

Juvenile Justice and Delinquency Prevention Commission

San Mateo County, California

Juvenile Hall and Camp Inspection Report

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Facility Name: Youth Services Center

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

Address: 222 Paul Scannell Drive

Date of Last Inspection: 9/14-10/14

Contact Person: Sherrie Calhoun

Facility Capacity: 180

Phone Number: 650-312-5200

Average Population: 74 M; 11 F

Presiding Juvenile Court Judge: Judge Cretan

Current Population: 64 (53 M; 11 F)

Commission Inspection Team: General Inspection Team: Bonnie Miller, Marianna Klebanov, Michele Gustafson; School Inspection Team: Irv Rollins, Susan Swope, Valerie Gibbs

Documents Reviewed

Fire Inspection Report: Yes No Date: August 11, 2014

Health Department Report: Yes No Date: March 7, 2014

Medical Department Report: Yes No Date: March 7, 2014

Environmental Health Report: Yes No Date: October 15, 2014

Nutritional Health Report: Yes No Date: October 1, 2014

Facility Safety/Security Report: Yes No Date: November 3, 2014

Policies & Procedures Manual Yes No Date: last updated 3/3/2009

Youth Orientation Materials Yes No Date: not reviewed; are provided

Grievance Logs Yes No Date: ongoing (reviewed from 1/15)

Serious Incident Reports Yes No Date: ongoing (reviewed from 1/15)

Comments: _____

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Persons Interviewed

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

General Information

Does the facility house minors under Section 601 of the Welfare & Institutions Code (status offenses)?

- Yes No

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

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

Fire Department Pre-Plan for Emergencies (Section 1325): Yes No Date of Last Drill: done _____
monthly

Staff Pre-Plan for Emergencies (Section 1327): Yes No Date of Last Drill: done monthly _____

Since Last Inspection

Number of Suicides: 0 Number of Suicide Attempts: none reported

Number of Escapes: 0 Number of Escape Attempts: 0

Number of Deaths: 0 Number of Serious Injuries: none reported

Comments: Although the inspection team reviewed the serious incident reports, there was no report for a serious assault involving two minors. The incident occurred in 2015, so was not officially part of the 2014 inspection, nevertheless, the absence of a report for the incident is notable. A subsequent meeting with the Chief Probation Officer revealed that the incident had been removed from the serious incident log prior to the inspection team's arrival. In that subsequent meeting, Chief of

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Probation and the JJDC arrived at a memorandum of understanding (MOU) that the Chair of the JJDC is to be notified of all incidents involving, murder or suicide; attempted murder or suicide; assaults resulting in serious bodily injury; rape or sexual assault; and serious, gang-related fights.

Staffing (Section 1321, 1328)

They have 14 FT staff and 10 Extra Help

Staff to youth ratio: Awake (at least 1:10): 10:1 Sleeping (at least 1:30): 1 per unit (max of 30 minors)

How, when and how frequently are safety checks conducted? (Section 1328) (There should be direct visual observation of youth at least every 15 minutes during hours when youth are asleep or when youth are in their rooms, confined in holding cells or confined to their bed in a dormitory) Safety checks are conducted once every 15 minutes. Visual observation.

How is staff backup handled during grave-yard shift? There are 3 staff members in admissions during graveyard shift and a walkie-talkie system is used to request backup from those staff.

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

Describe general staff and youth interactions: Staff spends a lot of time talking to youth. The interaction observed between staff and youth was respectful with an appropriate amount of authority exercised.

Describe the diversity (ethnicity, language, gender) of staff: Staff is over 50% Female

Describe training of staff (Section 1322): New staff receive 4 weeks of GS Core training as well as another week in regards to use of force within their first year. They also receive 40 hours of initial in house training (includes 16 hours of classroom instruction) and do 80 total hours of shadowing and reverse shadowing; Thereafter, staff receive a minimum of 24 hours annual training as continuing education.

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

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

Comments: The Policies and Procedures Manual was last updated in 2009, so it's mostly compliant, but there are some minor gaps. Addenda have been added over the years to address some of the major changes in Section 1324. Recommend that Probation and Programs refer to Title 15 sections 1324, 1352 to evaluate compliance of the Policies and Procedures Manual.

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Conditions of Grounds and Building Exterior

Lawns: Acceptable Unacceptable: considering drought

Playing Fields: Acceptable Unacceptable: the artificial turf is starting to come up around the seams this could be a tripping hazard and should find some way to repair or smooth the base layer. This has been a concern in prior inspection reports (2012, 2013, 2014)

Blacktop: Acceptable Unacceptable: _____

Paint: Acceptable Unacceptable: _____

Roof: Acceptable Unacceptable: _____

Drains and Gutters: Acceptable Unacceptable: _____

General Appearance: Acceptable Unacceptable: _____

Comments: The staff has been helping the minors plant vegetables and decorative plants on the grounds, which is very attractive and a great skills-building exercise. This is a project of one of the staff in particular and is to be commended.

Condition of Interior of Building

Walls: Acceptable Unacceptable: _____

Paint: Acceptable Unacceptable: _____

Floors: Acceptable Unacceptable: _____

Ceilings: Acceptable Unacceptable: _____

Drains: Acceptable Unacceptable: _____

Plumbing Fixtures: Acceptable Unacceptable: _____

Air Vents/Heating/Windows: Acceptable Unacceptable: _____

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

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

Recreation/Sports Equipment: Acceptable Unacceptable: _____

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

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

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

Is there graffiti present: Yes No _____

Bedding Acceptable Unacceptable: Generally acceptable, but see comments below

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

Does each bed have a mattress, pillow, sheets and a blanket? Yes No Mattress and blanket are provided. No pillows provided and the youth complained that the mattresses were very thin and hard. Can request an extra mattress but it's still very thin. The youth report that if they complain about back hurting, they are restricted from LMA so they don't complain. Probation has stated that youth would only be restricted from LMA if the medical staff place restrictions on them.

Are there ample blankets: Yes No

Study Area: Acceptable Unacceptable: _____

Adequate Lighting: Acceptable Unacceptable: _____

Temperature: Acceptable Unacceptable: _____

Are Hallways Clear? Yes No

Any Doors Propped Open? Yes No _____

Comments: Furniture throughout the units needs to be replaced. The upholstered furniture is covered with stains and the arm rests are broken. This furniture is beyond its service life and needs to be replaced. This is in the budget and the probation department is in the process of ordering sturdy replacement furniture at YSC.

Intake and Release Procedures

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

Explain: Classification at unit level happens in Admissions then further assessment occurs at the unit; there is a classification form. Youth are asked about their gender (i.e., how the youth identifies), including transgender and non-conforming gender; assessed on basis of violence toward other youth;

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try to determine gang affiliation. Staff is given formal classroom training on how to classify youth for purposes of housing placement.

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

Explain: There are written policies – staff do not release a youth if there is a warrant or missing persons report. Minors are only released to their parent or guardian. Staff have checklists and a property sheet and all money goes into an account. The parent will sign the youth and their property out.

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

Explain: At the time of inspection, the Commission was not made aware of written policies, however, policies were subsequently provided. During inspection, commissioners were told that if a youth doesn't feel safe or comfortable, he or she will be put on "no roommate" status, although this is not preferred. This is based on youth's behavior.

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

Explain: Assessment is conducted when the youth first comes in. If the youth is held for more than 30 days, another assessment is conducted to determine what programs might benefit the youth.

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

Explain: Youth have access to mental health. Youth can ask staff for referral form requesting mental health services. Staff can also request mental health services for a youth. Staff feel they could use more training on mental health. The youth we interviewed felt like they wanted more individualized time to speak with someone (not group) so were considering making a mental health request.

Orientation of Youth (Section 1353)

Are youth oriented to the rules and procedures? How? Yes No

Explain: The youth are given a handbook when they come to YSC that lists the rules and sets out the basics.

Are rules and grievance procedures posted? Yes No

Explain: Posted on the unit

What is in place to ensure that these rules and procedures are understood by youth? Staff go over the rules with the minor and try to determine whether the individual appears to understand.

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Interviewed Youth: Yes No Details: Youth felt as though they were aware of the very basic rules, but learned more about them from other youth than from staff.

Meals/Nutrition (Sections 1460-1467)

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

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

Details: Youth do not work in the kitchen; meals are assembled on the unit, usually by staff

Are meals served cafeteria style? Yes No Details: Measured out onto trays. Picked up by youth

Are youth permitted to converse during meals? Yes No Details: After the 1st 5 minutes

Are staff present and supervising during meals? Yes No Details: All staff on that unit

Are weekly menus posted? Yes No Details: Posted on the unit for the month

Are servings ample, nutritious, appetizing (Section 1461)? Yes No Details: Fresh salad was part of the meal. Still serving fruit punch.

Vulnerable youth protected from having food taken from them? Yes No Details: Staff serve and are out sitting at the tables with the youth. The youth are not allowed to exchange food or take it from one another.

Length of time allowed to eat (Section 1460: should be at least 20 minutes)?: 25 minutes

Mealtimes (Section 1460: no more than 14 hours between meals without a snack)

Breakfast: 7:30 am Lunch: 12:10 pm Dinner: 4:15 pm

Comments: They get a snack between 8-8:30 pm (PBJ or cheese and bread). Fresh fruit is always available.

Personal Appearance of Youth

Overall appearance: Acceptable Unacceptable: _____

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

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

Clothing appropriate to current weather: Acceptable Unacceptable: _____

Comments: _____

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Programs (Sections 1370-1378)

At least 3 hours of recreation, programs and exercise during the week including at least 1 hour of large muscle activity and one hour of daily access to unscheduled activities (such as reading, television, radio, music, video and games)? Yes No (3-4pm is LMA; 5-6 is staff breaks; 6-9 is when programming happens)

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

Comments: While the LMA requirements were met for youth who were in Juvenile Hall for the week, the JJDPC found that youth who were coming in for the weekend ("Weekenders" described above) were not receiving the mandated LMA and were instead being confined to their rooms for the duration of the weekend. Probation has assured the JJDPC that this practice has been corrected and that Weekenders are being allowed to attend the same recreation, programs and exercise on the weekend as the other youth.

Access to Religious Services (Section 1372): Acceptable Unacceptable

Describe: Protestant and Catholic services are provided. 10 people per unit per service can attend Protestant religious services. Catholic services are limited to one unit each Sunday, only providing access to Catholic services for each unit once a month. Can ask for individual religious counselling. There have been no requests to accommodate other religions, but probation says that individual clergy would be permitted if requested.

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

Explain: While youth are at religious services, youth who do not attend are allowed to participate in structured quiet time on the unit in another area.

Volunteer Program: Yes No

Describe: No structured volunteer programs but there are programs like Imagine Bus and FLY

Family Reunification Planning: Yes No

Describe: Not every youth receives family reunification counselling; some youth participate in Family Reunification if ordered by the court. There used to be a Father's Program, but it is no longer staffed. Some family reunification topics are covered in various life skills classes

Substance Abuse Counseling: Yes No

Describe: AA, NA, PYRAMID – all voluntary programs, anyone can join

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Other Counseling Services: Yes No

Describe: BHRS (see mental health section below), CASA Mentors, Mind-Body Awareness (anti stress)

Victim Awareness Classes: Yes No

Describe: Not running any at the moment.

Gang Awareness Classes: Yes No

Details: Not specifically, but there are programs with components: Each One Reach One (mentoring/playwriting); PCRC curriculum encompasses gang awareness, anger management, life skills

Sexual Harassment Classes: Yes No

Details: Nothing organized; medical will talk to youth about it if requested

Parenting Classes: Yes No

Details: Nothing currently. Father's Group on hold

Vocational Classes: Yes No

Details: None at YSC. Project Change comes to assist with Community College-bound youth

Work Program: Yes No

Describe: Nothing external. Internally, there are KP and garden duties.

Other Social Awareness Programs (Section 1378): Mind Body/Destressing; Yoga for Girls; Knitting

Under what circumstances can programming be suspended? Safety and security issues can cause programming to be suspended. If a Code Orange is called, programming will be suspended; room searches may result in suspended programming.

How many days since last inspection has programming as a whole been suspended? 3 or 4 days every three months

Additional Notes: Speaking to the youth, they prefer when they are able to be out of their rooms and able to engage in LMA. It helps them to de-stress and work off energy. Also, being able to attend programs is helpful to them to keep them active and engaged. Youth interviewed reported feeling very stressed when left alone in their room without anyone to talk to, when others were allowed to go to programming. One youth we spoke to enjoyed the Art class (although he's not an artist);

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Mind/Body Awareness to help him manage his stress; Beat Within to help him express himself; and the religious programming in Spanish.

Discipline of Youth (Section 1390, 1391)

Describe the discipline process of youth: As discipline, youth can get 24 to 48 hours in their room, however, the staff is encouraged to avoid this consequence. Staff can also take away good behavior days. Staff will issue tickets deducting points. There is a step system that goes from zero (worst) to all stars (best) which provides increasing privileges the higher step the youth is at: zero step (used to be that the youth wouldn't get out of room, but this has been changed – now the youth will still be provided LMA, programming may be modified so that it is not with other youth but will still involve staff interaction); one step; two step; all stars.

Probation noted that it is looking at new ways of approaching discipline that takes into account trauma and triggers. Rape Trauma Services has provided training to staff regarding triggers and “fight, flight or freeze.” Probation reports better coordinating with school discipline so that when GSs attend class, both the instructors and probation staff are on the same page about appropriate discipline. The goal is to avoid alone time in the room unless there is a safety issue that necessitates it.

How many incidents were there requiring use of force since the last inspection? (Section 1357): 6

Details: This number was ascertained by reviewing the incident log from April 2014 to December 2014. Probation believes this number is too low, but does not currently have a more accurate count. The Commission encourages tracking a separate count of these incidents. Probation also seeks clarification on what constitutes “use of force” (i.e., is it any contact with a youth at all such as guiding someone using a physical touch, or does it rise to the level of having to tackle a youth?).

How many incidents were there requiring use of physical restraints since the last inspection? : 6

Details: This number was ascertained by reviewing the incident log from April 2014 to December 2014. Probation believes this number is too low, but does not currently have a more accurate count. The Commission encourages tracking a separate count of these incidents.

How many incidents were there requiring use of safety room since the last inspection? 2

Details: Both incidents were the same youth who has to be housed in a unit by himself due to security issues.

Are all incidents which result in physical harm, serious threat of physical harm, or death reported in writing? Yes No Explain: These are written up as serious incidents, but please note the removal of the serious incident report for a serious incident between two youth discussed above.

When are searches of youth conducted (Section 1360)? Any time a youth goes for visits, is booked in, or for safety and security

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Comments: Each youth has a program sheet that is currently hand written. When Probation implements their new Probation Information Management System (PIMS), the youth log will be maintained in PIMS. All searches and incidents are recorded per youth.

Grievances (Section 1361)

Describe the Grievance Process: Acceptable Unacceptable: Grievance forms are available on the unit; youth put grievances in locked box. Staff reviews the grievances.

Number of grievances since last inspection: Approximately 50

Trends and/or Comments: There are many grievance reports about staff behavior.

Correspondence (Section 1375) / Telephone (Section 1376)

Access US Mail? Yes No Details: _____

Postage Free? Yes No Details: _____

Is incoming/Outgoing Mail screened? Yes No

Details: Staff scans the mail, if it's a problem, they hold it and give it to youth upon release.

Provisions for Confidential Correspondence: Yes No

Details: Lawyer/Privileged Communications are not screened

Access to Telephone? Yes No

Details: Twice a week on Mondays and Fridays. There are two different phones: (1) desk phone is free and the youth is allowed to make a 5 minute call once a week (but can call CASA, BHRS, attorney for longer and doesn't count as one of two); (2) pay phone ("blue phone") that makes money, youth can use for longer than the 5-minute limit and more often.

Comments: _____

Visiting (Section 1374)

Visiting Schedule: Weekdays after 6pm Weekends early afternoon and evening

Adequate Space: Acceptable Unacceptable: 2 private rooms along with a large community room

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Staff Supervision: Acceptable Unacceptable: windows in the rooms in staff view

Privacy Provided: Yes No Details: for confidential or emotional visits

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

Under what circumstances would visitation be restricted? If the youth is on a disciplinary time or a 24 or 48 hour restriction, will not be allowed visits. This was recently addressed and youth are now able to visit as long as they do not pose a safety concern. YSC has had to shut down visits for safety and security when there was a system-wide failure of door controls (which was occurring during the inspection). Also, if a parent is a registered sex offender, special visitation will be set up. Only parents/guardians may visits – no siblings or extended family. There are special visiting hours for pregnant youth or girls who have new babies.

Are visitation logs kept? Yes No Details: _____

School (Section 1370)

Number of Full-Time Instructors: 9.8 Number of Full-Time Instructional Aides: 4

Frequency of Substitute Teachers: 1/week Number of youth attending School: 60

Average Classroom Size: 12/15 Max Classroom Size: 20

Number of youth on directed study: approx. 5 Reason: _____

Number of youth not attending school: 0 Reason: _____

Describe the general atmosphere of the classrooms: Most students are engaged in the instructional program, with no inappropriate behavior observed. Occasionally a student is restricted to his room for disciplinary reasons

Adequate Supplies, Books, Paper, Computer? Acceptable Unacceptable: Each teacher in the County is given a \$1000.00 budget for supplies. They can also use it for professional development.

Access to Computers/Internet? Yes No Details: Wireless has been fully installed at YSC. There are 15 hardwired desktops and many iPads awaiting for use when wifi is operational.

Describe the relationship between school and juvenile hall staff: Positive and collaborative.

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Describe access to school, recreation, etc. for youth confined to their rooms: Teachers provide instruction in residential units. If a student is violent, he is taught through a tray slot in the room door

When is school held on the unit instead of in the classroom? When facility security is compromised, which averages 2-3 times per month. Yet, on the day of this inspection, students had been restricted to the residential units for four consecutive days. A cost of \$1.5 million is estimated to revamp the security system. This up-grading of security is expected to be completed sometime next year.

Comments: Staff and students were welcoming and cooperative with the inspection. In addition to the instructional staff, representatives from the San Mateo County Office of Education also participated in the inspection. Classrooms were clean and well supplied. Teachers were appropriately credentialed. Library and classroom instructional facilities are adequately supplied. All certified teachers possess appropriate California Department of Teacher Credentialing standards. Students reported an appreciation for the opportunity to acquire units for high school graduation. Some students commented that the Hillcrest academic achievement standards were less rigorous than those of their home schools.

The School also plans to incorporate character-based learning into their curriculum, including social-emotional learning (SEL). Positive Behavior Interventions and Support (PBIS) will also be initiated this school year. College courses, staffed by College of San Mateo, will begin at YSC on August 17, 2015.

There seemed to be an adequate level of computers and the internet wiring for Hillcrest School has been completed. However, there is little very little technology instruction occurring right now because Hillcrest needs to develop policies and procedures in collaboration with probation. The first step here is to install computer monitoring system in the computer lab at Hillcrest: The system has been purchased and the school is awaiting shipment and installation. The next step is to use the Hillcrest computer lab as a teaching room for school staff and probation regarding the monitoring system. Then the school will develop policies and procedures as they experiment with this learning space. Finally, the school will begin to roll out technology to other classrooms across YSC and court camps gradually. SMCOE anticipates beginning the 2016-17 school year at YSC with integrated technology instruction and Compass Learning curriculum across the school. Compass Learning includes A-G approved coursework for those students who are college bound and is used by other San Mateo County high school districts. This enables a more reliable system for credit transfer when students return to district.

The SMCOE Court and Community Personalized Learning Expert Team is working to build their knowledge for future shifts in instructional model. Hillcrest hopes to become one of Summit Charter School's (Redwood City) cohort schools and have applied to Summit Charter's Basecamp Cohort which would give Hillcrest access to their Personalized Learning Plan tool and technical assistance to implement a robust personalized learning model. This fully realized vision is 2-3 years out.

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Hillcrest continues to seek WASC accreditation so that all units of instruction meet California state college and university admission requirements.

It is the recommendation of both the JJDPC inspection team and County Office of Education Hillcrest school administrators that the JJDPC school inspection be scheduled during the academic year, spring semester rather than during the summer months so that the inspection observes a better representation of the academic offering.

Medical Health Services (Section 1400-1439)

Describe the Health Services Staffing (number, qualifications): 2 medical nurses; 1 nurse practitioner. 1 doctor comes one afternoon a week. 4 full time staff, 1 charge nurse, 3 extra help on call for emergency (RNs)

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

A health screening is done within 8 hours of admission. Head to toe examination, health history, immunization and update immunizations if needed, STD screening (CLASS program – pays for testing for girls), voluntary testing for HIV. Call parents and let them know of any health updates, if needed.

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

Youth fills out a medical request and the medical staff makes rounds every day at 3pm. The nurses go out to the units – there is a triage room on each unit that they use. There is a nurse on call 7 days a week.

Describe availability of Dental Services (maintenance, for emergencies)

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

Describe Medication Access & Distribution (Section 1438, 1439): Distributed three times a day: 7:30-8am; 4pm; 7:30-8pm. If there is a prescription that is not current, the medical staff will evaluate the youth. After hours (between 11pm and 7am), staff can administer Tylenol, Motrin, Antacid according to a script provided by the medical staff.

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

Comments: If a youth comes in with lice, there is a way to treat and cleanse on unit. There is also a protocol in admissions.

Mental Health Services (Section 1437)

Describe the Mental Health Staffing (number, qualifications): Initial intake of all youth that are brought to YSC by police officers is done by the Assessment Center who are there for first-time

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offenses or who commit new crimes. The Assessment Center also screens out of custody youth who are diverted. Not all of the youth see a clinician as the initial assessment is conducted by a Multi-Disciplinary Team consisting of probation, BHRS and HSA staff. The Lead Clinician is an LMFT and works Monday through Thursday. There is also a part-time Clinician, also an LMFT, who works Fridays only. There is also an 18-hour/week PsyD trainee part of the Assessment Center.

After the Assessment Center, youth who are booked into Juvenile Hall are under the responsibility of the Forensic Team. Within 7 days of a formal assessment (not all youth have a formal assessment for mental health services), the Forensic Team assigns a clinician. The Forensic Team (1) coordinates crisis response and short-term interventions for Juvenile Hall wards experiencing crisis; (2) conduct forensic psychological evaluations to help the court determine appropriate legal disposition and develop service plans for court-referred youth; (3) provide ongoing mental health service to youth with chronic emotional disorders impacting their functioning inside the Hall; (4) provide family and group counseling service. The Forensic Team has four clinicians, two psychiatrists who can prescribe and adjust medications (part time and distributed throughout facilities) and has about 8 PhD level practicum students that join the team and are under clinical supervision by the BHRS Clinicians.

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

Mental Health Screenings are confidential and conducted by Assessment Center clinicians. The screenings use several assessment screening tools and the clinician assessment is evaluated in context of information gathered and shared by the Probation Officers and social workers.

How is crisis intervention handled? Monday through Friday a clinician is assigned to cover either the morning or afternoon on-duty shift (total coverage: 8am to 5pm). There is a morning briefing to discuss any issues. If a youth in crisis is reported by staff during on-duty hours, the clinician assesses the situation on the phone and, if needed, will go to the unit.

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

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

What therapy services and preventative treatment is offered? (1) Individual Therapy is provided to youth at YSC for those youth referred by school probation, the court, GS staff, the Assessment Center or on-duty clinicians. Youth who are receiving mental health services at school (i.e., as part of an IEP) or who have psychotropic medication will automatically receive mental health services. (2) Acknowledge Alliance is contracted through the School to provide individual therapy to minors at YSC. These are doctoral level practicum students who work with BHRS clinical supervisors and case

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assignments are coordinated by the Forensic Program Specialist. (3) Pyramid Alternatives is contracted to provide group therapy (Alcohol & Drug; Seeking Safety; Anger Management). Pyramid Alternatives also provides a case manager to assist youth who would like services in the community.

Does the facility have a suicide prevention plan (Section 1329)? Yes No Details: BHRS provided a written Suicide Prevention Plan (last revised 8/2012) and Self-Harm Precaution Checklists for both Mental Health Staff and Housing Unit Staff

Describe the 24/7 on-call mental health services: BHRS has a 24/7 on-call clinician, described above.

Comments: Mental Health is doing its best to do all of the court-ordered evaluations, but could use additional staffing.

Overall Impressions, Comments, and/or Concerns

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

New carpets and furniture are needed in the units. YSC has identified a vendor and durable furniture style for the units.

Hillcrest school has initiated the process for WASC certification so that credits from Hillcrest will be accepted by 4-year colleges. The JJDC recognizes (1) that the WASC accreditation process is a 3-year process (the school is in year 3 of the process) and (2) that there is conditional WASC accreditation. The concern about lack of WASC accreditation is that it can negatively impact college-bound youth.

Youth seemed to want more access to individual counseling and mental health services. They found that group counseling was not a comfortable environment to discuss private issues.

Mental Health seems to have done a lot to address the concern from the 2014 report that the contracted agencies were not working in close contact with them. The team setups for all of the various facilities reflect good communication between the BHRS clinicians, and the contracting agencies (StarVista and Acknowledge Alliance).

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

YSC's school program excels at catching youth up on credits, as many of the youth are lacking credit due to attendance issues in their home schools. The classrooms are inviting and pleasant. Probation has done well to get the youth to class on rainy days, and should continue to strive to have class in the classrooms rather than on-unit (this involves addressing chronic security issues like doors discussed below).

The Commission notes that WiFi has been installed at YSC and commends SMCOE for accomplishing this. The roll-out plan for computer-based learning seems to be thorough, and the Commission urges probation and Hillcrest school to execute the necessary training for school and probation staff so that computer-based learning will be available at YSC for the upcoming 2016-17 school year as scheduled.

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The Commission urges the school to implement not only computer-based learning for credit recovery, but also computer skills training (i.e., programming skills).

The Commission also recommends that a skill level assessment be included as part of the records created upon a youth's transfer to Hillcrest (currently, these records include the student's transcripts, an IEP, if any). It is important for instructors to understand the student's skill level in core skills such as reading and math – not as a grade level determination, but as a percentile determination – so that they can appropriately calibrate teaching the young person.

YSC staff seem to genuinely care about the youth in their custody. The Commissioners were especially impressed with those GS staff in the Girls Unit who took extra efforts to get to know the youth in their care and to help them address specific issues that may be continuing challenges to the youth's success both at Juvenile Hall and in the community.

Mental Health services seem to be well-coordinated by BHRS with its own clinicians and with contract staff. Their documented suicide prevention and self-harm protocols were complete and easy-to-understand. It is not clear, however, how often youth on suicide watch or other self-harm observation would be reassessed by BHRS on weekends and holidays when on-duty staff is not present. The Mental Health staff do their best to balance the need for mental health services with their level of staffing.

As a matter of concern, before the JJPDC inspection, a particular serious incident had not been logged on the serious incident log. This was done intentionally, in part because of concerns over confidentiality, but also because of lack of clarity on how serious incidents that may generate legal action should be brought to the attention of the JJPDC. Log entries should not be altered or removed and all incidents should be logged, or else the presence of a log does not do its function of providing a record of all serious incidents. Chief Probation Officer and the JJPDC subsequently arrived at a memorandum of understanding (MOU) that the Chair of the JJPDC is to be notified of all incidents involving, murder or suicide; attempted murder or suicide; assaults resulting in serious bodily injury; rape or sexual assault; and serious, gang-related fights.

Another matter of concern was the how the "weekender" youth were segregated from the youth who are resident during the week. "Weekenders" are youth who check in on in the evening on Fridays and are released Sunday evening. The JJPDC was not given details about the "weekenders", but received reports from outside of the facility regarding the fact that youth reporting for the weekends spent most of their time in their room, not being permitted out of the room to eat with other youth or to have any LMA or programming provided to the other youth. Upon this being brought to its attention, probation assured the JJPDC that this situation was corrected and that weekender youth are now being integrated into the usual meals and programming permitted the other youth.

When the school inspection occurred, school had been conducted on the unit for several days straight because of security doors malfunctioning – a safety and security issue. Although the Commission understands that there are security concerns, it should be noted that teaching on the unit is undesirable and should be limited as much as possible. This particular security condition appeared to

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be chronic and, if it continues to recur, probation staff should work out a way to have school in the classrooms.

Overall, probation should continue to make it a goal to decrease the amount of time youth spend in their cells. LMA should be a priority and in-room confinement for disciplinary purposes should be kept to a minimum. Probation department reports that it is already in the process of addressing this, so the Commission will continue to follow up. Probation should ensure that youth are not actually losing LMA time for complaining about the thin mattresses and that LMA is, per policy, only restricted when medical staff specifically orders it to be. Where youth are confined to their rooms for extended periods of time, there should be some opportunity to talk to someone about the experience. For future inspections, inspectors should ask to see sample logs for the youth documenting LMA, programming, school time, room confinement, etc.

The Commission has some concerns that religious programming is not being offered to youth on a weekly basis. It appears that Catholic services rotate from unit to unit, meaning that any given youth does not have the opportunity to attend Catholic services every week, rather every other week or even longer between available services. Protestant services are offered in the dining area. The chapel is currently being used as a conference room (probation reports that this room is always very cold and not particularly inviting for services). Probation will look into the history of why Catholic services are offered unit-by-unit and will investigate how to offer religious services more regularly to all units.

Add programming for gang awareness, parenting, victim awareness, and job training.

Signature of Commissioner(s) preparing this report:

/s/ Michele Gustafson Date: 12/21/2015

/s/ Marianna Klebanov Date: 12/21/2015

/s/ Bonnie Miller Date: 12/21/2015

/s/ Irvin Rollins Date: 12/19/2015

/s/ Susan Swope Date: 12/8/2015

/s/ Valerie Gibbs Date: 12/8/2015

ATTACHMENTS

SCHOOL SUPPLEMENT

Staff at Hillcrest School:

Teaching Staff (Numbers = Full Time Equivalent Staff): History (1); English (1); Math (1); Science (1); P.E. (1); Special Day Class (1); Court Support Teacher (1)

Special Education Staff: RSP Teacher (1); Speech Therapist (1); School Psychologist (.8)

Para Educators/Teachers Aides at YSC: 4

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

Except for a situation when the security of the YSC is compromised, students should receive instruction in the school classroom. Juvenile Probation is commended for suspending the practice of requiring students to remain in their residential units when it rained.

How many minutes of instruction per week do students receive?

California Department of Education instructional minute requirements are fully met.

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

Students enrolling in the Hillcrest School from San Mateo County benefit from an immediate electronic transfer of student records (School transcript and required instructional modifications in order to accommodate the educational needs of the student; i.e., English-Language Learners and Special Education requirements). It is the goal of the school to enroll and to develop an Educational Plan for all students within 3 days of placement.

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

English-Language proficiency status is identified upon enrollment for all San Mateo County residents. Students are assessed in order to identify their English-Language proficiency if this information is not readily available from the home school district. All instructors are trained and qualified to provide instruction for students with limited English-language proficiency.

Propose areas of commendation and improvement for the school program.

Commendation: The COE and Juvenile Justice are commended for establishing a partnership with San Mateo Community College that will facilitate Hillcrest student's transition to community college.

Improvement: Complete internet connectivity for the school and implement computer-based education and computer skills training. It is the opinion of the inspectors that the wiring of the school for the

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internet has taken far too long—well over a year! Continued delay has the potential of seriously compromising quality of the instructional program and levels of student achievement.

An ability to read, calculate and spell within the average range for the student's age is central to acquiring vocational skills and/or to successfully complete high school. It is therefore recommended that the Individual Learning Plans developed for students be modified to include, by percentile, current levels of mastery of basic skills; reading, spelling, and mathematics.

Ask students about their school experience while attending Court Schools.

- **What are you studying?** Classes focus upon core subjects, English, math, science, and social studies. The goal of the instructional program is to prepare the students for high school graduation and/or admission to college.
- **Compare the Court School program to that of your home school.** Some students reported that their home school academic requirements were more rigorous than those of Hillcrest School.
- **What do you like about the Court School?** Students uniformly reported liking attending school and earning credit for high school graduation. They also appreciated the individualized attention, which they felt they did not receive in their home schools.
- **What do you miss about your home school?** Most students reported missing their friends.
- **How could your Court School experience be improved?** Some students recommended adding courses in addition to the core curriculum and a few mentioned the desire to have core subjects individualized to their skill levels, thereby reducing the time spent in academic review.