

# 2020 Annual Report



**Probation Department  
San Mateo County**



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## Message from the Chief



**John Keene**  
Chief Probation  
Officer

I am honored to present the **2020 San Mateo County Probation Department Annual Report**. This report highlights the continued great work and resiliency of our staff amidst the challenges we face, both at the local and national levels. It serves to highlight the services we provide our clients to assist them on their path of **rehabilitation** as well as to assist in **victim restoration**. Much of this report features data and statistics that represent the work we've done in the past year.

2020 was a year like no other in recent memory. The impacts of the COVID-19 pandemic were felt in every area of society. In community corrections we were challenged to find ways to balance the **health** and **safety** of our employees with the responsibility we have to support **community safety**. The commitment by our employees to meet this challenge, and not only to survive but to also thrive, was nothing short of **inspiring**. Probation visits turned into **wellness checks** for not only those under our supervision but also their families. Resource referrals became just as much about **holistic care** as they were about programming and terms and conditions, and **face masks** and **hand sanitizer** became our most important **safety equipment**. All of these were happening against the backdrop of ongoing legislative mandates, calls for police reform, and the unanticipated devastating financial ramifications brought on by the pandemic. As we look to the future, the impacts of 2020 will extend in far and reaching ways that we do not fully presently understand. However, 2020 did reveal that the resiliency, teamwork, and "can do" spirit of this organization is strong and is capable of meeting any challenge.

Operationally, 2020 continued the recent trend of **change** and **innovation** in our field. Our department was chosen as one of only sixteen counties to receive funding to launch a Pretrial Pilot Program in response to legislative and judicial calls for bail reform. Juvenile Services took steps to enhance services to our families most in need of support through concentrated efforts to keep youth in their homes and natural communities. And the Institutions Division saw the onboarding of an automated process for room safety check. These innovations will serve as the foundations for ongoing system improvements within our department for years to come.

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

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

Chief John Keene

## San Mateo County Probation

The San Mateo County Probation Department ensures the protection of public safety by:

- Investigating major elements of crimes, the impact upon victims, the criminal histories and behavior of offenders, plus possible sentencing alternatives and providing this information to the Superior Court in the form of accurate and impartial reports and recommendations.
- Monitoring and supervising those placed on probation to ensure that court ordered “conditions of probation” are obeyed and public safety is maintained.
- Operating facilities that provide care and custody of youth involved in the juvenile justice system.

Within the criminal justice system, probation represents the link between the application of appropriate consequences for illegal behavior and the recovery of offenders to productive, law-abiding lives.

The San Mateo County Probation Department has three divisions highlighted in this report:

The **Administrative Services Division** provides support in the areas of payroll and personnel, fiscal, contracts, procurement, background investigations and training, information technology and data, research and analysis.

The **Adult & Pretrial Services Division** protects the community by enforcing probation conditions and supporting the Court’s decision to impose appropriate sentences as well as reducing recidivism through collaborative efforts in specialized supervision. Pretrial services provide the Court with background information to determine appropriate release for defendants in custody prior to sentencing and works with them to ensure they appear in court as ordered.

The **Juvenile & Institutions Services Division** protects the community through victim restoration, youthful offender accountability and rehabilitation, and provides court-ordered secure and non-secure facilities and programs. Evidence-based programs and interventions stress youth asset development, accountability, family stability, and social responsibility, reducing the likelihood of reoffending as well as aiding in successful community reentry. Institutions also offers programs as alternatives to traditional detention such as the Community Care Program and electronic monitoring.

# Mission, Vision & Core Values

## Mission

The mission of the San Mateo County Probation Department is to enhance community safety, reduce crime, and assist victims of crime through offender accountability and rehabilitation.

## Vision

The vision of the San Mateo County Probation Department is to be a proactive and innovative agency which facilitates positive changes in offenders' behaviors that reduce recidivism and foster a law-abiding lifestyle.

## Core Values

### Leadership

Promote collaborative efforts, strength-based approaches, and evidence-based intervention strategies for positive community change. Strive to be a model for a highly effective, efficient, and visionary organization. Empower all employees to be creative and innovative. Lead by example from all levels within the organization.

### Integrity

Employ the highest ethical standards and demonstrate honesty in all our interactions on and off duty. Demonstrate the courage to stand up for our beliefs and do what is right. Remain open, transparent and accountable to the public we serve.

### Professionalism

Represent the best interest of the department, the county, and the community. Treat clients and victims with respect and courtesy. Accept responsibility and follow through to meet commitments. Work to find solutions when problems arise. Create a cohesive work environment.

### Excellence

Aim for excellence in everything we do. Prioritize work to achieve goals and meet deadlines. Exhibit high standards of performance. Aim for continuous improvement.

### Teamwork

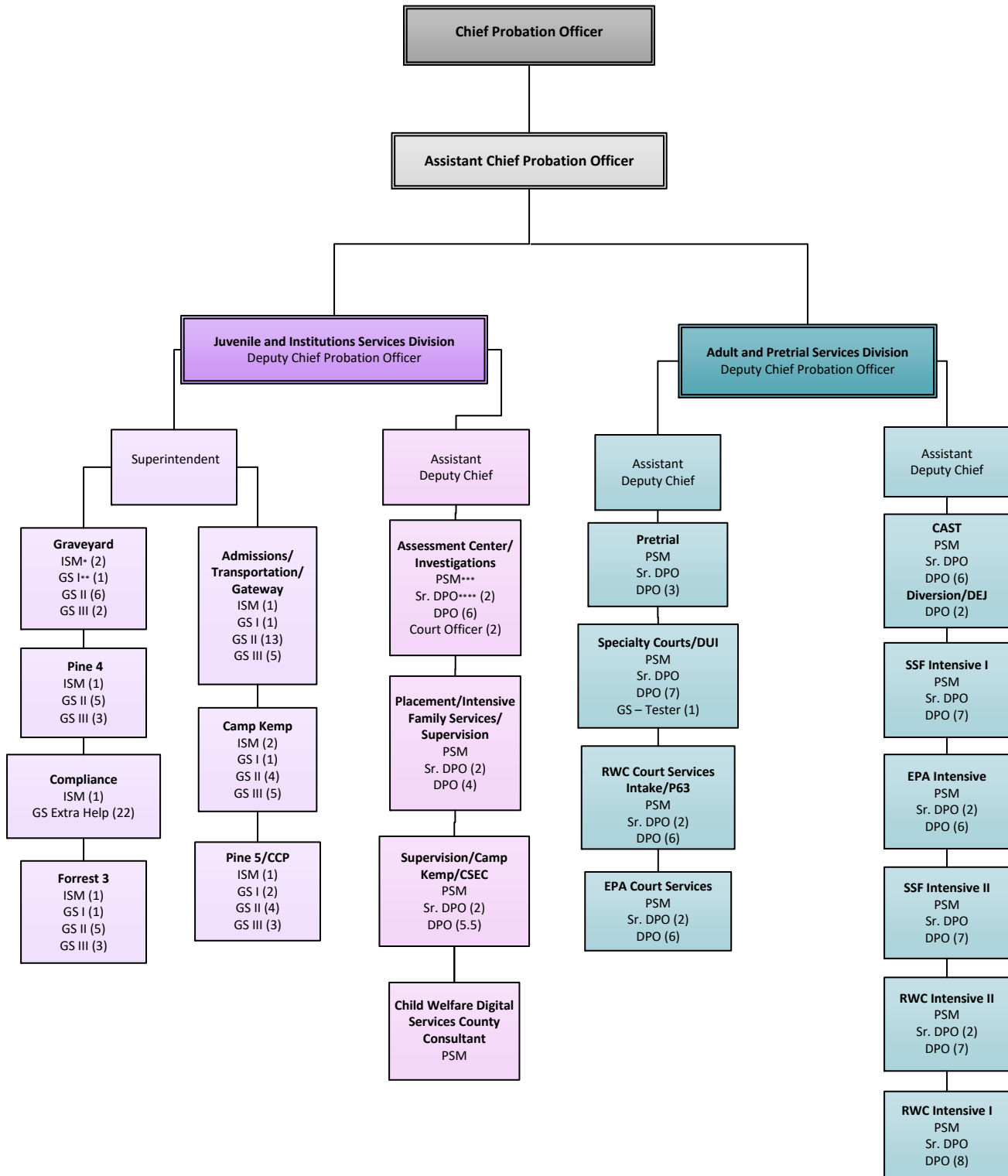
Work collaboratively with internal and external stakeholders. Share information and resources. Promote an environment of "shared responsibility."

## Department Goals

<b>1</b>	<b>On an ongoing basis, enhance, maintain, and deliver a high level of innovative and quality services and programs.</b>
<b>2</b>	<b>Continue to use evidence-based assessment tools to supervise offenders according to risk level.</b>
<b>3</b>	<b>On an ongoing basis, advance communication and collaboration, internally and with partners.</b>
<b>4</b>	<b>Maintain status as a certified evidenced-based organization.</b>
<b>5</b>	<b>Enhance and expand victims' services and the restoration of victims.</b>



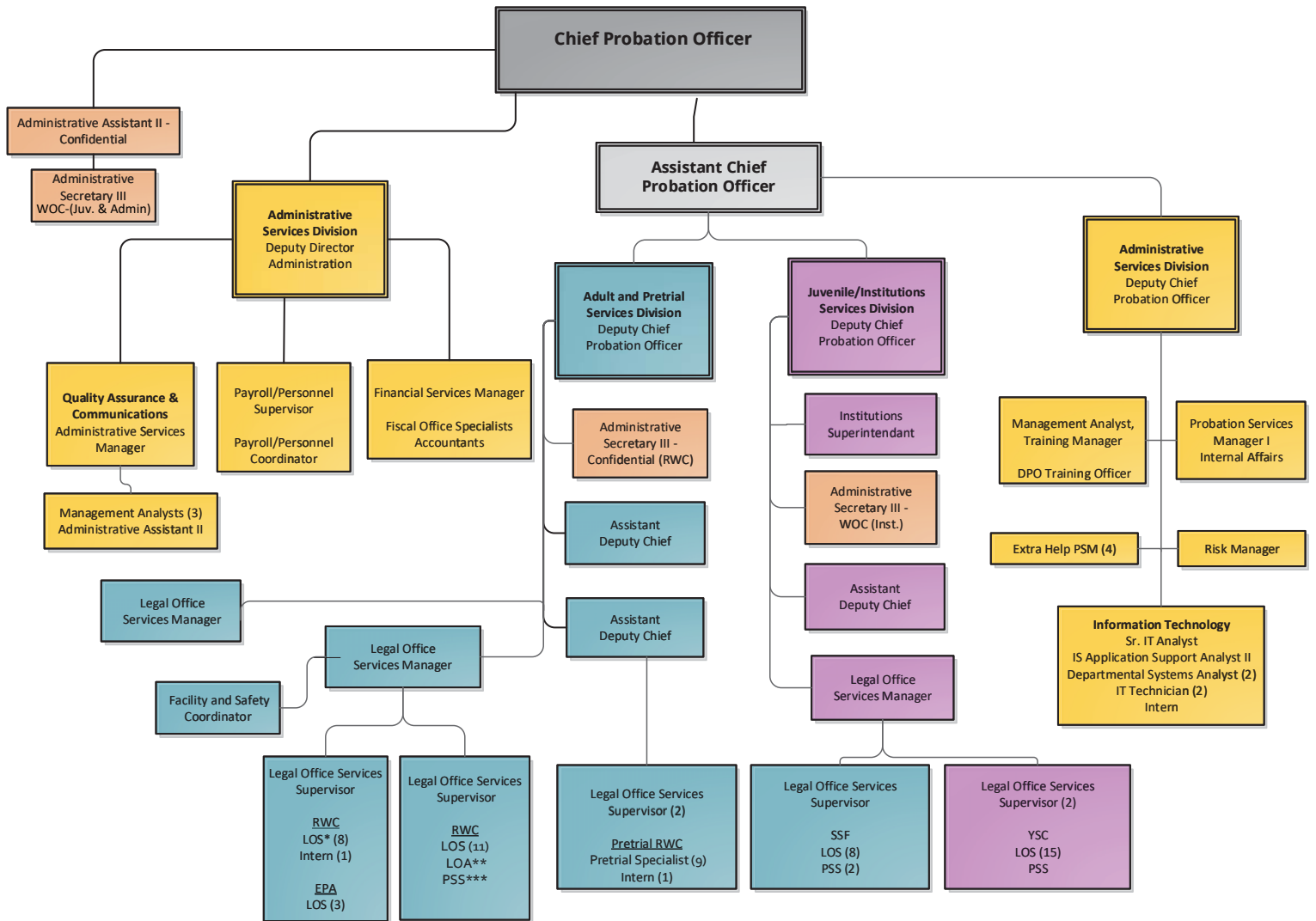
# Sworn Staff Organizational Chart



- \* Institution Services Manager
- \*\* Group Supervisor
- \*\*\* Probation Services Manager
- \*\*\*\* Deputy Probation Officer



# Professional Staff Organizational Chart



\* Legal Office Specialist  
 \*\* Legal Office Assistant  
 \*\*\* Public Services Specialist

## COVID-19 Pandemic: Impact on Probation

In March 2020, San Mateo County, along with the nine bay area counties declared a local health emergency as a response to the COVID-19 pandemic. With this declaration came a Shelter In Place (SIP) Order, where all residents were ordered to stay home or at their place of residence, except for permitted work, local shopping or other permitted errands.

To conform with the SIP Order, the San Mateo County Probation Department adopted measures such as allowing approximately 70% of staff (excluding those working in the Youth Services Center – Juvenile Hall and Camp Kemp) to work from home. Additional measures included:

### **Department-wide:**

- Restricted office activities to essential services
- Reduced onsite essential workforce to a skeleton crew while using telework from home for remaining staff not onsite
- Suspended all in-person training
- Suspended out-of-town training and conferences, unless social distancing requirements are met
- Modified in-person department meetings when social distancing requirements cannot be met by using Microsoft Teams meetings
- Closed offices in East Palo Alto and South San Francisco until further notice (relocated those services deemed essential to Redwood City and the Youth Services Center in San Mateo)
- Implemented enhanced social distancing and mask-wearing practices within our lobbies and by those working onsite

### **Supervision Services (Adult and Juvenile):**

- Suspended all non-essential field operations
- Modified face-to-face interviews of adults and juveniles in custody to phone interviews, including assessments for risk and needs (CAIS and JAIS) and pretrial risk assessments (VPRAI-Revised)
- Restricted face-to-face client contacts in the office (e.g., chemical testing conducted on a case-by-case basis only)
- Suspended court-ordered programs for youth, such as the Community Care Program and Victim Impact Awareness Program
- Suspended electronic monitoring for youth, except for those with pre-existing court orders

### **Institutions (YSC-Juvenile Hall and Camp Kemp) Services:**

- Restricted YSC-Juvenile Hall bookings to warrants, transfer-in cases, placement youth, and 707(b) WIC offenses or those offenses deemed to pose an immediate safety risk to the community
- Suspended all face-to-face visits, except for professional legal visits and visits from other county agencies conducting essential business
- Increased the minimum number of telephone calls detained youth may make, with special consideration given to youth experiencing increased anxiety or trauma as a result of COVID-19 precautions
- Implemented video court hearings for youth in custody
- Implemented video visits for parents and detained youth
- Modified CBO-led programs and classes through online resources

### **Juvenile Traffic Court:**

- Temporarily closed Juvenile Traffic Court and suspended traffic hearings

### **Contracted Community Based Organizations (CBOs)**

- Conversion of in-person CBO services to phone/virtual meetings, including the implementation of the Child and Adolescent Needs assessments
  - To assist CBOs in the new virtual service delivery model, contract amendments were executed to accommodate cancelled classes, such as Victim Impact Awareness, and add new program services that can assist parents coping with multiple demands during the pandemic

In June 2020, Probation implemented its remobilization plan to gradually allow for staff to be back onsite. All Probation staff were issued Personal Protective Equipment (PPE) and are expected to adhere to stricter social distancing protocols, as recommended by the San Mateo County Health Officer.

### **Supporting the County's Response to the pandemic**

In California, all government employees are designated as Disaster Service Workers who can be called upon in any emergency. Probation employees supported the County's pandemic response by joining peers from other departments in staffing the County's Emergency Operations Center (EOC) and performing critical pandemic-response duties. At the EOC, Probation employees helped allocate PPEs to hospitals and care facilities, provided Spanish translation services to members of the public, placed medical volunteers in care facilities, and coordinated countywide communications and public relations efforts. Probation employees also helped schedule COVID tests for residents and maintained a database of results – among other daily tasks in a fast-paced, rapidly evolving environment. By the summer's end, more than 100 County employees – including 10 from Probation – were reassigned from their regular duties to

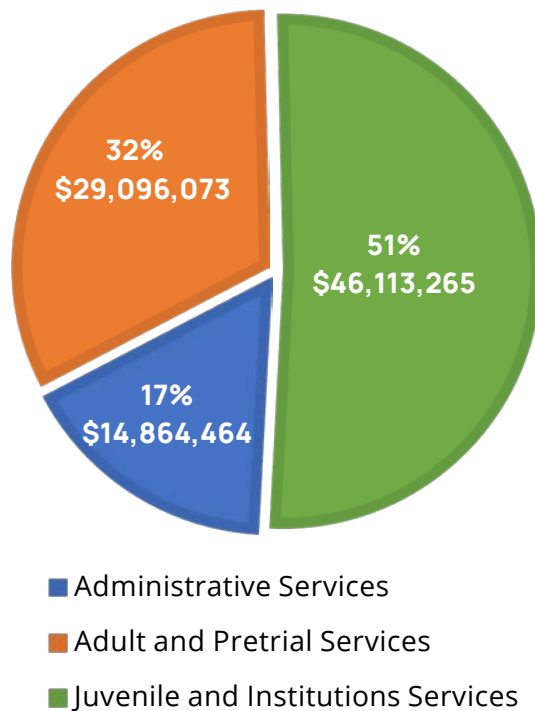
conduct contact-tracing investigations as part of the County's effort to slow the spread of COVID-19. Their job has been to contact people infected by coronavirus, or exposed to a sick person, and provide information and resources about next steps, such as quarantine, self-isolation, and medical care. As of this publication, several staff have been assigned to the County's COVID-19 vaccination sites at the San Mateo County Event Center and San Francisco International Airport and some have returned to their regular duties. Their responsibilities included helping with crowd control, registration, and IT support. The department continues to stand ready to further contribute to the County's pandemic response efforts.

## Administrative Services Division

In FY 2019-20, the Administrative Services Division managed a total budget of \$90,073,803, supporting a total of 384 authorized positions. The breakdown is seen below:

FY 2019-20 Actuals	
Total Sources	\$46,115,044
Total Requirements	\$90,073,803
Net County Cost	\$43,958,758
Funded Positions	384

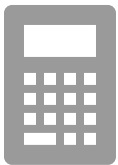
FY 2019-20 Budget Actuals by Division



Fiscal Services
Payroll and Personnel
Information Technology
Quality Assurance
Communications
Background Investigations
Training
Internal Affairs
Contracts
Procurement
Facilities Management
Ergonomics
Safety Equipment

The effects of previous legislation are evident in Probation’s budget above. In FY 19-20, the decrease in total funding sources reflect the impact of legislation such as SB190, eliminating juvenile fines and fees. Conversely, the total budget requirements increased, a reflection of labor negotiations as well as the continued need for more evidence-based programming and resources to aid clients in their rehabilitation and community reentry.

### Fiscal Services

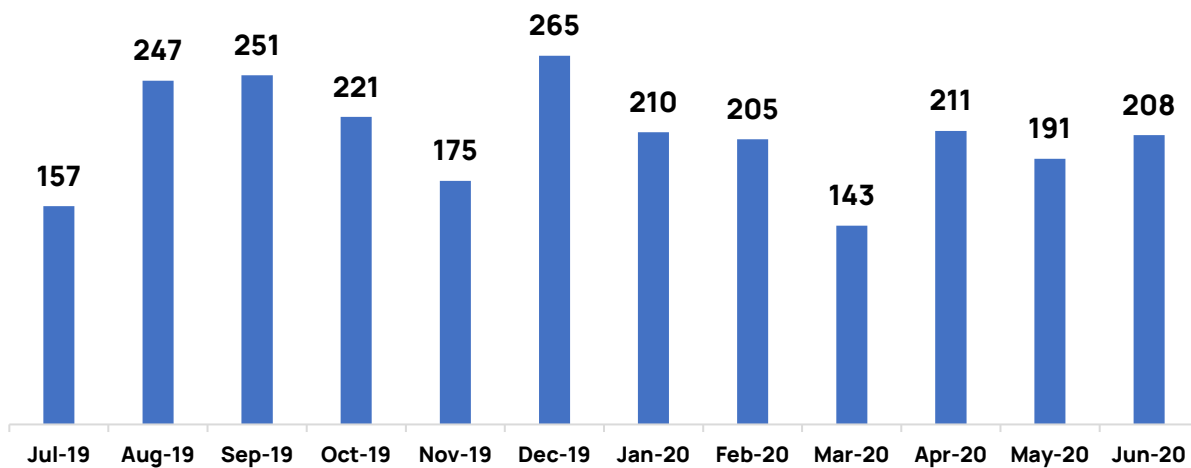


The Fiscal Services Unit is staffed with one Financial Services Manager, two Accountants, and three Fiscal Office Specialists. Together, the unit develops internal accounting policies that align to the Controller’s Office and is responsible for the financial infrastructure of the Department.

These include accounts payable, accounts receivable, collections, cash management, financing, general accounting, as well as the court-ordered fines, fees, and restitution that offenders must pay. Additionally, the Fiscal Services Unit also issues payments to contracted vendors for supplies as well as community-based organizations for services for juvenile and adult programs.

In FY 2019-20, Fiscal Services processed a total of 2,484 invoices (207 per month on average).

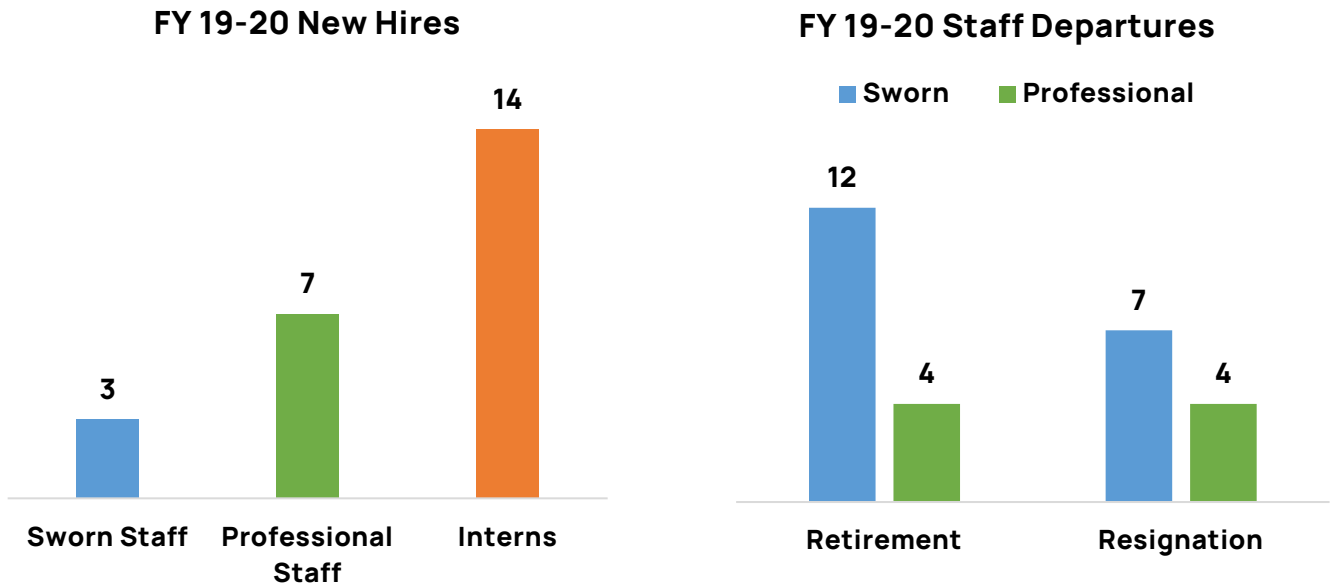
**Accounts Payable: # of Invoices Processed per month**



*Note: Data for Sept-19 also includes # of mileage claims processed.*

## Payroll and Personnel

Staffed by a Payroll Services Supervisor and a Payroll/Personnel Specialist, this unit performs all Human Resources functions for the Probation Department. The unit supports 384 paid employees. Support activities performed include maintenance of personnel records, processing of personnel and payroll-related transactions as well as of newly-hired, promoted, or separated employees.



## Information Technology



The Information Technology (IT) Unit is responsible for all technology including computer hardware and software applications used by the department. The unit is led by a Deputy Chief Probation Officer, two Department Systems Analysts, one Senior IT Analyst, one Applications Support Analyst, two IT Technicians and one intern. IT works collaboratively with the County's Information Services Department, industry-leading vendors, and partner agencies within the county and throughout the state to ensure seamless delivery of technical support for software and desktops; development of new case management systems and innovative technology solutions; and integration between criminal justice business systems for maximum information sharing and delivery.



In 2020, the IT Unit completed the following projects:

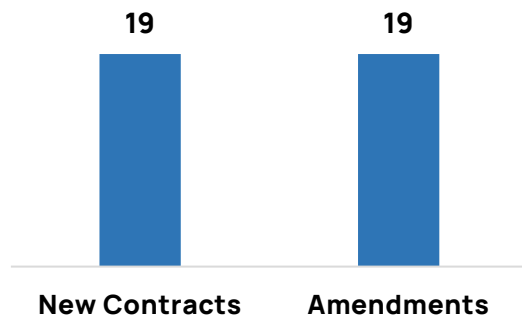
- ✓ Urgent rollout of equipment and systems to support employee telework at the start of the COVID pandemic: laptop computers, smart phones, VPN resources, peripheral accessories
- ✓ Set up online appearance system for juvenile court hearings, using teleconferencing equipment and applications. Assisted with initial hearings under this platform.
- ✓ Implementation of eProbation – Pretrial Case Management System. Started project to link the system to CJI Portal.
- ✓ Implementation of Tyler Supervision – Juvenile Hall Safety Check Hardware/Software Solution
- ✓ Institutions Security System Stabilization Project
- ✓ Increased capability of remote computer troubleshooting through Bomgar software

### *Quality Assurance and Communications*



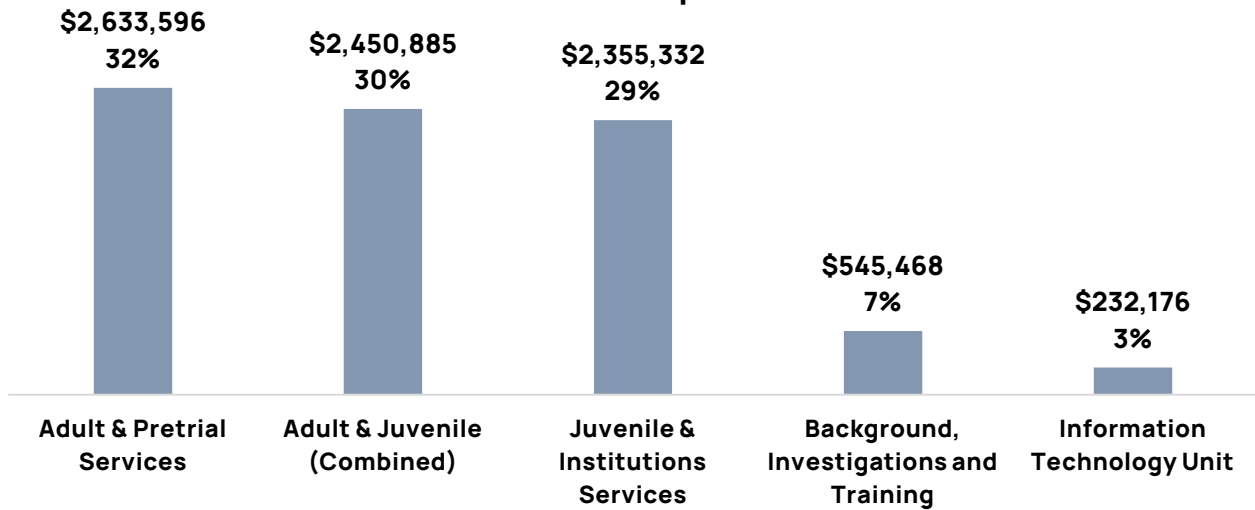
There are three Management Analysts supporting four divisions within the Department. This unit manages approximately 67 contracts that total over \$8 million. The Management Analysts are responsible for the solicitation, execution, and monitoring of all these contracts. In addition, this unit collects and evaluates data on departmental programs as well as prepares pertinent reports submitted to both internal and external stakeholders. The Management Analysts also are responsible for writing grant applications that support various Department programs and executing a wide array of special projects.

**Contract Management in  
FY 19-20**



The graph on the next page shows a breakdown of the total sum of contract amounts per division in FY 2019-20.

### Sum of Contract Amounts per Division in FY 2019-20



*\*Four contracts included services in both Adult and Juvenile Services Divisions: Redwood Toxicology, the National Council on Crime & Delinquency (NCCD), SCRAM of California, and Journal Technologies.*

*\*\*For contracts funded by the Juvenile Justice Crime Prevention Act (JJCPA), Juvenile Probation and Camps Funding (JPCF), and Youthful Offender Block Grant (YOBG), only the FY 2019-20 budget amount is reflected in the graph above.*

Many of the Department's contracts are funded by the State of California and other outside grants. The majority of contracts within the Juvenile and Institutions Services Division are funded by the Juvenile Justice Crime Prevention Act (JJCPA), Juvenile Probation and Camps Funding (JPCF), and Youthful Offender Block Grant (YOBG). In FY 2019-20, these three grants provided approximately \$4.02 million in funding towards youth services.

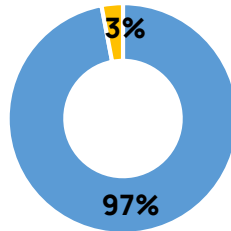
### *Background Investigations, Training, and Internal Affairs*

The Background Investigations, Training, and Internal Affairs Unit is committed to providing the community with the highest quality of Probation Department employees. The unit conducts thorough background checks as part of the Department's hiring process, ensuring candidates meet the highest professional and ethical standards.

The unit also oversees Department training, coordinating the delivery of all training courses for Department employees, including compliance with the mandated hours for standards and training for corrections for all sworn staff – 40 hours annually for Deputy Probation Officers and 24 hours annually for Group Supervisors. In addition, the unit

coordinates the County's required 20 hours per year training target for all sworn and non-sworn staff.

### 20 Hour Training Requirement for All Staff FY 19-20



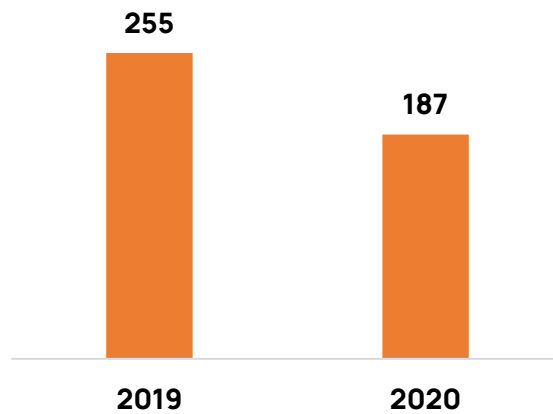
■ Completed    ■ Did not complete\*

\* This number includes staff who were on leave.

### *Facilities Management and Safety Equipment*

Staff assigned to this unit are responsible for a variety of facilities issues such as the management of card keys, hard keys, and ergonomic equipment. This unit also maintains an inventory of safety equipment purchased for the sworn staff.

### Number of Facilities Issues Addressed and Completed



## Adult & Pretrial Services Division

The **Adult and Pretrial Services Division** supports community safety through the collective efforts of the County's criminal justice system. There are 80 Deputy Probation Officers (DPOs) and 10 Probation Services Managers (PSMs) assigned to the division. Sixty-one DPOs supervise approximately **3,239 clients**, while 15 DPOs provide court investigations, and four DPOs provide pretrial monitoring. There are 42 professional staff and six Legal Office Services Supervisors (LOSS) to support probation work. They are supervised by two Legal Office Services Managers.

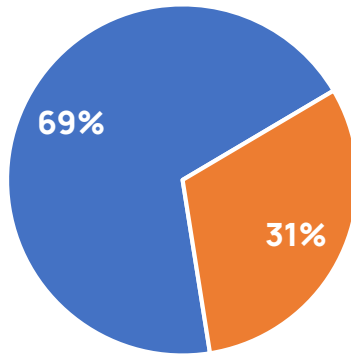
The professional staff are the primary source of administrative support for the division. Most administrative staff are grouped into units that focus on our Superior Court and Municipal Court cases, Domestic Violence, and specialty court matters. In addition to processing a high degree of legal documentation, reception coverage, and managing the supply rooms, the professional staff also fulfill the Department's Peace Officer Standards and Training (P.O.S.T.) requirements by having designated personnel update our California Law Enforcement Telecommunication System (CLETS). As part of their duties they also process audits and state reports mandated by the Department of Justice.

The tables on the next page displays the percentage of adult offenders successfully completing probation in FY 19-20 and a snapshot of the number of clients supervised in each unit as of June 30, 2020 (these numbers do not include clients with active warrants over 30 days old).

<b>Intake</b>
<b>Court Investigations</b>
<b>Computer Assisted Supervision Team (CAST)</b>
<b>Diversion</b>
<b>Domestic Violence</b>
<b>Sex Offender</b>
<b>Intensive Supervision</b>
<b>Post-Release Community Supervision (PRCS) &amp; Mandatory Supervision (MS)</b>
<b>Drug Court</b>
<b>Veterans Treatment Court</b>
<b>Pathways</b>
<b>Driving Under the Influence (DUI) Court</b>
<b>Military Diversion</b>
<b>Gang</b>
<b>Narcotics Task Force</b>
<b>Pretrial</b>
<b>Reentry</b>
<b>Restitution Court</b>

**Probation Completions by Adult Offenders  
FY 19-20**

■ Successful    ■ Unsuccessful



Unit	Snapshot: # of clients supervised as of June 30, 2020
CAST	1,008
DEJ	54
Diversion	515
Domestic Violence	298
Drug Court	8
DUI Court	82
Gang	78
Intake	33
Intensive	678
Military Diversion	13
Narcotics Task Force	3
Pathways	36
PRCS & MS	270
Sex Offender	145
Veterans Treatment Court	18
<b>Total Supervised</b>	<b>3,239</b>

## *Pretrial Pilot Program: Year 1 in Review*

In January 2020, Probation launched its new Pretrial Pilot Program. This program was funded through a \$6 million grant that the County of San Mateo received from the Judicial Council of California (JCC) and has been a collaborative effort among the Superior Court, Probation, Sheriff's Office, District Attorney's Office, Private Defender Program, and the Information Services Department.

### **Successes**

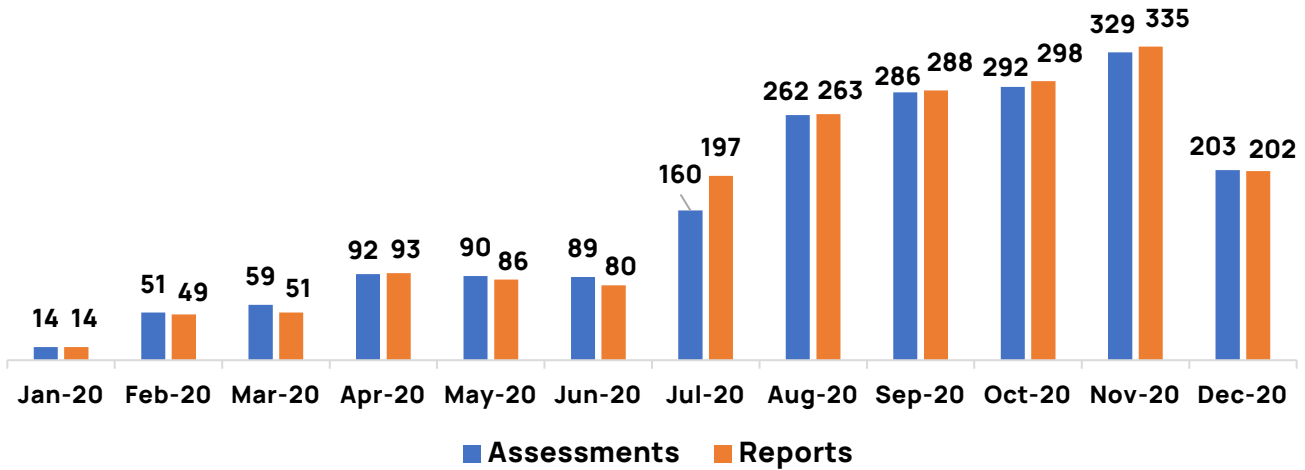
During the first year of the Pretrial Pilot Program, the Department hired nine Pretrial Specialists and one Legal Office Services Supervisor. The Department implemented its first pretrial risk assessment tool, the Virginia Pretrial Risk Assessment Instrument – Revised (VPRAI-R), launched a new case management system, *eProbation*, and developed a new pretrial monitoring matrix and court report template for providing release recommendations. The Pretrial unit expanded its hours of operation, offered more pretrial monitoring services, and greatly improved data collection and reporting capabilities.

### **Challenges**

Due to the COVID-19 pandemic, the Judicial Council of California issued an emergency bail schedule in March 2020. In addition, the number of arrests and jail bookings decreased due to the COVID-19 pandemic. During FY 2019-20, Probation supervised 37% fewer pretrial defendants than in FY 2018-19. Additionally, staff practiced social distancing measures which prevented them from conducting in-person interviews with clients in the jail facility.

The graph on the following page shows the number of assessments and court reports that were entered into the new *eProbation* case management system each month. These numbers increased monthly as the Pretrial Unit hired more Pretrial Specialists, extended hours of operation, and gradually transitioned from the previous pretrial program to the new pilot program.

### Number of VPRAI-R Assessments and Court Reports Completed per Month in 2020

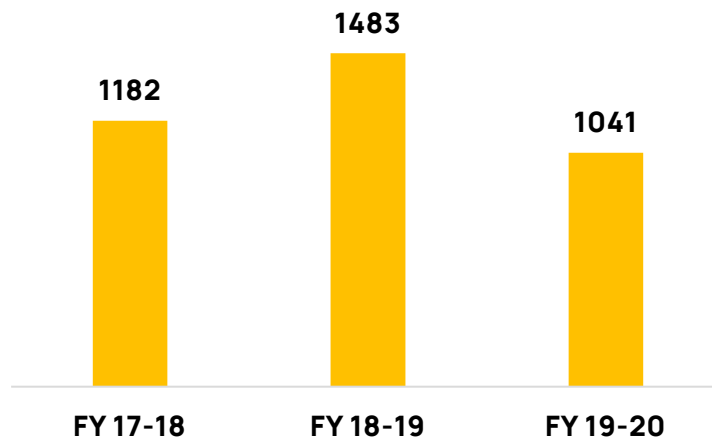


### Field Visits

Deputy Probation Officers are responsible for making direct contact with offenders through routine field visits. In FY 19-20, the Division conducted 1,041 field visits. Field visits were suspended in the spring due to new COVID-19 protocols.

The Division also led two multi-agency law enforcement task force operations in October focusing on offenders associated with domestic violence and sex offenders.

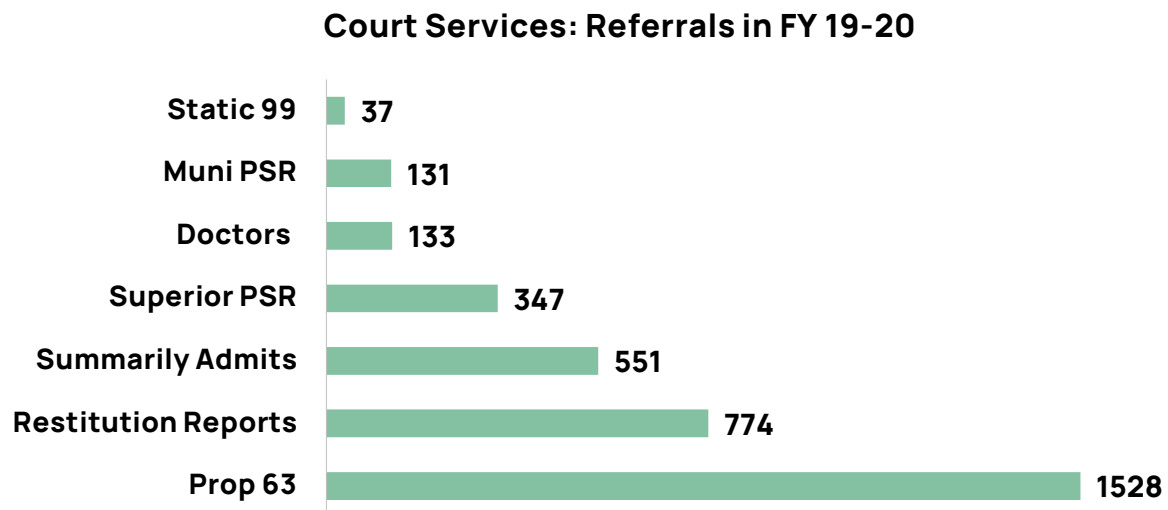
### Number of Field Visits Conducted by Deputy Probation Officers





## Court Services

Approximately 3,500 court reports were written in FY 2019-20, a 31% decrease from FY 2018-19. Deputy Probation Officers provide sentencing and treatment recommendations to judges on a regular basis.



## Restitution Court

Restitution Court is a collaborative court that is targeted to help victims. The goal is to improve the consistency of defendants paying restitution owed to victims and to make their victims whole. Probation identifies clients on supervised probation who owe more than \$5,000 to an individual victim. In order to be eligible, the defendant must have the ability to pay and are not complying with their restitution condition. Probation then assigns a Deputy Probation Officer to handle all restitution matters in Restitution Court. It is the responsibility of the DPO to collect financial compensation to the victims by establishing monthly payment plans with each defendant and monitoring those payments. In 2020, approximately **\$318,000** was collected from defendants who appeared in Restitution Court. In addition, approximately **\$16,000** was collected from defendants who avoided going to Restitution Court.

## Bridges Program Sunset

After 21 years of operation and serving hundreds of participants, the Bridges Program officially ended in July 2020. The Bridges Program was established in 1999 and has provided an opportunity for individuals in the criminal justice system to obtain substance abuse treatment, educational support, and vocational training in lieu of

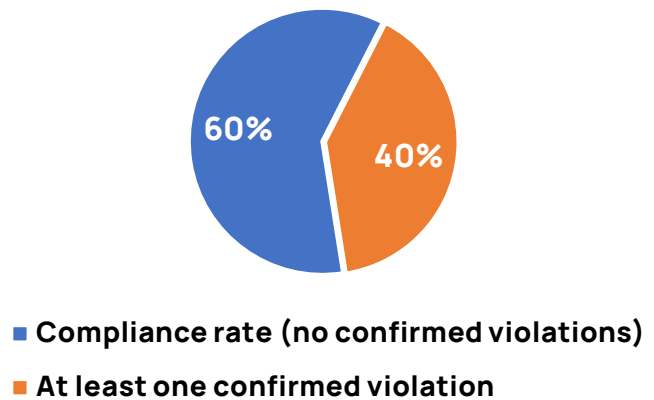
incarceration through a collaboration of support that included Probation, the Court, District Attorney's Office, Private Defender Program, and other county providers and community-based organizations.

### *DUI Court*

The purpose of DUI Court is to reduce repeat alcohol-related incidents, accidents, injuries and death. In FY 2019-20, 129 new participants were admitted to DUI Court and 150 participants graduated from the program, a 17% increase from FY 2018-19.

SCRAM of California provides electronic monitoring through a Continuous Alcohol Monitoring Device (CAM) for participants in DUI Court. The CAM device measures for alcohol through a transdermal process every 30 minutes, 24 hours a day. During FY 19-20, 60% of supervisees on CAM were compliant, meaning there were no tampers to the device and there was no alcohol consumption.

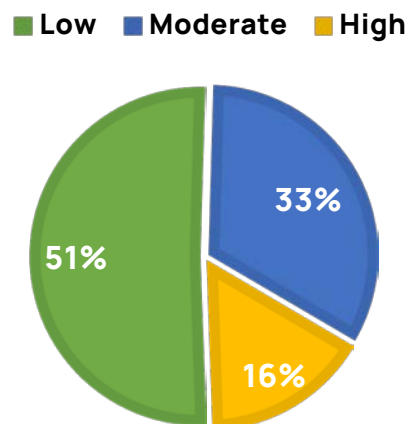
**Continuous Alcohol Monitoring (CAM) Overall Program Compliance in FY 19-20**



### *Correctional Assessment and Intervention System (CAIS)*

DPOs administer an evidence-based risk assessment tool called the Correctional Assessment and Intervention System (CAIS). This tool is used to assess the different levels of supervision based on risk strategies to re-offend. With the results of the risk assessment, DPOs develop individualized case plans that address the offenders' criminogenic needs.

**CAIS Risk Levels**



## CAIS Supervision Strategies

The CAIS provides a supervision strategy for the offender of selective intervention – situational (SI-S), selective intervention – treatment (SI-T), casework/control (CC), environmental structure (ES), and limit setting (LS). The characteristics of each of these supervision strategies is outlined in the figure below.

<p><b>SI – S</b></p>	<ul style="list-style-type: none"> <li>• <b>12% of San Mateo County probationers</b></li> <li>• Offenders have pro-social value structures and experience sufficient stability in their lives.</li> <li>• Often, their involvement with the system is limited or an isolated event related to extenuating circumstances (e.g. stress).</li> <li>• Offenders in this group require low levels of contact.</li> </ul>
<p><b>SI – T</b></p>	<ul style="list-style-type: none"> <li>• <b>44% of San Mateo County probationers</b></li> <li>• Offenders have similar characteristics to the SI-S group, however they may experience any of the following: ongoing drug or alcohol abuse, sexual offense history, or serious emotional disturbance.</li> <li>• These offenders may require treatment to deal with the specific issues listed above.</li> </ul>
<p><b>CC</b></p>	<ul style="list-style-type: none"> <li>• <b>30% of San Mateo County probationers</b></li> <li>• Offenders experience general instability in their life (changing jobs frequently, family problems, chemical dependency). This group commonly experience alcohol and drug abuse.</li> <li>• Offenders may react negatively to those in positions of authority.</li> </ul>
<p><b>ES</b></p>	<ul style="list-style-type: none"> <li>• <b>4% of San Mateo County probationers</b></li> <li>• Offenders generally lack social and vocational skills. They have difficulty with cause-and-effect thinking and lack insight.</li> <li>• Offenders need to improve social skills (e.g., assertiveness, ability to judge character, and ability to empathize).</li> </ul>
<p><b>LS</b></p>	<ul style="list-style-type: none"> <li>• <b>10% of San Mateo County probationers</b></li> <li>• Highest level of engagement in criminal behavior. Offenders often view being a "successful criminal" as a major goal in their lives.</li> <li>• Offenders in this group need to have firm limits set with detailed consequences, and these consequences must be enforced consistently.</li> </ul>

## Juvenile & Institutions Services Division

*Every youth is given the opportunity to be a healthy, educated and successful individual who contributes to a safe and supportive community*

In February 2020, the Juvenile Services Division merged with the Institutions Services Division to form a single entity now known as the Juvenile & Institutions Services Division. This merge also resulted in a reorganization of its leadership structure. Direct oversight is now provided by one Deputy Chief Probation Officer (DCPO), one Assistant Deputy Chief Probation Officer (ADCPO) for juvenile services, and one Institutions Superintendent for the Youth Services Center – Juvenile Hall (YSC-JH) and Margaret J. Kemp Girls Camp (Camp Kemp).

The Juvenile Deputy Probation Officers (DPOs) supervise juvenile offenders and protect the community through advancing the principles of balanced and restorative justice and rehabilitation. Assigned functions include supervision and monitoring of youthful offenders in the field, evidence-based prevention/intervention services to youth and their families not yet under the Court's jurisdiction, as well as submitting timely reports to the Juvenile Court.

Institutions operates two facilities for court-involved youth; the YSC-JH (secure), and Camp Kemp (non-secure/dorm style). Institutions also offers programs as alternatives to traditional detention such as the Community Care Program (CCP), electronic monitoring and home supervision. Eligible youth are referred to the Phoenix Reentry Program (PREP) which provides youth with the specific tools and resources needed in attaining and maintaining successful reentry to their community upon release from custody. Institutions is also in partnership with the San Mateo County Office of Education's Gateway Community school where youth in custody attend Hillcrest School where they receive personalized learning and access to college courses that better prepare them academically, so they are more successful in school when released.

## *Juvenile Services*

There are 14 DPOs supervising a total of **251 youth in the community**, and an additional 10 DPOs overseeing **168 youth** that receive other services from the Assessment Center and Investigations Units. Additionally, there are four Probation Services Managers (PSMs), and one Administrative Secretary staffed in Juvenile Services that provide oversight and administrative support.

The table below provides a snapshot of the number of youth supervised in each unit as of June 30, 2020.

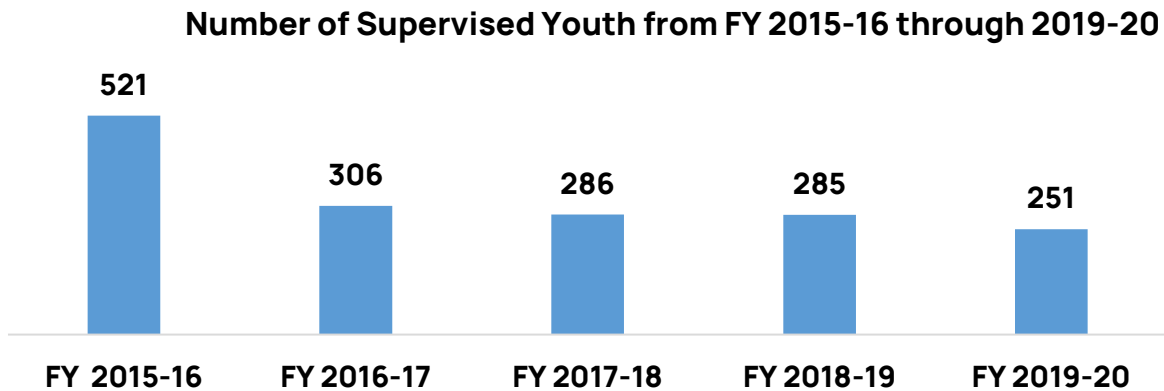
<b>Unit</b>	<b># of youth supervised</b>
<b>Camp Margaret J. Kemp - GIRLS</b>	<b>10</b>
<b>Commercially Sexually Exploited Children (CSEC)</b>	<b>1</b>
<b>Department of Juvenile Justice (DJJ) Re-Entry</b>	<b>3</b>
<b>Family Preservation Program</b>	<b>18</b>
<b>Gangs</b>	<b>24</b>
<b>General Field<sup>1</sup></b>	<b>105</b>
<b>Intensive Supervision</b>	<b>64</b>
<b>Placement / AB12</b>	<b>20</b>
<b>Wraparound</b>	<b>6</b>
<b>Total</b>	<b>251</b>

The table on the next page shows the number of additional youth that receive other services from the Assessment Center and Investigations Unit.

<sup>1</sup> Two youth in the General Field Supervision Unit were also under court order within the Electronic Monitoring Program.

Unit	# of Youth
Assessment Center	134
Investigations	34
<b>Total</b>	<b>168</b>

The chart below displays the number of active youth on supervision units over the span of five years. These data points are based on the number of active youth on June 30<sup>th</sup> of each of the respective years.



### *Assessment Center and Investigations Unit*

The Probation Department maintains an intake program to investigate law enforcement referrals and explore alternative dispositions, referring a case for formal court proceedings only when necessary for the welfare of the child or protection of the public. All youth referred for a law violation are evaluated by a DPO using a validated risk assessment tool and are either diverted out of the system and offered the appropriate level of services or referred to court.

**FY 2019-20 Statistics**

**530 Cases Referred**  
**365 Youth were Mandatory - Sends to the District Attorney**  
**59 Youth Successfully Completed Diversion**  
**100% of Youth Completed Diversion without a New Sustained Law Violation**

**Diversion Programs**

Letter or Reprimand  
Victim Impact Awareness (VIA)  
Petty Theft Program (PTP)  
VIA + PTP  
Mediation  
90-Day Intervention  
Informal 6-Month Contract

When a finding is made by the Court, DPOs are required to prepare a Court report whereby they conduct interviews with the youth and family as well as gather key information from other partner agencies such as Child Protective Services, Behavioral Health & Recovery Services, the youth’s school, counselors and/or therapists. The Court report presents the Court with a recommendation designed to treat and eliminate any areas of identified risk or need for the youth. Once the Court renders a disposition, the case will be transferred to the appropriate supervision unit. Importantly, if the charges are ultimately dismissed during this process, the case will be closed.

**FY 2019-20 Statistics**  
**256 Reports Written**  
**205 Cases Transferred to a Field Supervision Unit**  
**19 Cases Dismissed**

The list below represents the number of reports written broken down by type, for FY 2019-20:

<b>Types of Reports Written</b>	<b>Number of Reports Written for FY 2019-20</b>
<b>654.2 WIC Suitability</b>	<b>62</b>
<b>DEJ Suitability</b>	<b>8</b>
<b>Dispositional Reports</b>	<b>143</b>
<b>Continuances</b>	<b>1</b>
<b>Addendum 241.1</b>	<b>7</b>
<b>Transfer Out</b>	<b>4</b>
<b>Detention Reports</b>	<b>15</b>
<b>Addendums</b>	<b>4</b>
<b>Section 778 Motions</b>	<b>5</b>
<b>Post Court Reports</b>	<b>7</b>
<b>Total</b>	<b>256</b>



## *Supervision Services*

Supervision services provide youth and their families with resources, specialized programs, and other necessary supports. Supervision is broken down by Field Services, Intensive Family Services, and Placement. In addition, each of these units may include youth involved in, but not limited to, gang activities, Commercial Sexual Exploitation of Children (CSEC), and the Gaining Independence and Reclaiming Lives Successfully (G.I.R.L.S.) Camp Kemp Program.

### **Field Supervision**

Field Supervision is comprised of two specialized units: General Supervision and Intensive Supervision. The DPOs assigned to these units closely supervise youth based on their risk of re-offending and the severity of the offense. Youth are also referred to additional support services to aid in their rehabilitation.

#### ***General Supervision***

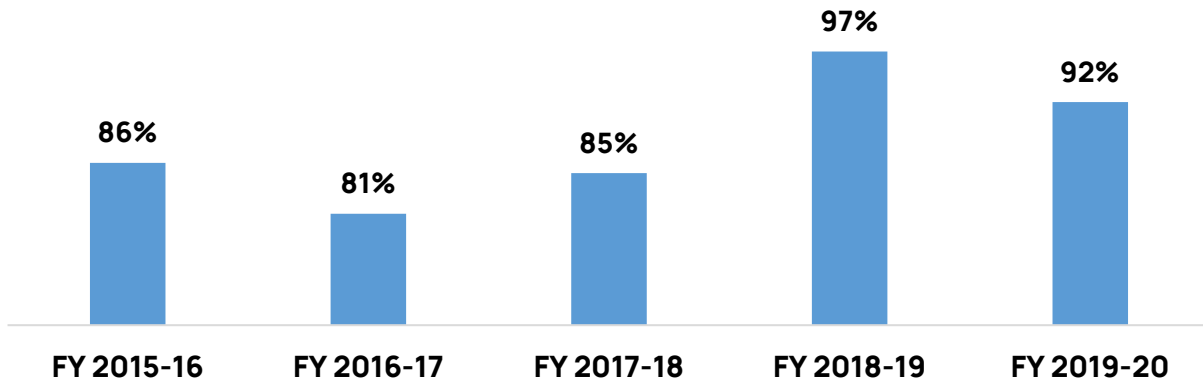
This unit supervises youth who require a moderate level of supervision to assist them with meeting their conditions of probation and avoiding further interaction with the juvenile justice system. DPOs maintain monthly contact with youth on their caseload, rotating contacts between the home and their families, their school, and the probation office. Due to COVID-19, teleconference contacts were integrated into practice to ensure meeting all the needs of youth and families, as well as the supervision requirements.

#### ***Intensive Supervision***

This unit supervises youth who are designated as high-risk offenders in need of more intensive supervision and intervention strategies. DPOs in this unit maintain frequent field contacts where youth are regularly searched to ensure they are not in possession of contraband and randomly provide urine samples to ensure they are alcohol and drug free. DPOs also work collaboratively with other local law enforcement agencies, treatment programs and schools, and participate in the San Mateo County Gang Task Force, Narcotic Task Force and the Neighborhood Response Teams.

The chart below highlights the percentage of juveniles completing probation without a new sustained law violation over the span of five years. These data points are based on the same point in time, June 30<sup>th</sup> for each of the respective years.

### Percent of Juveniles Completing Probation without a New Sustained Law Violation



#### **Intensive Family Services (IFS)**

This unit consists of the Wraparound Program and Family Preservation Program, which are designed to meet the unique needs of each youth and their family with the goal to keep youth in their homes.

##### ***Wraparound Program***

Wraparound DPOs provide intensive support and supervision services to extremely high risk/need families. The program is designed to meet the unique needs of each child by requiring family participation and focusing on the needs and strengths of the family. DPOs work in close collaboration with the Wraparound Team and a variety of treatment programs as well as community-based organizations. Recommendations for the Wraparound Program must be approved through the Interagency Placement Review Committee (IPRC) for youth who are at risk of being placed in out-of-home care. DPOs also prepare all court reviews which are held every 90 days.

##### ***Family Preservation Program (FPP)***

FPP serves youth ages 12 to 18, with a primary focus on keeping the family unit together. The DPOs in this unit work with youth in the community who are at risk for child abuse and/or neglect, as well as their families. Most of these youth have either been charged with low-level offenses or come from homes where the functionality of the family has been compromised and are at high risk for out-of-home placement. DPOs also work closely with youth and their families who have experienced significant family emotional, and/or mental health issues. The

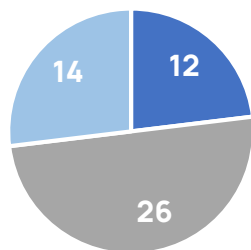
program offers intensive case management and therapeutic interventions by mental health providers.

**Placement**

When out-of-home placement is ordered by the juvenile judge, the unit DPOs will match a youth’s individual needs to the most appropriate out-of-home placement and are responsible for supervision and case management of the youth. These DPOs ensure the safety and well-being of the youth, maintain monthly face-to-face counseling with youth and monthly visits with their parents/guardians, and complete a comprehensive case plan with the goal of reunification. Placement youth are required to appear before the Court every six months whereby the DPO prepares a report on the progress or lack thereof.

**Number of Youth Served by IFS Programs and Placement for FY 2019-20: 52**

■ Wraparound ■ FPP ■ Placement



**Number of Youth that Remained in their Home for FY 2019-20**

■ Youth in Out-of-Home Placement  
 ■ Youth that Remained in their Home



*Traffic Court*

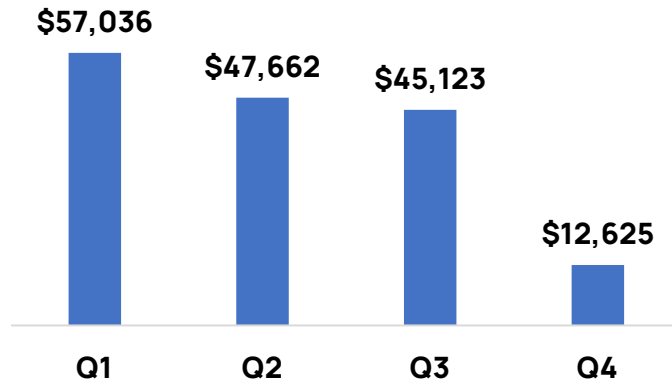
The Juvenile Traffic Court Unit handles cases involving persons who are under 18 years of age who are charged with offenses relating to the operation of motor vehicles and/or pedestrian safety, as well as marijuana/alcohol/curfew violations. Legal Office Specialists (LOSs) handle a variety of duties related to processing traffic citations, scheduling youth for court and preparing files for the Traffic Court Hearing Officer. LOSs enter all mandated information into both the Traffic Court and Department of Motor Vehicles databases. This

**FY 2019-20 Statistics**

- 1 LOS Supervisor**
- 4 LOSs**
- 1 Traffic Hearing Officer**
- 1,000 Traffic Citations Processed**
- 793 Court Hearings**
- 155 Traffic School Assignments**

unit oversees and maintains the Traffic Violator Course completion data and reporting efforts and collects all Traffic Court ordered fines from youth.

### Traffic Court Fines Collected for FY 2019-20: \$162,446

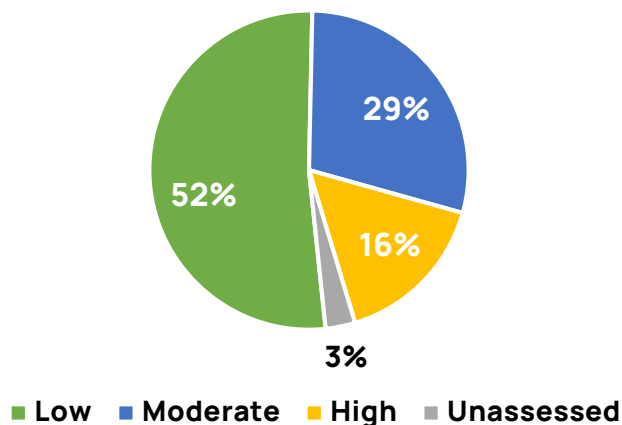


There was a 74% decrease in court fines collected for Q4 FY 2019-20. The Traffic Court was closed for most of Q4 due to COVID-19.

### *Juvenile Assessment and Intervention System (JAIS)*

JAIS is a risk, strengths, and needs assessment tool designed to assist in effectively and efficiently supervising youth, both in institutional settings and in the community. The JAIS consists of a brief prescreen assessment known as the pre-JAIS, which indicates the likelihood of the youth to reoffend. These are followed by a full assessment and reassessment components. The graph below demonstrates the number of youths who were *low*, *moderate*, and *high* risk on their initial prescreen efforts for FY 2019-20.

### JAIS Risk Levels FY 2019-20



## JAIS Supervision Strategies

JAIS provides a supervision strategy method for youth categorized as Selective Interventions (**SI**), Casework Control (**CC**), Environmental Structure (**ES**), and Limit Setting (**LS**). The figure below outlines the characteristics of each of these supervision strategies and represents the percentages of our juvenile population for FY 2019-20.

<p><b>SI-S</b></p>	<ul style="list-style-type: none"> <li>• <b>16% of San Mateo County youth</b></li> <li>• Youth have pro-social value structures and experience sufficient stability in their lives.</li> <li>• Often, their involvement with the system is limited or an isolated event related to extenuating circumstances (e.g. stress).</li> <li>• Youth in this group require low levels of contact.</li> </ul>
<p><b>SI-T</b></p>	<ul style="list-style-type: none"> <li>• <b>37% of San Mateo County youth</b></li> <li>• Youth have similar characteristics to the SI-S group; however, they may experience any of the following: ongoing drug or alcohol abuse, sexual offense history, or serious emotional disturbance.</li> <li>• These youth may require treatment to deal with the specific issues listed above.</li> </ul>
<p><b>CC</b></p>	<ul style="list-style-type: none"> <li>• <b>28% of San Mateo County youth</b></li> <li>• Youth have experienced chronic instability that may be the bi-product of chaotic or abusive home environments.</li> <li>• Youth commonly experience emotional disorders and substance use and may react negatively to those in positions of authority.</li> </ul>
<p><b>ES</b></p>	<ul style="list-style-type: none"> <li>• <b>6% of San Mateo County youth</b></li> <li>• Youth generally lack social, intellectual, and vocational skills.</li> <li>• Youth need management that is direct and concrete and that promotes the development and understanding of social skills.</li> </ul>
<p><b>LS</b></p>	<ul style="list-style-type: none"> <li>• <b>13% of San Mateo County youth</b></li> <li>• Highest level of engagement in criminal behavior.</li> <li>• Youth have engaged in violent and aggressive behavior.</li> <li>• Youth in this group need to have firm limits set with detailed consequences, and these consequences must be enforced consistently.</li> </ul>

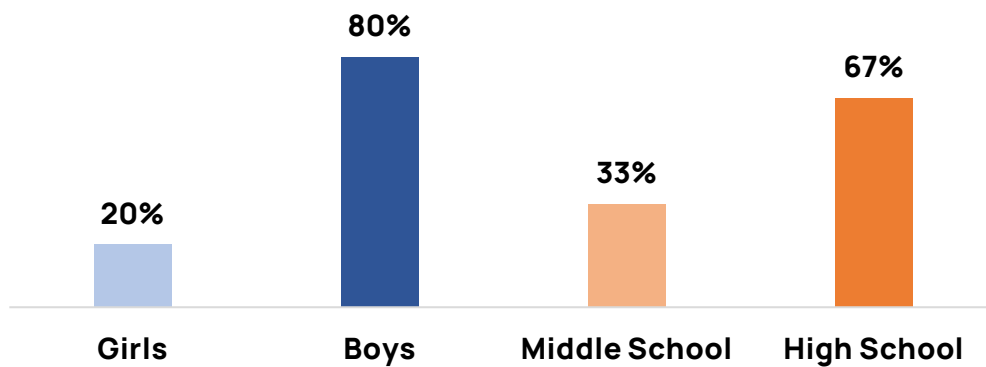
## San Mateo Police Department Juvenile Diversion Program

One DPO is assigned to work at the San Mateo Police Department Juvenile Diversion Program. This community program is an alternative program for juvenile offenders in collaboration with the San Mateo City Police Department - Youth Services Unit (YSU), Police Activities League (PAL), a School Resource Officer (SRO) and the YMCA to improve overall outcomes of diversion-eligible youth who are engaged in low level offenses demonstrating at-risk behaviors. This is an early intervention program targeting youth ages 11 through 17, geared towards avoiding involvement in the juvenile justice system, which addresses mental health needs and substance abuse, to reduce deviant behaviors and provide educational classes to youth and their families. The COVID-19 Shelter-in-Place (SIP) in FY 2019-20 resulted in a decrease in youth referred to the program, however there was an increase in patrol calls from families in the community. Eleven previous post-graduates/families were experiencing SIP challenges and reached out to the diversion program for additional support which resulted in the Explorer Program and Prevention Services being added as new components to the team.

The chart below provides additional data for youth in the program.

**FY 2019-20 Statistics**

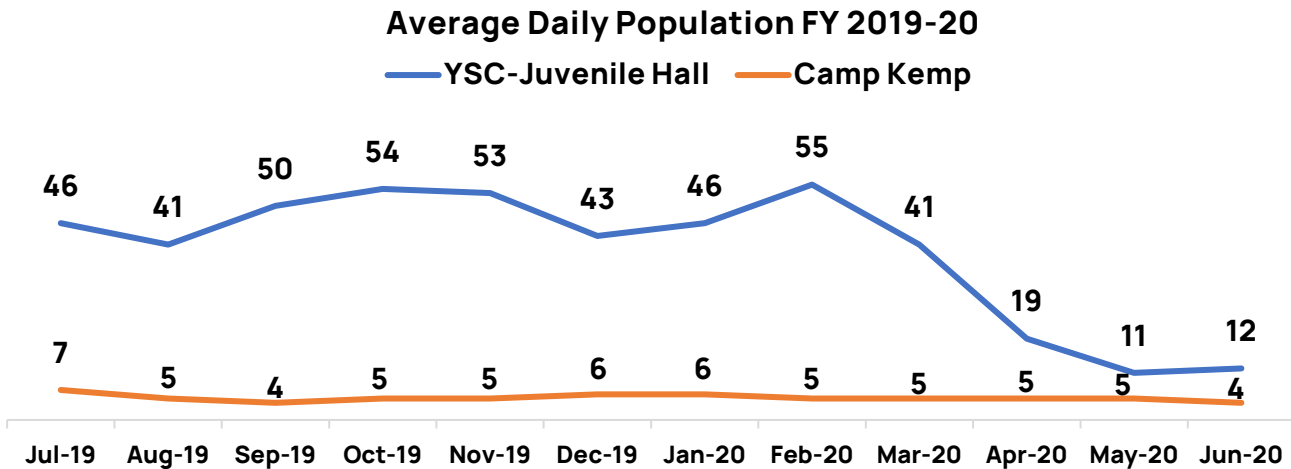
- 15 Youth Completed Program**
- 1 Youth Failed Program**
- 100% Youth Cleared 6-Month Recidivism Check**
- 11 Post-Graduates/Families Requesting Additional Services**
- 0% Families that Decline Intervention Services**



## Institutions Services

Institution facilities are staffed 24-hours a day, 7-days a week. Ongoing efforts to reduce the use of staff overtime (OT) within institutions eventually led to daily work shifts being adjusted from two 10-hour overlapping shifts, to standardized three 8-hour shifts. Importantly, in comparing FY 2018-19 to FY 2019-20, this resulted in a 44% decrease in the usage of OT.

Institution Services Managers (ISMs), plan and coordinate various daily activities necessary for the efficient operations of the YSC-JH and the Camp Kemp, and provide direct supervision and staff support to Group Supervisors (GSs). GSs provide for the health and welfare, custody and rehabilitation of juvenile detainees, and oversee youth-specific individualized and group programming, schooling, meals and physical activities. All youth who are detained are provided both evidence-based and curriculum-based programming, and services utilizing promising practices.

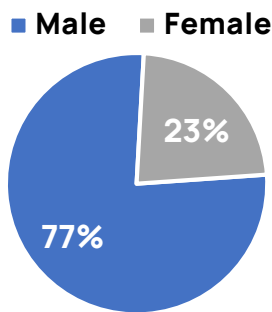


Since FY 2017-18, the **average monthly population** has continued to decrease for the YSC, as displayed on the chart below. Due to COVID-19, a substantial decrease occurred beginning with the SIP orders of March 2020 as represented on the Average Daily Population FY 2019-20 Chart above. Camp Kemp's average monthly population remained stable.

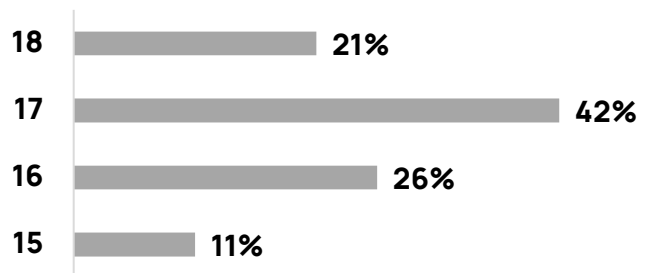


Year	YSC	Camp Kemp
FY 2017-18	63	7
FY 2018-19	50	5
FY 2019-20	39	5

**Average Daily Population  
Percentage by Gender  
FY 2019-20**



**Average Daily Population  
Percentage by Age  
As of June 30, 2020**



### *Alternatives to Detention*

#### Community Care Program

The CCP presents an alternative to detention by providing an opportunity for youth to serve court-ordered custody time by working on weekend community projects. Under the direct oversight and coordination of designated Institutions staff, youth in this program are generally working on light outdoor landscaping or maintenance projects for schools, parks, and city agencies. These projects present opportunities for youth to gain life skills and to give back to their communities which can develop a sense of a job well done. The chart below lists the completed projects for FY 2019-20. Due to COVID-19, this program was suspended in March 2020. As of this publication, CCP activities have resumed.

**FY 2019-20 Statistics**

- 2 Assigned GS Staff**
- 16 Projects Completed**
- 88% Successful Program Completion**
- 13% Unsuccessful Program Completion**

Completed Projects FY 2019-20	Months
<ul style="list-style-type: none"> <li>• South San Francisco Corps Yard fire abatement</li> <li>• CALFIRE (Loop Road, San Mateo) fire abatement</li> <li>• Camp Glenwood weed abatement</li> <li>• YSC-JH secure window &amp; lawn project</li> <li>• YSC-JH secure perimeter weed abatement</li> <li>• Lessengia Ct. (San Mateo) tree pruning</li> <li>• Camp Glenwood gym maintenance</li> <li>• Annual Probation Department BBQ set-up &amp; breakdown</li> <li>• Camp Glenwood &amp; Camp Kemp grounds fire abatement</li> <li>• Tower Road (San Mateo) storm drain clean-up</li> <li>• Mulch project with Arbor Tree Company (Loop Road, San Mateo)</li> </ul>	July - December 2019
<ul style="list-style-type: none"> <li>• Tower Road (San Mateo) storm drain clean-up</li> <li>• Conex clean-up project</li> <li>• Camp Kemp Adobe Clay Mulch Filling Project</li> <li>• Camp Kemp tree and bush pruning</li> </ul>	January - March 2020
All planned and future projects suspended due to COVID-19	April - June 2020

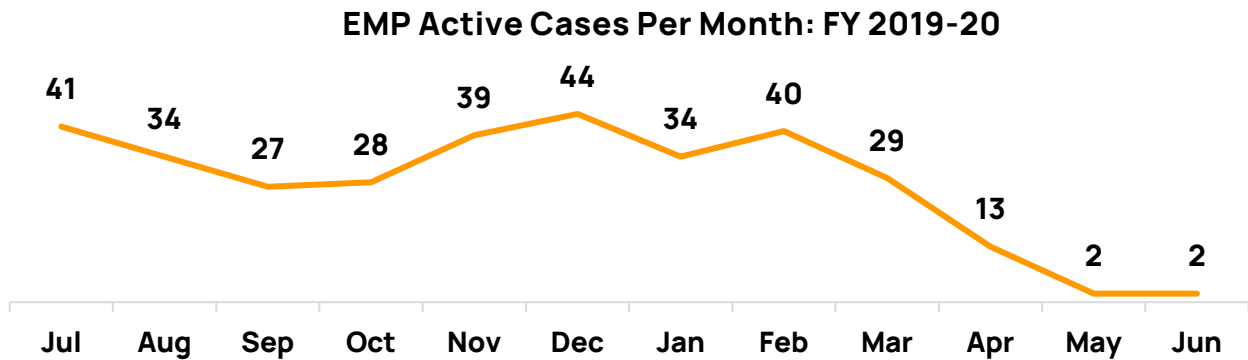
### Electronic Monitoring Program (EMP)

EMP is an innovative program used as an alternative to traditional detention for youth who are either awaiting a court date or transitioning to other probation programs. EMP is also sometimes used in combination with therapeutic detention time. Based on the offense and when recommended by the DPO or ordered by the Court, EMP may also include Continuous Alcohol Monitoring (CAM), a device that measures for alcohol through a transdermal process every 30 minutes, 24 hours a day. EMP allows Probation to use the least restrictive controls necessary which allows youth to continue to live at home, attend school and church, maintain employment, and participate in community-based treatment, yet it lends to the assurance of court appearances and encourages pro-social behavior.

In September 2020, EMP monitoring responsibilities were transitioned from Juvenile Services DPOs to the Institutions GSs, where they review EMP/CAM court orders with youth, parent(s) or legal guardian(s) and obtain their signatures on court orders. GSs install, replace, and remove equipment as needed, update the case management

system accordingly and maintain EMP log, and complete a progress report in advance of court hearings and/or when requested by the supervising DPO. The chart below represents the number of youth receiving EMP services in FY 2019-20.

There is no cost to the youth or the families for EMP or any other services provided by the department and its partner agencies.



The average monthly number of youth on EMP **decreased by 27%** from FY 2018-19 to FY 2019-20. This is directly related to COVID-19, SIP, and the subsequent temporary closure of the courts.

## *Institutions Programs*

### *WhyTry*

WhyTry is an evidence-based social and emotional learning (SEL) program which has been proven to be a successful intervention tool with juvenile justice-involved youth in areas of relationship, relevancy, and resiliency. In December 2020, a total of 50 ISMs and GSs were trained and certified as WhyTry facilitators. Currently GSs are delivering the WhyTry curriculum in individual and group settings in topics including but not limited to:

- Surrendering the One-Up Relationship
- Your Decisions Have Consequences
- How to Deal with Peer Pressure
- Tearing off your Labels
- How to Manage your Defense Mechanisms
- How Living Within Society's Laws and Rules can make you Stronger

Baseline data on the WhyTry Program will become available for FY 2020-21.

### Elective Programs

Institutions staff provide other programming that teach and expose the youth to valuable life skills, decision-making, and teamwork. These programs provide educational and vocational activities that promote the health and well-being of the youth, teach accountability, and model pro-social behaviors. It's the goal of staff to expose the youth to new activities, plant seeds and support positive change. Elective programs provided for youth under the coordination and/or delivery of GS staff are listed below:

Program	Description
<b>Life Skills</b>	
Girls Circle: A Structured Support Group Program for Girls	A gender-relevant girls' programs that allow girls to voice their experiences, develop positive connections, and gain skills to pursue meaningful goals in education, careers, and relationships
Boys Circle: A Structured Support Group Program for Boys	A gender-relevant boys' programs that allow boys to voice their experiences, develop positive connections, and gain skills to pursue meaningful goals in education, careers, and relationships
Omega Program	Interactive life-skills building and relevant speaker presentations
Project Change	Provides youth who have completed high school the opportunity to continue education into the community college arena
Cognitive Skills	Overcoming negative behavioral patterns.
Spanish 101	Introduction to reading, writing, listening and speaking skills in Spanish
A Brighter Day	Job Training for youth
Cooking and Baking	Basic culinary arts
Garden Program	Horticultural training in creating on-site gardens
Animal Therapy	The feeding, care for and maintenance of chickens and their coop
<b>Arts and Creative Arts</b>	

Book Club	Forum to discover new books, increase literacy and focus on literary critique
The Beat Within	Writing/literature skills, quarterly newsletter, visual and performing arts workshop
Arts Unity Movement	Creative arts through music and conversation
Essay Program	Critical thinking and creative writing
<b>Physical Activities</b>	
Large Muscle Activity	Required activity exercises that is planned, structured, and repetitive body movement that improves circulation and cardiovascular health
Activities Highlights Committee	Holiday-themed events and seasonal Olympic games
<b>Wellness and Mindfulness</b>	
Bold and Beautiful Facials	A program of importance of facial hygiene and maintenance
Mind and Body Awareness	Mindful meditation
Niroga Yoga	Equity through trauma-informed dynamic mindfulness, strengthening resilience and empathy
<b>Recovery</b>	
Alcoholics Anonymous (AA)	Provides youth a group of principles to help expel the obsession to drink and enable them to become happy and whole
Narcotics Anonymous	Provides basic messages of recovery so that youth involved with drugs can overcome addiction
<b>Faith-Based</b>	
Bible Study	Provides youth the opportunity to participate in faith-based groups.
Catholic Christian Services	Outside faith-based organization provides church services to youth

### *Contracted Community Based Organizations (CBOs) Programs*

The Probation Department values its strong partnerships with CBOs that provide a variety of direct services to youth. Below is a list of CBOs funded through state funding streams such as: the Juvenile Probation Camp Funding (JPCF) for at-risk youth in the community, the Juvenile Justice Crime Prevention Act (JJCPA) for juvenile justice-involved youth, and the Youthful Offender Block Grant (YOBG) for youth in detention.



**Acknowledge Alliance**

Acknowledge Alliance provides services under JJCPA funding for thier Collaborative Counseling Program and the Transition Program. These programs serve multi-cultural juvenile justice involved and at-risk youth attending San Mateo County Court and Community Schools, students who have transitioned back to their district high schools, and students at risk of expulsion.



**The Art of Yoga Project (AOY)**

AOY provides services under YOBG funding to Camp Kemp and YSC, where youth receive gender-responsive programming that combines health education, character development, intentional yoga movement, breathing techniques, meditation, creative arts and writing. Classes are organized into monthly modules emphasizing accountability, well-being and reflection.



**SUCCESS CENTERS**

**Success Centers**

Success Centers provides services under JPCF and YOBG funding. JPCF services are delivered to at-risk youth in north county with their Helping Instill Knowledge & Empowerment in You (Hi-Key) program in job readiness and job placment. Under YOBG funding, services provided are Academic Study Hall delivering one-to-one academic mentoring and tutoring, Job Readiness Training & Life Skills prepares youth for the transition to employment, and the Visual Arts Program which engages youth in fine arts as a vehicle to build upon life skills needed to reduce the risk of recidivism.



**BOYS & GIRLS CLUBS  
OF THE PENINSULA**

**Boys and Girls Club of the Peninsula (BGCP)**

BGCP provides services under JPCF funding where thy provide its High School Student Success Advisor (HSSA) program which is an high-intensity program providing year-round mentoring and case management that support students in developing resiliency, pro-social behavior, emotional well-being, and academic skills. Also provided is Poject LEARN which is youth-centered strategies to grades 9<sup>th</sup> through 12<sup>th</sup>, including after-school enrichment & academic support; mentoring; leadership development; behavioral & life skills development; and job-readiness.



**Fresh Lifelines for Youth**

**Fresh Lifelines for Youth, Inc. (FLY)**

FLY provides services under JPCF, JJCPA and YOBG funding. Youth receive law-related educational programs, case management, and client advocacy. FLY educates youth about relevant laws and their rights, building individual life skills to problem solve in pro-social ways. FLY identifies the specific needs of youth and develops a youth-centered services plan towards lasting positive change.



**Mind Body Awareness Project (MBA)**

MBA provides services under YOBG funding where all staff, volunteers and interns receive Prison Rape elimination Act (PREA) training by Institautions staff and once in compliance provide classes at the YSC. Curriculum and modules provided cover ten topics areas with an emphasis on mindfulness, stress and anxiety redution, and emotional regulation.



**Rape Trauma Services (RTS)**

RTS provides services under YOBG funding to Camp Kemp, YSC, and youth enrolled in the reentry programs. RTS collaborates with Probation and other treatment providers to help girls recover from core relationship trauma such as sexual abuse, assault, and/or domestic violence. RTS also leads the Girls Empowerment Program at Camp Kemp, as well as individual mental health counseling, a trauma healing group, family therapy, and referrals to other community-based services as appropriate.



**StarVista**

StarVista provides services under JPCF, JJCPA and YOBG fuding and provide group, individual, and family therapy at YSC and Camp Kemp. Clinicians are responsible for providing trauma informed Cognitive Behavioral Therapy (CBT), Dialectical Behavioral Therapy (DBT), and mindfulness techniques. Also provided to at-risk and juvenile justice involved youth is the Insights program for individual alcohol and drug counseling and to south county youth the Vimtim Impact Awareness program.



**YMCA - Youth Services Bureau**

YMCA provides services under JPCF funding for the purpose of providing an on-campus violence prevention program call the School Safety Advocates - Middle Schools at five middle schools in San Mateo County as well as the Victim Impact Awareness program for youth residing in the north county youth.

## Office Locations

### **Youth Services Center/Juvenile Services Division**

222 Paul Scannell Drive  
San Mateo, CA 94402  
(650) 312-8816

### **Pretrial Services**

601 Allerton St.  
Redwood City, CA 94063  
(650) 363-4181

### **Margaret J. Kemp Camp**

400 Paul Scannell Drive  
San Mateo, CA 94402  
(650) 312-8970

### **Adult Services**

2415 University Avenue  
East Palo Alto, CA 94303  
(650) 363-4243

### **Adult Services**

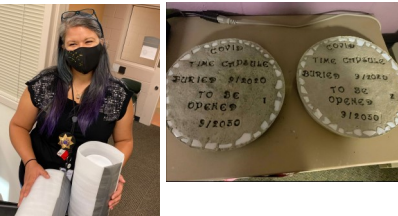
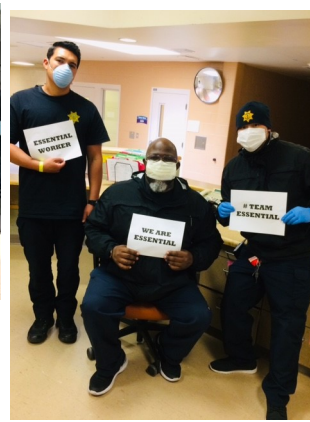
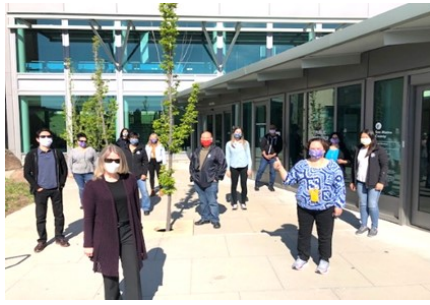
400 County Center, 5<sup>th</sup> Floor  
Redwood City, CA 94063  
(650) 363-4244

### **Adult Services**

1024 Mission Road  
South San Francisco, CA 94080  
(650) 877-5411



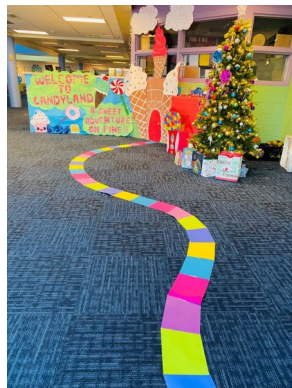
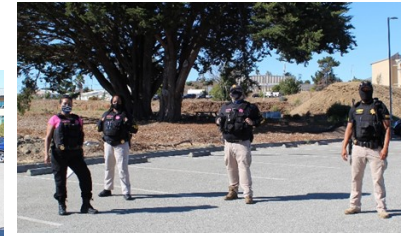
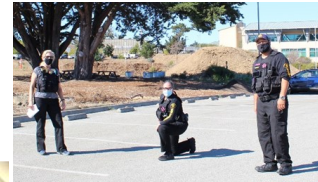
# We Are Essential!



**Adapting to the Coronavirus Era**   **Peacekeeping at the George Floyd Protest**   **Time Capsules Capturing Pandemic History**   **Assisting COVID-19 Response Efforts**  
**Hosting Testing Sites**   **Donating Masks**   **Pitching In**   **Operation Casper (North Team)**



# We Are Essential!



**Operation Casper (South Team) Farewell to Bridges CPOC Recognition**  
**Stylish Face Masks Operation Purple Ribbon Youth Halloween Decorations**  
**YSC Holiday Cheer**