity to read it.</li> <li>● Increasing the amount of Large Muscle Activity whenever possible.</li> <li>● Extending the programming day to 9:30 pm</li> <li>● Changing dinner time to 5:00 pm everyday to help alleviate nighttime hunger.</li> <li>● Offering non-dairy and alternative beverage choices with meals i.e., water, horchata, almond milk, juice, and tea.</li> </ul>



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<b>PARENT INTERVIEWS</b>				
<b>QUESTIONS</b>	<b>YES</b>	<b>NO</b>	<b>N/A</b>	<b>COMMENTS</b>
Do you or your child have any immediate needs or concerns?	<input type="checkbox"/>	X	<input type="checkbox"/>	
Initial Notification: What information was provided to you?	X	X	<input type="checkbox"/>	<p>One parent reported receiving no information. She knew her child was at the Juvenile Hall because the police arrested him in front of her for reasons she did not know. After failing to reach someone at the Juvenile Hall by phone, she had someone drive her to the facility the following day to find out why her son had been arrested and how long he may have to stay.</p> <p>Another parent reported receiving a phone call from the facility notifying them of their son's arrival. The family received a second call a couple of days later informing them of the court hearing. They could not remember who made the call.</p>
Notification of Court Proceedings	X	<input type="checkbox"/>	<input type="checkbox"/>	All families reported receiving a telephone notification regarding court.
When was your first contact with your child's lawyer?	X	<input type="checkbox"/>	<input type="checkbox"/>	All of the parents reported having their first interaction with their child's lawyer just before court.
Do you know which staff member prepares your child's reports for court?	<input type="checkbox"/>	X	<input type="checkbox"/>	Parents would like to receive a copy of their child's court reports, mental health evaluations, and their child's COVID-19 immunization card(s).
Do you know how and who to contact with questions or concerns regarding your child?	<input type="checkbox"/>	X	<input type="checkbox"/>	Spanish speaking parents reported that it was hard for them to make contact with the facility. They did not know how or who to contact to receive or discuss information about their children.
Have you attended an IEP meeting with your child?	X	X	<input type="checkbox"/>	One parent had attended an IEP meeting for their child. Another parent was informed that the school does not hold IEP meetings in the summer. Hillcrest school is a year round school.
Have you spoken to a member of the medical, dental, or behavioral health staff?	X	<input type="checkbox"/>	<input type="checkbox"/>	



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Have you visited your child while at this facility? If yes, do you visit in person or Zoom?	X	<input type="checkbox"/>	<input type="checkbox"/>	Most families visit in person and on Zoom.
Telephone & Zoom: Quality and Ease of Use	X	<input type="checkbox"/>	<input type="checkbox"/>	Parents are grateful for the opportunity to use Zoom. There were some technical issues reported such as problems connecting, and needing to have a stable internet connection.
What forms of transportation do you use to get to and from the Juvenile Hall/Court.	X	<input type="checkbox"/>	<input type="checkbox"/>	Personal car and UBER. There is no public transportation to the Youth Services Center and Camp Kemp facilities. Sam Trans cut services to the facility this summer.
Is there anything else you would like to share or discuss?	X	<input type="checkbox"/>	<input type="checkbox"/>	Parents feel disconnected and want to be more involved with their children’s treatment and therapeutic goals. Most only receive oral updates in court and when the Judge reads portions of the Juvenile Hall report aloud.
Comments	The majority of parents are Spanish speaking and require translation services.			
Recommendations	<p>The Commission recommends the following:</p> <ul style="list-style-type: none"> <li>● Probation join efforts to restore Sam Tans bus service to the Youth Services and Camp Kemp facilities.</li> <li>● Provide parents with the name and contact information for their child’s Probation Officer at the time of admission.</li> <li>● Provide parents with a copy of their child's court report and court-ordered evaluations.</li> <li>● Provide information and forms in Spanish.</li> <li>● Provide parents copies of their child's COVID-19 immunization card and medical records upon release.</li> </ul>			



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<b>STAFF INTERVIEWS</b>				
<b>QUESTIONS</b>	<b>YES</b>	<b>NO</b>	<b>N/A</b>	<b>COMMENTS</b>
Do you have the tools, training, and staffing needed to perform your duties?	X	X	<input type="checkbox"/>	<p>The general consensus among staff is that they are equipped to perform the basic duties of their jobs. However, they expressed a desire to become proficient in the following key areas.</p> <ul style="list-style-type: none"> <li>● Staffing: Due to the low population, the facility is operating at minimum staffing levels. If there is an incident with a youth, a sick call, vacation, or injury can put pressure on the whole team and make it hard to manage everything on the housing unit. Overtime is used to cover gaps in coverage. Staff are not allowed to leave the facility for lunch or breaks. For this reason, meals are provided. Staff noted that there has been an increase in the percentage of youth with mental health needs and feel BHRS needs additional staffing.</li> <li>● Tools: Television and movies are part of the weekly programming schedule. Youths enjoy this programming and it requires minimal staff time to conduct. However, the facility no longer has cable service. Cable service was disconnected in an attempt to cut costs. This means that staff often must use their personal Netflix and Disney Plus accounts to access movies and tv programs to show the children. Staff do this because they know how much the youth enjoy this programming but feel that it is ultimately the facility's responsibility to provide these services. The commission agrees with staff and urges the Probation Department to restore cable service or start subscriptions with Netflix &amp; Disney Plus. The commission is mindful of the unintended consequences of this request and urges Probation to continue to allow the current practice until they can put services into place.</li> <li>● Drinking Water: The water fountains on the housing units are turned off due to COVID-19. Staff would like a water cooler placed in the back office of each housing unit so they have access to fresh drinking water. It should be noted that this is also an issue for youths on the housing unit and a water cooler service would be beneficial for all involved.</li> </ul>



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				<ul style="list-style-type: none"> <li>Training: Staff is interested in receiving more training in the areas of childhood trauma and mental health. They believe additional training in these areas will give them the knowledge and skills needed to effectively manage, support, and work with the youth.</li> </ul>
Do you have any suggestions or ideas on how to improve the daily operations or maintenance of this facility?	X	<input type="checkbox"/>	<input type="checkbox"/>	Housing Unit Staff would like to have bi-weekly meetings with service providers that will allow them to be able to discuss each youth's treatment needs and progress. This would include members from BHRS, Education, and Unit Staff.
How is critical information communicated to staff and service partners? i.e.. BHRS, school, attorney.	X	<input type="checkbox"/>	<input type="checkbox"/>	Most information is exchanged orally, court and legal information are computerized, service partners use e-mail, BHRS, Courts, Correctional Health, and the School all use different systems. The change from 4-10 hours
Are the individual therapeutic plan goals and recommendations tracked and measured against actual outcomes?	X	X	<input type="checkbox"/>	While probation reports document individual progress, there is no system in place to capture data that can be used to measure a youth's progress and the overall effectiveness of specific programming, treatment, and services being provided. The Commission recommends Probation capture this data moving forward.
Court Reports How are youths assigned to probation staff?	X	<input type="checkbox"/>	<input type="checkbox"/>	Supervisors assign each youth to a staff member. Staff members are responsible for writing court reports for their assigned youth.
Do you have any suggestions or ideas on how to improve internal or external communications?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Reinstating 4 day/10 hours shifts would greatly increase staff's communication ability to communicate and participate in briefings at the start and end of each shift
Searches: Are youth, their belongings, and cells, routinely searched?	X	<input type="checkbox"/>	<input type="checkbox"/>	
Are there any programs or services you would like to see implemented at this facility?	X	<input type="checkbox"/>	<input type="checkbox"/>	Staff explained the facility no longer offers several programs that staff stated had been successful in the past. The examples given were parenting classes for youth, AA/NA substance abuse, victim awareness, and cooking classes with staff.



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Staff Promotions	X	<input type="checkbox"/>	<input type="checkbox"/>	Staff members expressed that they felt the promotion process at this facility was generally fair.
Staff Support Services: Serious Incident Debriefing	X	<input type="checkbox"/>	<input type="checkbox"/>	Support services are available to staff. Staff feels these services are beneficial and support one another in obtaining any services they may need. There are no stigmas attached to utilizing supportive services.
Is there anyone you wish to recognize for their exceptional teamwork or outstanding service?	X	<input type="checkbox"/>	<input type="checkbox"/>	Staff expressed a desire to acknowledge all of their colleagues as each one brings a unique set of skills, qualities, and experience that contribute to the team's overall success.
Is there anything else you would like to discuss?	X	<input type="checkbox"/>	<input type="checkbox"/>	Staff are not allowed to leave the facility during their lunch and break times. For this reason, Probation provides staff with meals.
Staff Commendations	<p>Most of the Juvenile Hall staff have been employed with the Probation Department for 10+ years. Prior to the pandemic, there were 3 shifts (day, swing, and graveyard), and staff worked 4- 10 hour days per week. Once the pandemic hit, staff had to give up their schedules and began to work 5- 8 hour days. This sudden shift during a pandemic was difficult for staff to manage. Especially for staff members who had families and children to arrange care for. It caused increased commute and childcare expenses as well as the added stress of being an essential worker a worldwide pandemic. As the population of the facility continued to drop, so did staffing levels. This required staff to work much harder, for less. Throughout it all, the staff remained solid in their commitment to serving our youth and supporting their fellow colleagues. The Commission wishes to acknowledge the personal sacrifices they endured and the professionalism with which they carried out their duties.</p>			
Recommendations	<p>The commission recommends the Probation Department:</p> <ul style="list-style-type: none"> <li>● Allow staff to return to their pre-pandemic 4–10 hour weekly work schedules. This will allow staff the additional time needed to communicate between shifts and significantly increase employee morale.</li> <li>● Implement bi-weekly team meetings with housing unit staff and service providers (BHRS Education) to discuss each youth’s treatment needs and progress.</li> <li>● Provide an electronic copy of the JJDCP annual Inspection report to all staff members. This will provide staff with a better understanding of the role and work of the commission and opportunity to be acknowledged for their work.</li> </ul>			

**ANCILLARY SERVICES**





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<b>CORRECTIONAL HEALTH</b>				
<b>INTERVIEWED</b>	<b>YES</b>	<b>NO</b>	<b>N/A</b>	<b>COMMENTS</b>
Medical	X	<input type="checkbox"/>	<input type="checkbox"/>	All youth receive a physical exam upon entering the facility. The facility also provides vaccinations, medical screenings, and testing. Medical histories are obtained from parents/guardians, primary care, and mental health providers. Continuity of care and treatment is prioritized, particularly with regard to psychotropic medications.
Medical Records System	X	X	<input type="checkbox"/>	The facility does not have an electronic medical records system. Handwritten charts are kept in a chart room. The COVID-19 pandemic and the introduction of the Secure Track program have highlighted the urgent need to implement an electronic medical records system at this facility.
Emergency and Specialized Care	X	<input type="checkbox"/>	<input type="checkbox"/>	Two youths reported needing outside medical services during this inspection period. One reported needing emergency medical care that was handled promptly and professionally.
Pharmacy Services	X	<input type="checkbox"/>	<input type="checkbox"/>	Pharmacy services are provided by the county hospital, the San Mateo County Medical Center. Parents may also be allowed to bring their child's prescribed medication(s) to the facility, when applicable. Youths are provided a 30-day supply of most prescribed medications upon their release.
Dental Care	X	X	<input type="checkbox"/>	A dentist visits the facility once a month to provide youth dental services. Dental services can include exams, cleanings, fillings, root canals, and crowns. An oral surgeon can be made available to perform oral surgery (i.e., remove wisdom teeth) when needed. Two of the youths we interviewed were waiting to be seen by the dentist. One of them had an abscessed tooth that was being treated with antibiotics until the dentist came, later in the month. Several youths mentioned having pain and discomfort related to their wisdom teeth.  The commission recommends increasing dental services to at least twice a month to better meet the dental needs of the youth at this facility. An on-call dentist who can respond to dental emergencies within 4 hours is also urgently needed. A dental emergency includes: moderate or severe



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				pain, infection, lost or broken teeth, and any other condition deemed urgent by Correctional Health or Probation staff
Optical Services	X	<input type="checkbox"/>	<input type="checkbox"/>	The amount of time it takes for youth to receive an eye exam and eyeglasses can be as long as 8-12 months. This delay is excessive and can interfere with their activities of daily living, education, recreational activity, physical and mental health. For these reasons, a timeline for services must be established to avoid excessive unnecessary delays.
Dietary and Nutrition	X	<input type="checkbox"/>	<input type="checkbox"/>	Fruit, snacks, and meals are contractually provided by the Dietary Staff at the Maple Street Correctional Facility, operated by the San Mateo County Sheriff Department. Correctional Health can prescribe additional food for youth. Sample food menus are attached.

Recommendations	<p>The commission recommends</p> <ul style="list-style-type: none"> <li>● Implementing an Electronic Medical Records System</li> <li>● Increasing Dental Services at this facility to twice a month.</li> <li>● Contracting with an on-call dentist who can respond to dental emergencies within 4 hours. A dental emergency includes pain, infection, lost or broken teeth, and any additional condition(s) deemed urgent by Correctional Health or Probation staff.</li> <li>● Ensuring every youth can receive a non-urgent eye exam within 14 days from the date of their request.</li> <li>● Securing an optical services provider capable of producing eyeglasses and dispensing optical goods within 30 days of receiving a prescription.</li> </ul>			
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**BEHAVIORAL HEALTH & RECOVERY SERVICES INTERVIEW**

REVIEWED	YES	NO	N/A	COMMENTS
Is a mental health assessment or screening completed for each youth at intake?	X	<input type="checkbox"/>	<input type="checkbox"/>	A member of the BHRS team checks in on every youth when they enter the facility and assessments are done accordingly.
Does BHRS conduct mental health screenings/assessments ordered by the court?	X	<input type="checkbox"/>	<input type="checkbox"/>	Formal evaluations are performed by doctors that are assigned through the courts.



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Is there a process for implementing court-ordered emergency mental health services?	X	<input type="checkbox"/>	<input type="checkbox"/>	
Psychiatric Emergency Protocols.	X	<input type="checkbox"/>	<input type="checkbox"/>	
Self-Harm Protocols	X	<input type="checkbox"/>	<input type="checkbox"/>	
Psychotropic Medications: evaluation, coordination, and continuity of care.	X	<input type="checkbox"/>	<input type="checkbox"/>	
Does BHRS provide substance abuse treatment?	X	<input type="checkbox"/>	<input type="checkbox"/>	While BHRS works with youth on the underlying issues that may contribute to substance abuse, and strategies for making healthy decisions, they do not have a substance abuse treatment program.
Staffing: Is the BHRS team at this facility fully staffed?	<input type="checkbox"/>	X	<input type="checkbox"/>	BHRS is in the process of hiring additional staff.
Are staffing levels adequate to provide services and meet the level of care clients need?	X	<input type="checkbox"/>	<input type="checkbox"/>	
Has BHRS been given a designated space(s) to provide mental health services within the facility? If yes, does it meet the criteria needed to be classified as a therapeutic environment?	<input type="checkbox"/>	X	<input type="checkbox"/>	
Translation Services: Are translation services provided to clients and their families?	X	<input type="checkbox"/>	<input type="checkbox"/>	



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Current Caseload Ratio	X	<input type="checkbox"/>	<input type="checkbox"/>	BHRS clinicians carry a caseload of approximately 10 clients—which is unchanged from the last inspection period.
Please list the services BHRS provides to clients at this facility.	BHRS provides the following services to youth at this facility: Cognitive Behavioral Treatment (CBT), trauma-focused cognitive-behavioral therapy, crisis intervention, psychotropic medication management, sleep health, insomnia treatment, rape trauma services, family therapy, and group therapies.			
Therapeutic tools and aids currently available at this facility. Please list.	A variety of therapeutic tools, including journals, weighted blankets, stress balls, and sleep logs, are utilized to assist youth in their therapy and therapeutic goals.			
How might mental and behavioral health treatment and services be improved at this facility?	<p>Dedicated Mental Health Space/Therapeutic Counseling Rooms</p> <p>The facility currently lacks a dedicated Mental Health space for clinicians to provide mental health care and services to youth. Trauma-informed counseling rooms have therapeutic layouts, soft furnishings, and flooring materials (rugs/carpets) to help provide clients with a sense of safety and comfort. Clinicians currently conduct therapy in programming rooms located on the housing units. These programming rooms lack the privacy needed to ensure conversations cannot be heard or seen from outside the room. The use of programming rooms also creates conflicts with programming schedules, which can interfere with or delay mental health services.</p> <p>Additional Staff Training</p> <p>Youth who have experienced chronic trauma often do not believe that adults can or will protect them. Implementing trauma-informed care requires comprehensive training.</p>			
Comments	Youth report very positive interactions with the BHRS clinicians and staff at the facility. Most youth detained at this facility receive some level of mental health services.			
Recommendations	<ul style="list-style-type: none"> <li>• Dedicated Mental Health Space/Therapeutic Counseling Rooms: The commission recognizes the immediate need for a dedicated mental health space within the facility. We urge the facility to identify a space where trauma-informed counseling rooms can be therapeutically designed, equipped, and utilized by BHRS clinicians.</li> </ul>			



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	<ul style="list-style-type: none"> <li>Additional Training for Probation Staff Training: The commission also supports the recommendation to offer staff advanced training on providing trauma-informed care and services to vulnerable youth populations.</li> </ul>
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<b>STAFFING</b>				
	<b>YES</b>	<b>NO</b>	<b>N/A</b>	<b>COMMENTS</b>
Is the facility fully staffed?	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	The facility is currently operating at minimum staffing levels.
Are staffing levels adequate to ensure programs, activities, and services are provided, as required by law?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	COVID-19 has exacerbated staffing challenges at the facility. Youth report being unable to participate in programming if a staff member calls in sick. Staff shortages also impact the delivery of mental health services as two staff members must be on the unit in order for the clinician to come onto the unit and provide services. Units have been consolidated to provide more staff coverage. Youth in the Camp Kemp program are brought over to the juvenile hall to sleep each night.
Does the facility maintain mandated sleeping ratios? (1:30)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Does the facility maintain mandated awake ratios? (1:10)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Is diversity reflected in the workforce?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Racial, ethnic, and gender diversity are clearly demonstrated throughout the workforce.
Bilingual and multilingual staff members.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	There is always at least one staff member on duty that is bilingual in Spanish. 24/7 language interpretation services are also available via a call center.
Hiring	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	The facility is currently under a hiring freeze. Employees reported that qualified applicants are often unable to pass the background process.
Promotions	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Employees generally believe that the facility's promotion process is equitable and transparent.



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Recommendations	The commission recommends: <ul style="list-style-type: none"> <li>Hiring: Immediately fill at least 6 of the 54 currently vacant positions to ensure the therapeutic needs of youth, specifically in the Secure Track Program, are consistently met.</li> </ul>
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<b>INTAKE AND ADMISSION</b>				
<b>REVIEWED</b>	<b>YES</b>	<b>NO</b>	<b>N/A</b>	<b>COMMENTS</b>
Orientation: How does staff ensure youth comprehend the facilities rules, procedures, and what is expected of them during their detention?	X	<input type="checkbox"/>	<input type="checkbox"/>	At intake, youth have an orientation with a member of staff who orally goes over the rules of the facility and expectations of youth while they are detained. Staff also goes over programming, and visiting, and answers any questions the youth may have. The Probation Department also issues a Parent/Youth Handbook.
Are rules and grievance procedures posted?	X	<input type="checkbox"/>	<input type="checkbox"/>	
Other: ACE's Assessment	X	<input type="checkbox"/>	<input type="checkbox"/>	<p>The Adverse Childhood Experiences–ACE's assessment is a brief 10-question questionnaire developed by Kaiser Permanente in partnership with the CDC as part of a groundbreaking study on the impacts of childhood trauma. Teens complete the questionnaire by answering the questions with yes/no answers. A single point is given for each yes answer, making it easy for staff to score (0-10). The higher the score, the higher the trauma level. Individual ACE's scores can provide staff with valuable insight and information regarding the level of trauma youths have experienced and how to approach and interact with them.</p> <p>Probation staff recently completed Science of Hope training that included an ACE's component.</p> <p>Adverse Childhood Experiences Study  <a href="http://www.ajpmonline.org/article/S0749-3797(98)00017-8/fulltext">www.ajpmonline.org/article/S0749-3797(98)00017-8/fulltext</a></p> <p>A copy of the Adverse Childhood Experiences–ACE's Teen Assessment can be found in the attachments</p>



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Recommendations	The Commission recommends adding the Adverse Childhood Experiences–ACE’s Teen Assessment Form to the intake and assessment process.
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<b>ACTIVITIES AND PROGRAMMING</b>				
<b>REVIEWED</b>	<b>YES</b>	<b>NO</b>	<b>N/A</b>	<b>COMMENTS</b>
Telephone Calls	X	<input type="checkbox"/>	<input type="checkbox"/>	Youth are permitted to make phone calls to approved individuals 4 days a week. Days 1-3 are 10-minute calls. Day 4 is a 20-minute phone call.
Written Correspondence & Mail	X	<input type="checkbox"/>	<input type="checkbox"/>	There is no limit on the amount of mail a youth can send or receive Anyone who does not have a “non-association” classification can send and receive mail to and from youth. The facility also utilizes the Ameelio app. Parents can write letters and send pictures, games, and postcards through the app—free of charge. *Please see attachment: Ameelio - English/Spanish Flyers.
Visiting: 2-hours per week	X	<input type="checkbox"/>	<input type="checkbox"/>	Youths are allowed two hours of visiting per week. Approved visitors may visit either in person or by Zoom. Zoom visits must be scheduled in advance with the Admission Department.  Visits are held behind glass during the Covid-19 quarantine process. Visitors who cannot provide COVID-19 vaccination clearance or a current negative test result can visit behind glass.  Additional Zoom and in-person visits are allowed by court order, approval of the youth’s Deputy Probation Officer, or the Institutions Services Manager.
Recreation (at least 1-hr of unscheduled activities)	X	<input type="checkbox"/>	<input type="checkbox"/>	
Daily Exercise: 1+ hours Large Muscle Activity/LMA	X	<input type="checkbox"/>	<input type="checkbox"/>	



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Programming Schedule	X	<input type="checkbox"/>	<input type="checkbox"/>	Please see the weekly programming schedule located in the attachment section of this report.
School	X	<input type="checkbox"/>	<input type="checkbox"/>	School Day: 8:45 am - 2:40 pm Wednesdays: 9:00 am - 12:30 pm
Indoor Recreational Activities	X	<input type="checkbox"/>	<input type="checkbox"/>	Board games, puzzles, workouts/exercise, movies, television, reading, and ping pong. Video games were added during the pandemic.
Family Reunification and Counseling	X	<input type="checkbox"/>	<input type="checkbox"/>	BHRS offers family reunification and counseling services. Due to COVID-19, these services were intermittent during this inspection period.
Substance Abuse Education & Treatment	<input type="checkbox"/>	X	<input type="checkbox"/>	
Sexual Abuse & Harassment	X	<input type="checkbox"/>	<input type="checkbox"/>	Upon intake, youth have an orientation with staff that cover sexual abuse and harassment.
Parenting Classes: Youth	<input type="checkbox"/>	X	<input type="checkbox"/>	The facility currently does not offer parenting classes for youth. Staff report the program was discontinued prior to the pandemic. Staff members believe the parenting classes were highly beneficial to the youth, especially for those expecting a child.
Vocational Programs and Training	<input type="checkbox"/>	X	<input type="checkbox"/>	Vocational training continues to be under development at this facility. Past Inspection Reports indicate vocational training has been unavailable since 2015.
Post-Secondary Educational Programs	<input type="checkbox"/>	X	<input type="checkbox"/>	Notre Dame de Namur University in Belmont has not returned to the facility since the pandemic began in March 2020. They were providing virtual educational programming.  Please refer to the 2022 YSC Educational Inspection Report for additional information and recommendations.
Art Therapy Music Lessons Aroma Therapy				These programs remain on hold <ul style="list-style-type: none"> <li>The multisensory de-escalation/calming room/art therapy space where these programs were intended to take place remains unfinished.</li> </ul>





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				<ul style="list-style-type: none"> <li>• Art Therapy: The Director of Community Outreach for SAL, who held a master’s degree in Art Therapy &amp; Psychotherapy and was prepared to run the program, left the SAL organization in 2021. The San Mateo County Sheriff’s Activity League remains committed to providing the supplies, materials, and support staff needed to run a general arts program once the room is complete.</li> <li>• It is unclear if plans to provide music lessons and aromatherapy will move forward once the room is completed.</li> </ul>
Religious Activities	X	<input type="checkbox"/>	<input type="checkbox"/>	Christian Services resumed in 2021. Catholic services remain suspended.
Comments	<p>Due to the pandemic, substance abuse programming has been on hold for almost 2.5 years. Drug and alcohol prevention, education, and treatment are key to long term and successful sobriety.</p> <p>Vocational Training continues to be under development. A search through previous Inspection Reports –which currently date back to 2015, revealed that vocational training has not been available at this facility for at least 6 years.</p>			
Recommendations	<p>The Commission recently voted to recommend 9 evidence based core treatment programs for youth in our long term and Secure Track youth..</p> <ul style="list-style-type: none"> <li>• Victim Impact &amp; Awareness</li> <li>• Intensive Mental Health Care</li> <li>• Substance Abuse Treatment</li> <li>• Anger Management</li> <li>• Restorative Justice</li> <li>• Advanced Educational and Vocational Programs</li> <li>• Life Skills</li> <li>• Mentorship</li> <li>• Parenting Classes for Youth</li> </ul>			

**SECURE TRACK**



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	YES	NO	N/A	COMMENTS
Review Secure Track Plan	X	X	<input type="checkbox"/>	We were unable to obtain a copy of the plan from the facility. However, we were able to locate the San Mateo County Secure Track Plan on the internet.
Secure Track Referral Process	X	<input type="checkbox"/>	<input type="checkbox"/>	
Secure Track Facility/Unit	<input type="checkbox"/>	X	<input type="checkbox"/>	San Mateo County does not have a separate Secure Track unit at this facility. Secure track youth are placed with non-secure track youth on the existing Pine 4 and Forrest 3 housing units.
Number of Secure Track Referrals pending	X	<input type="checkbox"/>	<input type="checkbox"/>	There are currently 7 youths who are potentially eligible for the Secure Track program.
San Mateo County Youth Currently incarcerated at California's Department of Juvenile Justice-DJJ.	X	<input type="checkbox"/>	<input type="checkbox"/>	One youth is currently serving out their sentence under the supervision of CDCR's Department of Juvenile Justice.
Are there plans to return youth from the DJJ and place them into the Secure Track?	<input type="checkbox"/>	X	<input type="checkbox"/>	
Release ICE Notifications:	<input type="checkbox"/>	X	<input type="checkbox"/>	San Mateo County's Counsel is currently reviewing the probation department's policy on deportation and ICE corporation.
Programming and Services currently in place.	<input type="checkbox"/>	X	<input type="checkbox"/>	Probation indicates Secure Track programming is "in progress"
Vocational Services	<input type="checkbox"/>	X	<input type="checkbox"/>	
Post-Secondary Education	<input type="checkbox"/>	X	<input type="checkbox"/>	
Are individual treatment goals reviewed and measured for progress?	X	<input type="checkbox"/>	<input type="checkbox"/>	The Court holds routine hearings to review the individual progress of each youth.



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Recommendations	The commission recommends implementing the 9 Core essential programs outlined in on the previous page of this report.
<b>LOCKED CONFINEMENT</b>	
<b>REVIEWED</b>	<b>COMMENTS</b>
What time are cells locked and unlocked throughout each day?	Fixed locked confinement times are as follows: <ul style="list-style-type: none"> <li>● Youths are locked in their cells during sleeping hours 9:00 pm - 8:30 am</li> <li>● between 5:00 - 6:00 pm each day—which is the protected break time of staff.</li> </ul>
What factors or conditions increase or decrease locked confinement time?	COVID-19, holidays, special events, legal, professional, and personal visits, codes on the unit, and staffing levels.
Total number of hours in locked confinement per day.	As of September 2022, the daily schedule has youth locked inside of their cells for 12.5 hours. Youth who are in the intake/quarantine phase of their detention are in their cells for 23.5 hours of the day. They are allowed out of their cells for 30 minutes to shower.
How can locked cell confinement times be reduced?	Recommendations for reducing locked confinement time: <ul style="list-style-type: none"> <li>● Adjust the sleeping hours to start at 9:30 pm. This will be especially helpful during Daylight Savings Time when it is still light outside.</li> <li>● Increase programming and activities on weekends.</li> <li>● Increase staffing levels to accommodate these recommendations and provide coverage for any unforeseen situations that may arise.</li> </ul>
Recommendations	Sensory deprivation during mandatory locked confinement time should be closely monitored and actively avoided.  The Commission recommends: <ul style="list-style-type: none"> <li>● Increasing programming and activities on weekends to reduce the time youths are locked inside their cells on weekends.</li> </ul>



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	<ul style="list-style-type: none"> <li>• Provide all youth with books, puzzles, and Chromebooks (for schoolwork) inside their cells regardless of their behavioral status or which level or phase they are on.</li> </ul>
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<b>MEALS AND NUTRITION</b>				
<b>REVIEWED</b>	<b>YES</b>	<b>NO</b>	<b>N/A</b>	<b>COMMENTS</b>
Is the meal menu posted in the dayroom?	X	<input type="checkbox"/>	<input type="checkbox"/>	
What time are meals and snacks served?	X	<input type="checkbox"/>	<input type="checkbox"/>	<ul style="list-style-type: none"> <li>• Breakfast: 8:00 am</li> <li>• Lunch: 12:30 pm</li> <li>• Dinner: 4:00 pm Mon-Sat &amp; 3:50 pm on Sunday</li> <li>• Snacks: 10:25 am &amp; 8:30 pm</li> </ul>
Are meal servings ample?	X	X	<input type="checkbox"/>	Meals are calorically sufficient according to the federally established school lunch program guidelines. However, we note that several youths we spoke with reported being frequently hungry and felt they were not receiving enough edible food.
Are the meal servings nutritious?	X	<input type="checkbox"/>	<input type="checkbox"/>	Meals meet the federal school lunch program guidelines. The commission recommends providing fresh fruits, vegetables, and salads instead of canned, frozen, or prepackaged alternatives, whenever possible.
Are the meals appetizing?	X	<input type="checkbox"/>	<input type="checkbox"/>	Youths overwhelmingly agree that the food is terrible. Youths who've been detained in other counties state that the food at our Juvenile Hall is definitely the worst. Unlike the last inspection period, we were not provided a meal during our inspection. COVID-19 restrictions prevented us from eating with the children.
Are meals heated and cooled properly?	<input type="checkbox"/>	X	<input type="checkbox"/>	Heating instructions provided by the Sheriff's Department need to be corrected. Youths reported receiving cold, undercooked entrees, raw meat, and overcooked or burnt food on multiple occasions.



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.Beverages	X	<input type="checkbox"/>	<input type="checkbox"/>	Regular, chocolate, and lactose-free cow's milk are provided with meals. Beverages should not be limited to cow's milk. Several of the Hispanic youth reported being lactose intolerant. Moreover, the introduction and popularity of almond, oat, coconut, and rice milk, have drastically reduced cow milk consumption. Additional beverage options such as water, horchata, juice, and tea should be provided
Are staff present and supervising during meals?	X	X	<input type="checkbox"/>	Staff is present on the unit and serves the meals. However, youth were required to eat in their cells until September 2, 2022, which did not allow for staff to observe them while they ate. There were no choking-related incidents reported during this time.
Are Dietary Food Services contracted out? If yes, please list vendor(s).	X	<input type="checkbox"/>	<input type="checkbox"/>	Food services are currently contracted with the San Mateo County Sheriff's Department's Maple Street Correctional Facility.
What is the length of time allotted to eat?	X	<input type="checkbox"/>	<input type="checkbox"/>	20 minutes
Are snacks provided?	X	<input type="checkbox"/>	<input type="checkbox"/>	An am, and pm snack are provided. Youths describe snacks as "small" and "not enough". Snacks meet nutritional guidelines as set by the federal school lunch program.
Foodborne Illness or Incidents since the last Inspection?	<input type="checkbox"/>	X	<input type="checkbox"/>	There have been no reported cases of foodborne illness during this inspection period.
Is food available outside of designated meal and snack times?	X	<input type="checkbox"/>	<input type="checkbox"/>	Fruit: Apples, bananas, and oranges are available on the unit. Fruit is provided through the food services contract with the San Mateo County Jail.
Meal Service: How are meals served to youth?	Pre-made single-serving meals are provided in reusable plastic containers. Meals typically consist of two containers, one for hot foods and one for cold foods.			
What is the protocol for missed meals due to court and/or unforeseen events?	Meals are saved and reheated for youth. Staff can call and request additional meals when needed for new admissions.			



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<p>Explain Food Service preparation and process at the facility.</p>	<p>Staff is responsible for the refrigeration, heating, and distribution of the meals and snacks. Meals are heated in the living units. The Sheriff's Department's Dietary Services staff is responsible for delivering meals, collecting used containers, and cleaning food containers..</p>
<p>Comments</p>	<p>The commission seeks to understand the data, factors, and reasoning behind the decision to contract food services out to the Sheriff's Department. We have not been provided a copy of the contract or any information related to its terms, conditions, or costs.</p> <p>While food complaints are not at the crisis levels they were during the last inspection period, food complaints continue to be an issue at the facility. In 2021, the facility began a contract with the Sheriff's Department to provide food service to the Juvenile Hall and Camp Kemp facilities. Meals are now prepared at the county jail and transported to the facility the night before. Youth reported several issues with the food, i.e., "the rice is hard, like little rocks" and "the noodles are crunchy on top like they been sittin' out."</p> <p>They also reported issues with the quantity, quality, temperature, and flavor of the food. Youths explained that their dinner time is "too early"— 4:00 pm Monday-Saturday and 3:50 pm on Sunday. They said eating dinner so early causes them to go to bed hungry.</p> <p>Besides physical growth, it is critically important to note the significant role food plays in a youth's ability to learn, grow, and participate in therapeutic treatment.</p> <p>The commission believes providing youth with adequate amounts of high quality, healthy, appetizing, and culturally competent food is essential to their long-term success. I</p> <p>it should also be noted that there were no documented food related issues in the period preceding the decision to contract food services out. We urge Probation to end its contract with the Sheriff's Department and go back to preparing meals in the state-of-the-art commercial kitchen that currently sits unused at the facility.</p>
<p>Recommendations</p>	<p>The commission's previous recommendations on the food services program at the Juvenile Hall and Camp Kemp facilities remain unchanged and are as follows:</p> <ul style="list-style-type: none"> <li>● The commission requests the food services contract with the San Mateo County Sheriff's Department be terminated as soon as possible. Renewing this contract is not in the best interest of youth and is adamantly opposed by the commission.</li> <li>● Probation resume their in house food service program that prepared meals at the facility.</li> <li>● Non-Dairy beverage options be provided with meals.</li> </ul>



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<b>TRAUMA INFORMED APPROACHES</b>				
<b>REVIEWED:</b>	<b>YES</b>	<b>NO</b>	<b>N/A</b>	<b>COMMENTS</b>
How are youth assessed for trauma?	X	<input type="checkbox"/>	<input type="checkbox"/>	
Gender-responsive programming	X	<input type="checkbox"/>	<input type="checkbox"/>	The average monthly female population at this facility is 1.
Trauma-Informed Care Staff Training	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Staff participated in “Science of Hope” training during this inspection period. <a href="http://www.allianceforhope.com/courses/san-mateo-county-introduction-to-the-science-of-hope/">www.allianceforhope.com/courses/san-mateo-county-introduction-to-the-science-of-hope/</a> Staff expressed the need for additional education and training on the impacts of complex trauma on children and youth.

Recommendation	<p>Additional Training: Adverse Childhood Experience–ACE's Training: Childhood trauma and abuse play a significant role in childhood development, behavior, and learning. Understanding the impacts of an increased ACE's score will assist staff in how to treat, interact, speak, teach, guide, and mentor the youth they are tasked with rehabilitating,</p> <p>While the Probation staff recently participated in a “Science of Hope” training that briefly touched on Adverse Childhood Experiences–ACE’s, it is absolutely essential for staff who interact, manage, or supervise youth at this facility to be proficient in this area.</p> <p>The Kaiser/CDC Adverse Childhood Experiences Study can be found at <a href="http://www.ajpmonline.org/article/S0749-3797(98)00017-8/fulltext">www.ajpmonline.org/article/S0749-3797(98)00017-8/fulltext</a></p>			
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<b>CULTURALLY AND LINGUISTICALLY APPROPRIATE</b>				
<b>REVIEWED:</b>	<b>YES</b>	<b>NO</b>	<b>N/A</b>	<b>COMMENTS</b>
Meals/Food	X	<input type="checkbox"/>	<input type="checkbox"/>	While youth report minor improvements, meals continue to lack cultural competence. The inability to access culturally appropriate nutrition and dietary services is a form of social inequity that can contribute to increased health disparities.



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Religion/Spirituality	X	<input type="checkbox"/>	<input type="checkbox"/>	Christian services are provided at this facility. Catholic services have been suspended since the pandemic began. The majority of the youth are Mexican and self-identified as Catholic.
Books and Reading Materials	X	<input type="checkbox"/>	<input type="checkbox"/>	Providing a variety of accessible formats of books and reading materials is highly recommended. Graphic illustrative novels and multilingual audiobooks can assist youths with difficulty reading due to a disability, grade level, and language fluency. Youths expressed interest in reading books on people of color, cultural and civil rights leaders, and historical events. Contemporary street literature is also of interest. There were no finance or law books. The Commission continues to encourage the facility to utilize the free resources available through the San Mateo County Libraries System.
Observances	X	<input type="checkbox"/>	<input type="checkbox"/>	

Recommendations	<p>The Commission rigorously supports exploring the following:</p> <ul style="list-style-type: none"> <li>● A literary program that offers a variety of accessible formats of culturally and historically relevant books and reading materials (including magazines, and newspapers). Utilizing resources available through the San Mateo County Libraries System is highly encouraged.</li> <li>● Partnership opportunities with the Art Commission to help procure culturally and historically relevant forms of art to display throughout the juvenile hall.</li> <li>● Reevaluate and adjust the food menu using a culturally competent lens.</li> </ul>
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<b>LGBTQ</b>				
<b>REVIEWED</b>	<b>YES</b>	<b>NO</b>	<b>N/A</b>	<b>COMMENTS</b>
Classification and Cell/Unit Assignments.	X	<input type="checkbox"/>	<input type="checkbox"/>	
Clothing and Hygiene	X	<input type="checkbox"/>	<input type="checkbox"/>	





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Staff Education/Training & Best Practices	X	<input type="checkbox"/>	<input type="checkbox"/>	Staff receives training on pat-downs and searches on cross-gender, transgender, and intersex youth. Cross-gender pat-down searches and strip searches are prohibited except in exigent circumstances. Searches must be justified and documented in writing.
Institutional Forms: Gender Neutral Language	X	<input type="checkbox"/>	<input type="checkbox"/>	
Policy Notices	X	<input type="checkbox"/>	<input type="checkbox"/>	

<b>TECHNOLOGY</b>				
<b>REVIEWED:</b>	<b>YES</b>	<b>NO</b>	<b>N/A</b>	<b>COMMENTS</b>
School and Classroom	X	<input type="checkbox"/>	<input type="checkbox"/>	Technology is available for use in the classroom. Youths also organize and host an online College and Career Fair on Zoom.
Housing Unit	X	<input type="checkbox"/>	<input type="checkbox"/>	Each youth receives a Chromebook at intake to complete their school work during quarantine. Computers are set up in the programming rooms on each unit for Zoom calls.
Internet Services	X	<input type="checkbox"/>	<input type="checkbox"/>	
Cable Services	<input type="checkbox"/>	X	<input type="checkbox"/>	Cable service was disconnected as a cost saving measure.
Website	X	<input type="checkbox"/>	<input type="checkbox"/>	The Youth Services Center website needs regular updating to ensure the public receives accurate and timely information. <a href="http://www.smcgov.org/probation/youth-services-center-juvenile-hall">www.smcgov.org/probation/youth-services-center-juvenile-hall</a>

Comments	<p>The Youth Services Center is located in Silicon Valley, just miles away from several of the world's largest technology companies. The commission remains committed to helping the Probation Department create a robust technology program for youth at our Juvenile Hall and Camp Kemp facilities.</p> <p>The Santa Clara County Juvenile Probation Department has partnered with Google to teach coding to youth in their Secure Track program. The commission urges the Probation Department to seek similar opportunities for youth in San Mateo County. Providing youths the opportunity to utilize and gain proficiency in the latest technology is a key component in</p>
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	their successful reentry into the community and long-term success. Technology can expand educational, vocational, and therapeutic programming opportunities for youth. Virtual field trips can be taken to museums, college campuses, and landmarks around the globe. Technology can also be utilized to help youth achieve their rehabilitative goals.
Recommendations	Explore opportunities to partner with local tech companies and charitable foundations such as the Chan-Zuckerberg Foundation to fund technology programs at the Youth Services Center and Camp Kemp facilities.

<b>PHYSICAL INSPECTION</b>				
<b>EXTERIOR OF LOCKED FACILITY</b>				
<b>REVIEWED</b>	<b>YES</b>	<b>NO</b>	<b>N/A</b>	<b>COMMENTS</b>
Facility Perimeter	X	<input type="checkbox"/>	<input type="checkbox"/>	
Lawns & Gardens	X	<input type="checkbox"/>	<input type="checkbox"/>	The facility has two small gardens.
Concrete, sidewalks, and asphalt walkways	X	<input type="checkbox"/>	<input type="checkbox"/>	
Outdoor Exercise and Recreation Areas	X	X	<input type="checkbox"/>	<p>The outside recreation area is one of the highlights of this facility. The space includes a track, soccer field, and basketball court. Along the perimeter of this space are two small gardens, a chicken coop, and a BBQ.</p> <p>The commission recommends adding two outdoor picnic tables with funding available through the “Re-Imagining Juvenile Hall” project. The picnic tables will provide a multitude of new ways to utilize the space i.e., meals, projects, and provide much needed outdoor seating.</p> <p>The following outdoor recreation equipment shows extensive wear and needs repair or replacement:</p> <ul style="list-style-type: none"> <li>● Soccer Goal: The frame has significant rust and needs to be sanded and painted. The netting is missing and needs to be replaced. If these repairs cannot be made, the item should be replaced with one of comparable quality and size.</li> <li>● Basketball Hoop: The netting needs to be replaced.</li> </ul>



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				These are routine maintenance items that should be funded through the facility's annual budget.
Exterior Paint and Windows	X	<input type="checkbox"/>	<input type="checkbox"/>	
Doors, Gates, and Fencing	X	<input type="checkbox"/>	<input type="checkbox"/>	No issues were noted.
Gutters, Roof, Drains	X	<input type="checkbox"/>	<input type="checkbox"/>	From the ground level, everything appeared to be well maintained and in working order.
Security and Lighting	X	<input type="checkbox"/>	<input type="checkbox"/>	No issues noted in the daylight.
Other: Chicken Coop	This facility has a chicken coop with several chickens.			
Recommendations	<p>The commission recommends:</p> <ul style="list-style-type: none"> <li>• Adding 2 picnic tables to the outdoor recreation space. Funding for the picnic tables should be made available through the "Re-Imagining Juvenile Hall" project. The picnic tables will provide a multitude of new ways to utilize the space, i.e., meals, projects, and provide much needed outdoor seating.</li> </ul> <p>The following recreation equipment needs to be repaired and replaced</p> <ul style="list-style-type: none"> <li>• Basketball Hoop: The netting needs to be replaced.</li> <li>• Soccer Goal: The frame has significant rust and the netting is missing/damaged.</li> </ul>			

**ADMINISTRATION BUILDING**

AREA REVIEWED	YES	NO	N/A	COMMENTS
Stairway/Elevators	X	<input type="checkbox"/>	<input type="checkbox"/>	
Lobby	X	<input type="checkbox"/>	<input type="checkbox"/>	<p>The main lobby of the Juvenile Hall is not staffed. When entering the building, visitors may mistakenly believe the building is closed. There is a telephone on the main desk that visitors must use to call Admissions to for assistance.</p> <p>Additional signage is needed with instructions in both English and Spanish on how visitors can receive assistance from a staff member.</p>



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				There is a bank of 24 lockers in the lobby. Lockers are clean and easy to operate. Visitors must secure personal items in a locker prior to entering the facility. Currently, 2 lockers are out of order.
Furnishings	X	<input type="checkbox"/>	<input type="checkbox"/>	The chairs are clean and in good condition.
Admissions: Bathroom	X	<input type="checkbox"/>	<input type="checkbox"/>	
Admissions: Shower	<input type="checkbox"/>	X	<input type="checkbox"/>	The water temperature needs to be adjusted to allow for hot water. The shower is also in need of professional deep cleaning/power washing.
Admissions: Visiting	X	<input type="checkbox"/>	<input type="checkbox"/>	
Hallways	X	<input type="checkbox"/>	<input type="checkbox"/>	The Administration building has a very long main hallway. The hallway shows signs of wear and scuffing and needs repainting. The hallway in front of the Administration offices is decorated with youth artwork and seasonal decorations.
Offices	X	<input type="checkbox"/>	<input type="checkbox"/>	
Ventilation	X	<input type="checkbox"/>	<input type="checkbox"/>	A new ventilation system was installed at the facility last year.
Temperature	X	<input type="checkbox"/>	<input type="checkbox"/>	
Cleanliness	X	<input type="checkbox"/>	<input type="checkbox"/>	
Recommendations	<ul style="list-style-type: none"> <li>● The main lobby of the Juvenile Hall is not staffed. Additional signage is needed with instructions in both English and Spanish on how visitors can receive assistance from a staff member.</li> <li>● The shower temperature in Admissions needs to be adjusted to provide hot water.</li> <li>● The Administration building's main hallway needs repainting.</li> </ul>			



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<b>INTERIOR OF LOCKED FACILITY</b>				
<b>HOUSING UNIT / LIVING AREAS</b>				
	<b>YES</b>	<b>NO</b>	<b>N/A</b>	<b>COMMENTS</b>
Cleanliness	X	<input type="checkbox"/>	<input type="checkbox"/>	Overall the facility appeared to be clean and in good working order.
Flooring/Carpet	X	X	<input type="checkbox"/>	<p>The change in meal service has contributed to significant carpet staining from food spills. The carpet at the entrance of the Forrest 3 housing unit is damaged beyond repair and needs to be replaced.</p> <p>The remaining carpets on the Forrest 3 and Pine 4 housing units need to be professionally cleaned as soon as possible.</p>
Walls/Doors	X	X	<input type="checkbox"/>	The paint on the pillars of the Pine 4 housing unit is peeling off. The walls in the common area of the Forrest 3 need repainting.
Furnishings	X	<input type="checkbox"/>	<input type="checkbox"/>	<p>Institutional furnishings are made of metal and hard plastics. The facility's physical environment is critical in creating an atmosphere that is conducive to learning and personal growth. Facilities that evoke a stark correctional feel (e.g., sterile hallways and common areas, concrete beds, hard furniture) send a message to youth about how they are valued and the type of behavior expected from them.</p> <p>The commission recommends the common room furnishings be replaced with institutional furniture that is more “home like” and therapeutically appropriate. State Realignment funds and “Re-Imaging Juvenile Hall” funds should be utilized.</p>
Restrooms	X	<input type="checkbox"/>	<input type="checkbox"/>	
Showers	X	X	<input type="checkbox"/>	<p>The water temperature on one of the showers on Forrest 3 needs to be increased. The water is lukewarm.</p> <p>The showers on both housing units need to be professionally cleaned and power washed.</p>



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Staffing Desks	X	<input type="checkbox"/>	<input type="checkbox"/>	
Programming Rooms	X	<input type="checkbox"/>	<input type="checkbox"/>	The programming rooms are dependent on indoor lighting, dreary, and sparsely equipped. The Commission recommends making over the programming room on each housing as part of the "Reimaging Juvenile Hall Program." The makeover should include new carpet, paint, furnishings, equipment, shelving, and additional lighting.
Multisensory De-Escalation Calming Room Art Therapy Room	X	X	<input type="checkbox"/>	A project to convert a programming room on a vacant unit into a Multisensory De-Escalation, Calming, and Art Therapy room has been underway for 18 months. The project is expected to be completed in the Spring of 2023. On the day of the inspection, a staff member was painting the room. <a href="http://www.smcgov.org/probation/probation-overview">www.smcgov.org/probation/probation-overview</a>
Indoor Recreation Equipment	X	<input type="checkbox"/>	<input type="checkbox"/>	Board and card games, puzzles, books, magazines, ping pong table, and television set.
Fixtures	X	<input type="checkbox"/>	<input type="checkbox"/>	No issues noted.
Security Cameras	X	<input type="checkbox"/>	<input type="checkbox"/>	
Telephone	X	<input type="checkbox"/>	<input type="checkbox"/>	Each housing unit has a wireless hand held telephone that the youth use to make calls. Youth who are in the intake/quarantine process must make calls from inside of their cells. These youth and families report poor reception, dropped calls, and difficulty in hearing due to loud echoing. The cell walls are made of cement. The commission recommends replacing the current telephones with one capable of maintaining a stronger signal.
Zoom Equipment	X	<input type="checkbox"/>	<input type="checkbox"/>	
Staff Desk	X	<input type="checkbox"/>	<input type="checkbox"/>	
Notifications and Signage	<input type="checkbox"/>	X	<input type="checkbox"/>	An outdated policy notice was posted on the Forrest 3/Intake Unit advising youth not to put items on their cell windows and walls. This policy changed during this inspection period. The unit supervisor stated she would remove the notice and ensure



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				staff was aware of the new policy that seeks to reduce the amount of sensory deprivation youth experience inside of their cells.
Personal Item Storage: Youth	X	<input type="checkbox"/>	<input type="checkbox"/>	Approved items that are prohibited from being inside of the cells are kept at the unit's staff desk.
General Food and Beverage Storage	X	<input type="checkbox"/>	<input type="checkbox"/>	
Supplies: Masks, Cups, Fruit on the unit, hand sanitizer, etc.	X	<input type="checkbox"/>	<input type="checkbox"/>	While the mask mandate has been lifted for the majority of the facility, the Commission recommends all youth be provided a new mask upon request.
Comments	Only 2 of the 6 available housing units are in use at this time.			
Recommendations	<p>Flooring/Carpet: The change in meal service has contributed to significant carpet staining from food spills. The carpet at the entrance of the Forrest 3 housing unit is damaged beyond repair and needs to be replaced. The remaining carpets on the Forrest 3 and Pine 4 housing units need to be professionally cleaned as soon as possible.</p> <p>Walls: The paint on the pillars of the Pine 4 housing unit is peeling off. The walls in the common area of the Forrest 3 need repainting.</p> <p>Institutional furnishings: The current furnishings are made of metal and hard plastics. Facilities that evoke a stark correctional feel (e.g., sterile hallways and common areas, concrete beds, hard furniture) send a message to youth about how they are valued and the type of behavior expected from them. The Commission recommends the common room furnishings be replaced with institutional furniture that is more "home-like" and therapeutically appropriate. State Realignment funds and "Re-Imaging Juvenile Hall" funds should be utilized.</p> <p>Programming Rooms: The programming rooms are dependent on indoor lighting, dreary, and sparsely equipped. The Commission recommends making over the programming room on each housing as part of the "Reimaging Juvenile Hall Program." The makeover should include new carpet, paint, furnishings, equipment, shelving, and additional lighting.</p> <p>Multisensory De-escalation Room, Calming Room, Art Therapy Room:</p>			



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	<p>This single multi-purpose room has been given three different names– which has caused considerable confusion. The Commission recommends the room be renamed or identified using a single name to help alleviate continued confusion and duplication of services. Once the Deescalation-Calming-Art Therapy Room opens for use, it will be critical to capture and analyze data. In addition to the demographics listed above, data related to the frequency of use, length of time spent in the room, impact on behavior, staffing, and diversion, i.e., decreased use of restraints, will be important data to track and analyze.</p> <p>Telephone Calls: Telephone calls are a lifeline for incarcerated youth. The commission recommends replacing the current telephones with one capable of maintaining a stronger signal and consistent call quality.</p>
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**INDIVIDUAL CELLS**

OBSERVATIONS	YES	NO	N/A	COMMENTS
Cell Description	X	<input type="checkbox"/>	<input type="checkbox"/>	Individual cells are made of cement blocks. The walls are painted white, the floor is gray cement, and there is one small window. There are single and double cells. The beds are attached to the wall and have a very thin (4-6”) institutional foam mattress and institutional blankets. Pillows were introduced during this inspection period. There is a steel toilet sink combination unit, and a student-sized desk is attached to the wall. A stool is attached to the floor in front of the desk. The spacing of the stool and desk appeared to be off in some of the cells. There is no storage. Personal items are stored on the bed, desk, and floor. The cell door has a barcode to scan during security checks, a meal slot, and a window that allows staff to see inside. Each cell is equipped with an emergency call light. There is an ADA compliant cell in each housing unit.
Walls	X	<input type="checkbox"/>	<input type="checkbox"/>	The interior cell walls are very stark. Sensory deprivation is especially dire for newly arrived youth in the initial intake/quarantine phase of their detention. A recent policy change now allows youths who have completed the





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				intake/quarantine phase to place personal items, i.e., photographs, and drawings, on the walls.
Call Lights	X	<input type="checkbox"/>	<input type="checkbox"/>	
Beds	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	The beds are standard prison beds.
Mattresses	X	<input type="checkbox"/>	<input type="checkbox"/>	The institutional foam mattresses are extremely thin, 4"- 6". The facility purchased new mattresses in 2020. However, when tested, the new mattresses were thinner and even more uncomfortable than the previous mattresses. The Commission continues to advocate for a more therapeutically appropriate mattress for our youth. A recent policy change allows youths to "double up" their existing mattresses. It should be noted that mattress-related back pain was the top medical complaint reported in the 2020 YSC Inspection Report.
Pillows	X	<input type="checkbox"/>	<input type="checkbox"/>	As a result of the 2021 YSC Inspection Report, youths at this facility now have a pillow.
Bedding	X	<input type="checkbox"/>	<input type="checkbox"/>	Standard institutional sheets and blankets are provided.
Sink/Toilet	X	<input type="checkbox"/>	<input type="checkbox"/>	The metal sink/toilet combination units appeared clean and operable.
Temperature: Room	X	<input type="checkbox"/>	<input type="checkbox"/>	
Temperature: Water	X	<input type="checkbox"/>	<input type="checkbox"/>	
Lighting	X	<input type="checkbox"/>	<input type="checkbox"/>	
Personal Storage Areas	<input type="checkbox"/>	X	<input type="checkbox"/>	There is no storage i.e. built in shelves, bins, trunk, chest of drawers, or closet. Clothing and personal items are stored on the bed, floor, and desk. floor. The commission recommends each youth be provided an individual storage unit using funds from the "Re-Imaging Juvenile Hall" project. Providing storage units will be especially critical for our long-term and Secure Track youth.



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Personal Items	X	<input type="checkbox"/>	<input type="checkbox"/>	
Other: Electrical Outlets	X	X	<input type="checkbox"/>	<p>Individual cells do not have electrical outlets. Secure Track youths can now be detained at this facility until they are 25. Electrical outlets would allow for the use of electric razors, charging Chromebooks/technology, and assist in creating a more "home like" environment.</p> <p>The Commission recommends exploring the installation of electrical outlets on the Pine-4 unit housing unit as part of the ongoing "Re-Imaging Juvenile Hall" project.</p>
Recommendations	<p>The Commission recommends</p> <ul style="list-style-type: none"> <li>• Storage Units: Install individual storage units in each cell using funds from the "Re-Imaging Juvenile Hall" project. Providing individual personal storage units will be especially critical for our long-term and Secure Track youth.</li> <li>• Mattresses: Replace the mattresses with a more therapeutically appropriate mattress. The current institutional foam mattresses are extremely thin, ranging between 4"- 6" inches.</li> <li>• Electrical Outlets: Explore options for installing electrical outlets on the Pine-4 unit housing unit as part of the "Re-Imaging Juvenile Hall" project. Electrical outlets would allow Secure Track youth to use electric razors, charge Chromebooks/technology, and help create the "home like" environment the project is seeking to achieve at this facility.</li> </ul>			
<b>INTERIOR FACILITIES</b>				
<b>OBSERVATIONS</b>	<b>YES</b>	<b>NO</b>	<b>N/A</b>	<b>COMMENTS</b>
Gym/Exercise Room	X	<input type="checkbox"/>	<input type="checkbox"/>	
Classrooms	X	<input type="checkbox"/>	<input type="checkbox"/>	Please see JJDCPC 2022 Educational Inspection for additional information and recommendations.
Restrooms	X	<input type="checkbox"/>	<input type="checkbox"/>	
Temperature: Room	X	<input type="checkbox"/>	<input type="checkbox"/>	
Lighting	X	<input type="checkbox"/>	<input type="checkbox"/>	



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Visitation	X	<input type="checkbox"/>	<input type="checkbox"/>	
Holding Areas	X	X	<input type="checkbox"/>	We did not view the court's holding area(s).
Medical Infirmary/Quarantine	X	<input type="checkbox"/>	<input type="checkbox"/>	The medical unit is very clean.
Dental Office	X	<input type="checkbox"/>	<input type="checkbox"/>	
Behavioral Health Therapy Room	X	X	<input type="checkbox"/>	Efforts are underway to convert a office into a shared space where youths in the Pine 4 housing unit can receive mental health services while the Probation Department identifies and creates a therapeutically designed space for youth to receive trauma informed mental health services.
Secure Storage Areas	X		<input type="checkbox"/>	
Signs/Notices	X	<input type="checkbox"/>	<input type="checkbox"/>	An outdated policy notice was posted on the Forrest 3/Intake Unit advising youth not to put items on their cell walls. The Supervisor of the unit stated they would remove the notice and ensure all staff are aware of the new policy allowing youth to decorate their cell walls.
Security Cameras	X	<input type="checkbox"/>	<input type="checkbox"/>	

**Signatures of Commissioner(s) preparing this report**

Johanna Rasmussen

Date: November 21, 2022



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Paul Bocanegra

Date: November 21, 2022

Sathvik Nori

Date: November 21, 2022

List of Inspection Attachments:

- Monthly Demographic Charts: age, race, and city of residence.
- Facility Rules for Youth Service Center & Camp Kemp.
- Youth Parent Handbook
- Amealio - English & Spanish Flyers
- Weekly Programming Schedule Forrest 3 & Pine 4
- Visiting Information & Instructions
- Pamphlet: My Child Was Arrested
- Food Services - Menus
- List of Prohibited Books & Magazines
- CDC Vital Signs: Adverse Childhood Experiences
- ACE's Teen Assessment Form(s)