

**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
 JUVENILE HALLS, SPECIAL PURPOSE JUVENILE HALLS AND CAMPS
 Calendar Year: 2020-2021**

FACILITY NAME: San Mateo County Youth Services Center (Hillcrest) FACILITY TYPE AND CAPACITY: Juvenile Hall, Maximum Capacity 180 youth.
FACILITY ADDRESS: 222 Paul Scannell Drive FACILITY PHONE NUMBER: 650-312-5395
FACILITY MANAGER INTERVIEWED: Jehan Clark, Superintendent. STAFF INTERVIEWED: Chadie Galera –Compliance Officer, Mr. Bussey –YSC Institutions Services Manager, Mr. Owens –Group Supervisor III, YSC Nurse Sheena, YSC Nurse Shin, YSC Nurse Ruby, Aurora Pena, BHRS– Regina Moreno –Supervisor BHRS.
COMMISSION INSPECTORS: Rasmussen, Bocanegra, Flores, & Nori PRESIDING JUDGE: The Honorable Susan Etezadi
INSPECTION DATE: August 24, 2021 Correctional Health & BHRS Interviews: November 2, 2021 LAST INSPECTION DATE: August 21, 2020

EXECUTIVE SUMMARY

Comments	<p>The inspection team collectively spent 12 hours at the YSC, during which time we met over two-dozen employees and interviewed 14 youth. The population the day of our visit was 15 youth.</p> <p>The Commission wishes to extend our appreciation to everyone who has played a part in keeping our youth safeguarded against the COVID-19 virus. From the security guards at the facilities front entrance who ensure mask mandates are adhered to, administrators who diligently keep up with continuously evolving mandates, and every staff member who takes precautions on and off the clock to prevent the virus from entering and spreading through the facility.</p> <p>The Correctional Health team continues to do extraordinary work at the YSC. In addition to providing ongoing care to youth, they now manage the facility's COVID-19 vaccination and testing program for both youth and staff. They also provide education and outreach to families. Their efforts have resulted in increased vaccination rates at the YSC.</p> <p>BHRS staff continues to advocate for youths by seeking innovative ways to provide them with trauma-informed mental health services. Client acuity is high as a result of the pending matters before the court, and the uncertainty related to the outcome of these hearings. Additionally, there are other past traumas contributing to the high acuity.</p> <p>YSC Supervisors Bussey and Owens: We had the opportunity to talk with supervisors Bussey and Owens at length during our visit. We witnessed several positive interactions with youth and staff. The youths lit up when each of the supervisors entered the units. Youths spoke very highly of both supervisors during our interviews.</p>
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Superintendent Jehan Clark and Compliance Officer Chadie Galera went above and beyond to answer our questions and provide information and documentation. Their professionalism, transparency, and partnership are greatly appreciated.

RECOMMENDATIONS

Recommendation
 Summary

Documentation: Pages 7-8

Serious Incident Reports- New Law Violations/Charges Filed While in Custody

One of the primary goals of therapeutic detention is to ensure the safety and protection of the youth and community, which includes preventing new law violations and protecting youths from placing themselves or others at further risk or harm. Understanding the circumstances surrounding new law violations is key to preventing them from occurring in the future. Continuing to analyze incidents to identify and evaluate the factors leading up to them is strongly recommended. Exploring alternative practices, policies and therapy models that address the underlying complex behaviors associated with the new law violations can help reduce injuries to youth and staff and improve overall safety at the facility.

Youth Interviews Pages 9-11

Almost all the youth we talked to expressed how their involvement with the criminal justice system stemmed from their schools. Working with districts and administrators to eliminate the school to prison pipeline is crucial to furthering equitable work in the Juvenile Justice system.

Behavioral Health: Pages 12

Dedicated Mental Health Space/Therapeutic Counseling Rooms

The Commission recognizes the immediate need for a dedicated mental health space within the facility. We urge the facility to identify a space where trauma-informed counseling rooms can be therapeutically designed, equipped, and utilized by BHRS staff and clinicians.

Additional Staff Training

The Commission recommends staff undergo additional training on providing Trauma-Informed Care to vulnerable youth populations.

Activities & Programming Pages 15-17

The Commission recommends:

- Youth be provided college preparation and planning services.
- The creation and implementation of a Vocational Training program(s)
- Exploring apprenticeship opportunities with local Building Trade Unions, specifically LiUNA Local 261 (Laborers Union) and IBEW Local 617 (Intl 'Brotherhood of Electrical Workers). Building trades can provide youths the opportunity to earn quality wages and benefits needed to support themselves
- Resume Substance Use and Abuse programming as soon as possible.

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<p>Recommendation Summary</p>	<p>Room/Cell Confinement Page 18</p> <p>Once COVID-19 regulations are lifted, the Commission recommends reducing the amount of time youths spend in locked confinement while eating meals and during quarantine.</p> <p>Meals and Nutrition Pages 18-20</p> <p>The new food services program at the YSC has caused a considerable amount of distress amongst the youth. The number of complaints, grievances, medical visits, and staff time spent on this issue is significant. The Commission urges the facility to return to the original in-house food service program. Renewing the current food services contract with the San Mateo County Sheriff Department is strongly discouraged.</p> <p>Culturally and Linguistically Appropriate Pages 21-22</p> <p>The overwhelming majority of youth at the YSC are youth of color. Meal planning and preparation lack cultural competence. The inability to access culturally appropriate nutrition and dietary services is a form of social inequity that contributes to health disparity. Food menus need to be reevaluated through a culturally competent lens and adjusted accordingly.</p> <p>The Commission rigorously supports the adoption/creation of:</p> <ul style="list-style-type: none"> ● A policy addressing the care and maintenance of ethnic skin and hair. This policy should include language that recognizes youth have unique hair and skincare needs that need to be met and maintained through a culturally competent lens. ● A literary program that offers a variety of accessible formats of culturally and historically relevant books and reading materials (including magazines, newspapers). Utilizing resources available through the San Mateo County Libraries System is highly encouraged. ● A program to help procure culturally and historically relevant forms of art to display at the YSC facility. <p>LGBTQ Page 22</p> <p>The Juvenile Hall Classification/Room Assignment Evaluation Form should be updated to include inclusive language related to gender identity and personal gender pronouns.</p> <p>Use of Technology Page 23</p> <p>The Commission is very interested in expanding opportunities for youth to gain proficiency in the latest technology. Technology can also be utilized to advance their therapeutic, rehabilitative, and vocational goals. Technology can expand programming for youth in many ways, including reading, writing, ESL, history, art, poetry, music, films. Virtual field trips can be taken to museums, college campuses, and landmarks around the globe. One of the positive impacts of the COVID-19 pandemic has been the accelerated adoption of digital technologies. Exploring partnerships opportunities with local tech companies and foundations such as the Chan-Zuckerburg, who can provide valuable resources and grant monies to help fund the creation of a technology program, are highly recommended.</p> <p>Living Areas Pages 24-25</p>
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<p>Recommendation Summary</p>	<p>Carpet: The carpet in the Forrest 3 unit is in particularly poor condition and may require replacement. The Commission recommends having all of the carpets deep cleaned once the pandemic restrictions are lifted.</p> <p>Institutional Furnishings: Furnishings are constructed of hard plastic and metal.</p> <p>The facility's physical environment can play a significant role in creating an atmosphere conducive to learning and personal growth. Facilities that evoke a stark correctional feel (e.g., sterile hallways and common areas, concrete beds, hard furniture) send a message to youth about how they are valued, and the type of behavior expected from them. Exploring simple and low-cost measures to enhance the environment, such as hanging artwork, painting walls calming colors, and adding comfortable furniture to common spaces and visitation rooms, are highly recommended.</p> <p>Individual Cells Pages 25</p> <p>Insomnia and sleep-related issues are the chief medical complaints at the YSC, impacting 14 of the 15 youths. Anxiety, stress, separation from family, trauma, PTSD, and legal status are significant barriers to a restful night's sleep. To help eliminate factors that contribute or exacerbate insomnia the Commission formally recommends:</p> <ul style="list-style-type: none"> ● Providing individual pillows to youth. ● Discontinuing the purchase and use of the "new" style thinner mattress. ● Permitting youth to "double-up" their mattresses until the facility can procure a more therapeutically appropriate mattress. ● Encouraging youth to hang personal photographs of loved ones, and safe forms of artwork (i.e., paper drawings, origami), etc. in their cells. <p>Personal Hygiene/Appearance of Youth Pages 28-29</p> <p>The Commission recommends:</p> <ul style="list-style-type: none"> ● Resuming haircuts as soon as possible. San Mateo County has lifted COVID-19 restrictions for Barbers. ● Discontinuing the use of hygiene products that are contrary to the care and maintenance of ethnic hair and skin. ● Discontinuing the use of the standard issue athletic shoes and replacing them with the New Balance athletic shoes. Several youths reported the athletic shoes caused painful blisters ● Switching the brand of shower soap over to "Dove" to help alleviate skin-related issues for all youth in the facility.
	<p>After review of this inspection report, please respond to the YSC Inspection Team Leader, Commissioner Rasmussen, with planned actions to address each recommendation above within 45 days.</p>

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Actions	
PANDEMIC RESPONSE	
Number of Confirmed COVID-19 Cases	There has been a total of 4 confirmed COVID-19 cases at the YSC and Camp Kemp facilities since the pandemic began in March 2020.
COVID-19 Testing	The facility has a multilevel COVID-19 testing protocol in place for all youth entering the YSC. Upon arrival, youth are given a Rapid COVID-19 test prior to entering the facility. After 12-14 days, youth receive a PCR COVID-19 test. Additional testing is administered to youth who have a positive test result, are experiencing COVID-19 symptoms or whenever a potential exposure is suspected.
Youth - COVID-19 Vaccinations	The Pfizer COVID-19 vaccine is offered to each youth upon arrival at the facility. According to Correctional Health staff, as of 11/02/2021, approximately 50% of the youth currently detained at the YSC are vaccinated against COVID-19.
Staff - COVID-19 Vaccinations	Proof of vaccination or weekly COVID-19 testing for staff who are unvaccinated is required. Staff are unable to come to work if they do not have a negative test result. The YSC medical staff monitors staff COVID-19 testing.
COVID-19 Education- Youth & Families and Parental Consent	The YSC nursing team is actively working to quell fears and dispel myths about the COVID-19 virus and vaccine with youth and their families. These noteworthy efforts have increased vaccination rates considerably over the last few months. Parental consent is required for vaccination.
What were the biggest challenges faced during the COVID-19 pandemic?	Limited access into the YSC facility has been a significant challenge for youth, families, service providers, contractors, volunteers, and staff. The amount of time youths spend inside of their cells, excluding meals, has increased for youth in quarantine. Staffing levels have fluctuated throughout the pandemic. Several pre-pandemic staff members have been reassigned to assist with countywide pandemic relief efforts, retired, or promoted to positions outside of the facility.
Protocol/Practices to be kept after pandemic ends?	The use of Zoom technology for visiting, meetings, and routine court appearances, where applicable, are expected to continue after the pandemic restrictions are lifted.
COVID-19 Quarantine	There are three levels of quarantine currently in place at the YSC. <ul style="list-style-type: none"> ● Level A: Days 1-3 Level ● Level B: Days 4-12 ● Level C: After 14 continuous days of negative testing.
Commendations:	

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	The YSC Correctional Health team has done an extraordinary job mitigating the risks and spread of the COVID-19 virus while providing quality care to our youth throughout the pandemic.
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DOCUMENT REVIEW

INSPECTIONS/HEALTH & SAFETY CODES				
REVIEWED:	YES	NO	N/A	COMMENTS
County Building Inspection	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	County inspections have not resumed due to COVID-19. However, the facility has been conducting inspections using the Quarterly Office Safety Checklist, to ensure the facility is both in compliance and in good working order.
Fire Authority	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	The San Mateo County Fire Department/Fire Marshall inspected the YSC facility on November 11, 2021. Compliance Orders were issued. On December 29, 2020, the facility was reinspected and found to be in compliance.
Juvenile Court Judge Inspection	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Completed on June 19, 2020.
SMC Probation Chief's Letter	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Chief's letter to BSCC dated on May 22, 2020.
Board of State and Community Corrections (BSCC)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	BSCC Inspection occurred on April 13, 2021. Report was issued September 22, 2021. Report was reviewed at the October 26, 2021, JJDPC meeting.
Public Health-Medical / Mental Health	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Completed on April 12, 2021.
Environmental Health Inspection Evaluation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Completed on September 15, 2021
Nutritional Health/Retail Food Inspection Program	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Completed on September 15, 2021
Food Services: Juvenile Menu Analysis	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Performed by: Denise Chu R.D. on April 12, 2021.
Juvenile Facility: Education Program Review & Eval.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Last completed on June 8, 2020. Please see JJDPC Annual Educational Inspection for additional information.

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Natural Disaster Protocols	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Air Quality Indoors/Outdoors	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	The facility has installed a new ventilation system to address indoor air quality. The facility has protocols in place related to outdoor air quality, including smoke from regional wildfires.
Units Currently Not In Use	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Forrest 2, Elm 6, and Elm 7.

DOCUMENTATION

REVIEWED:	YES	NO	N/A	COMMENTS
Facility Rules	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	YSC facility rules are attached.
Grievance Forms	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Grievance forms are available at the staff desk on the units.
Grievance Logs	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	As of July 31, 2021, youth had filed 33 grievances– a 175% increase over this same period last year. The majority were related to the quality, quantity, temperature, and overall palatability of the food. Food services were contracted out during this time period.

Serious Incident Reports- Including Use of Force	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<table border="1"> <thead> <tr> <th>Type of Incident</th> <th>Incidents</th> <th>Comparison</th> </tr> </thead> <tbody> <tr> <td>Major Disturbance: Injury to Youth.</td> <td style="text-align: center;">0</td> <td style="text-align: center;">Decrease: 100%</td> </tr> <tr> <td>Incidents Resulting in New Charges Being Filed Against Youth</td> <td style="text-align: center;">3</td> <td style="text-align: center;">Increase: 200%</td> </tr> <tr> <td>Assaults Between Youth</td> <td style="text-align: center;">2</td> <td style="text-align: center;">Decrease: 60%</td> </tr> <tr> <td>Major Disturbance: Involving Multiple Youth</td> <td style="text-align: center;">0</td> <td style="text-align: center;">Decrease: 100%</td> </tr> <tr> <td>Safety Room Placements:</td> <td style="text-align: center;">6</td> <td style="text-align: center;">Increase: 500%</td> </tr> <tr> <td>Use of Force Mechanical Restraints Per Youth</td> <td style="text-align: center;">21</td> <td style="text-align: center;">Increase: 16.67%</td> </tr> <tr> <td>Use of Force Mechanical Restraints Per Incident</td> <td style="text-align: center;">20</td> <td style="text-align: center;">Increase: 53.85%</td> </tr> <tr> <td>Assaults on Staff</td> <td style="text-align: center;">4</td> <td style="text-align: center;">Increase: 100%</td> </tr> <tr> <td>Youth on Special Program (OAA)</td> <td style="text-align: center;">24</td> <td style="text-align: center;">Decrease: 52.32%</td> </tr> <tr> <td>Reportable Incidents</td> <td style="text-align: center;">32</td> <td style="text-align: center;">N/A</td> </tr> <tr> <td>Property Destruction</td> <td style="text-align: center;">8</td> <td style="text-align: center;">N/A</td> </tr> </tbody> </table>	Type of Incident	Incidents	Comparison	Major Disturbance: Injury to Youth.	0	Decrease: 100%	Incidents Resulting in New Charges Being Filed Against Youth	3	Increase: 200%	Assaults Between Youth	2	Decrease: 60%	Major Disturbance: Involving Multiple Youth	0	Decrease: 100%	Safety Room Placements:	6	Increase: 500%	Use of Force Mechanical Restraints Per Youth	21	Increase: 16.67%	Use of Force Mechanical Restraints Per Incident	20	Increase: 53.85%	Assaults on Staff	4	Increase: 100%	Youth on Special Program (OAA)	24	Decrease: 52.32%	Reportable Incidents	32	N/A	Property Destruction	8	N/A
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<p>Period-over-period analysis: January 1st - July 31st, 2020/ 2021. There were zero incidents of fire, escape, or death.</p>																																								

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Serious Incident Reports: Suicide Attempts, Suicidal Statements & Self-Mutilation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 50%;"></th> <th style="width: 20%;">Incidents</th> <th style="width: 30%;">Comparison</th> </tr> </thead> <tbody> <tr> <td>Suicidal Attempts</td> <td style="text-align: center;">2</td> <td style="text-align: center;">2</td> </tr> <tr> <td>Suicide Statements</td> <td style="text-align: center;">2</td> <td style="text-align: center;">No Change</td> </tr> <tr> <td>Self-Mutilation</td> <td style="text-align: center;">1</td> <td style="text-align: center;">Decrease: 88.89%</td> </tr> </tbody> </table>				Incidents	Comparison	Suicidal Attempts	2	2	Suicide Statements	2	No Change	Self-Mutilation	1	Decrease: 88.89%
					Incidents	Comparison												
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				Suicide Statements	2	No Change												
Self-Mutilation	1	Decrease: 88.89%																
Youth Request Form Medical/Dental	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Medical/Dental Request forms are readily available. Youth report having easy and timely access to medical and dental care.														
Youth Institutional Case Plan (30 Days or more)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Forms were revised in 2021.														
Youth Institutional Assessment	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	The assessment packet is 5 pages and covers medical history, mental health, family relations, education, employment, substance abuse, gang involvement, insight, and future goals.														
List of approved/prohibited magazines & books.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A list of approved magazines and prohibited books is attached.														
Comments	<p>Grievances</p> <p>The number of grievances filed regarding the new meal service vendor is alarming. The change from an in-house meal service program to an outside contracted vendor continues to be a significant source of ongoing distress for the youth. Please see the Meals & Nutrition section beginning on page 16, for additional information and recommendations.</p>																	
	<p>New Law Violations/Charges Filed While in Custody</p> <p>The number of new law violations is also of concern. While the nature of the law violations is unknown, one of the primary goals of therapeutic detention is to ensure the safety and protection of the youth and community, which includes preventing new law violations and protecting youths from placing themselves or others at further risk or harm.</p>																	
Recommendations	<p>Understanding the circumstances surrounding new law violations is key to preventing them from occurring in the future.</p> <p>Continuing to analyze these incidents and evaluate the factors that lead up to them is strongly recommended. Exploring alternative practices, policies, and therapy models that address the underlying complex behaviors associated with the new law violations can help reduce injuries to youth and staff and improve overall safety at the facility.</p>																	

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INTERVIEWS

ANCILLARY SERVICES				
INTERVIEWED	YES	NO	N/A	COMMENTS
Mental Health Care	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Aurora Pena, BHRS Unit Supervisor, and her Supervisor, Regina Moreno, were interviewed at the YSC on 11/02/2021. Please see the Behavioral Health section beginning on page 12, for additional information and recommendations.
Medical Care	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	All youth entering the facility receive a physical exam. The facility also provides vaccinations, medical screenings, and testing. Medical histories are obtained from parents, primary care, and mental health providers. Continuity of care and treatment is prioritized, particularly with regards to psychotropic medications. Medications are contractually provided by the San Mateo County Medical Center. When applicable, parents are allowed to bring their child's prescribed medication(s) to the facility.
Dental Care	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	While we did not interview the Dentist, we received a considerable amount of information from Correctional Health and YSC staff regarding dental care and services. All youth have access to the Dentist, dental exams, routine cleanings, fillings, root canals, and crowns. Many youths receive significant dental care while at the YSC, many for the first time in their lives. The YSC dentist comes to the facility once per month. An oral surgeon is also available to perform oral surgery (i.e., remove wisdom teeth).
Kitchen/Dietary/Nutrition	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Fruit, snacks, and meals are contractually provided by the Dietary Staff at the Maple Street Correctional Facility, operated by the San Mateo County Sheriff Department. Please see attached food menus.

YOUTH INTERVIEWS	
What was your intake and quarantine experience like?	<p>There were no issues or concerns related to orientation.</p> <p>Many of the youth detained at the YSC have been there for the duration of the pandemic. Youths who've entered the facility during this inspection period, generally reported missing going to school and being bored during the initial phase of their quarantine.</p>

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	<p>There were inconsistencies related to the amount of time each youth spent in the initial quarantine phase. Factors included: Day/time of their arrival and the amount of time it took to receive their COVID-19 test results, which grew shorter as medical testing advanced.</p>
Describe your interactions with medical/dental.	Youth report having easy and timely access to medical and dental care.
Describe your experience with Behavioral Health.	Youth report having timely access to mental health referrals, requests for services, and psychotropic medications.
Describe the interactions between staff and youth.	<p>All of the youth we interviewed reported having at least one staff member they trusted and could confide in. Several spoke highly of Supervisors Bussey, Owens, and Sharma who go above and beyond to maintain positive relationships with the youth.</p> <p>Overall, youth report being treated fairly by most staff members. A few described inconsistencies that were frustrating and confusing for them at times. For example, when a youth is unable to reach a parent/guardian during designated telephone time, most staff will allow them to try again later.</p> <p>Many of the YSC staff have been employed with the Probation Department for 10+ years.</p>
What programs do you find most useful? Why?	<p>Large Muscle Activity (LMA) is the most popular programming. Youth look forward to LMA and the opportunity to interact with other youth and engage in group sports, such as basketball. Several male youths also expressed a desire for additional outdoor LMA time.</p> <p>Most youth expressed the need for vocational training, particularly from the building trades who could provide them the opportunity to earn the wages and benefits needed to support themselves.</p> <p>Lastly, when asked if there was additional programming that could assist them in reaching their rehabilitative goals, many expressed interest in hearing from inspirational speakers. Specifically, people with similar lived experiences who now live healthy and successful lives.</p>
Describe the meals/food at the facility.	<p>All of the youths we spoke to reported multiple issues with the food at the facility. They reported issues with the quantity, quality, and temperature. They also reported being consistently hungry. The youth explained a medical evaluation process where additional meals or snacks can be provided if approved by the medical staff.</p> <p>Due to COVID-19, youth are eating meals inside of their cells. Many expressed that they missed eating their meals together.</p> <p>Please see the Meals and Nutrition section beginning on page 16, for additional information and recommendations.</p>
Beverages & Drinking-Water	<p>Regular, chocolate milk, and in one case, lactose-free milk were provided with meals. Several of the Hispanic youths we spoke to reported being lactose intolerant, which is a common issue, particularly for people of Mexican descent. Other options such as water and juice should be provided.</p>

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	<p>Drinking water is not served with meals. Youths have access to drinking water in their cells, but they do not have cups—the youth report having to put their mouths under their sinks to drink when confined in their cells.</p>
<p>Describe the Grievance Process.</p>	<p>Youth have grievance forms on the unit that they can fill out and file.</p>
<p>Describe your current programming.</p>	<p>As mentioned previously youths have been at this facility for an extended period of time. For these youths, programming can quickly become redundant.</p> <p>Youth attend school on weekday mornings. Afternoon programming includes LMA, showers, and dinner. Nighttime programming can include movies, art, games, and services provided by outside providers.</p>
<p>Telephone Calls & Visiting</p>	<p>“Zoom” visiting is extremely beneficial to youth and their families. Youth report being allowed to visit with their younger siblings and extended family members. Zoom has given families new opportunities to visit as they are unable to come to the facility.</p> <p>As mentioned above, youths report that it can be hard to reach their family members by phone due to conflicting schedules.</p> <p>In-person visiting is allowed whenever state and local COVID-19 related mandates allow.</p>
<p>Describe a typical day at the facility.</p>	<p>Youths explained that their day generally begins around 8 am. On weekdays, they attend school and Court when applicable. On weekends, youth perform chores after breakfast. Chores typically include cleaning their cells and assisting with tasks on the Unit.</p> <p>Depending on staffing and day of the week, youth may also visit with family and participate in programs provided by outside providers such as Bible study, Beat Within, Art of Yoga, etc.</p> <p>Dinner is served at 4:30 pm every day, which the youth unanimously agreed was "way too early."</p> <p>Youths go into their cells for the night at 8:30 pm when programming ends for the day.</p>
<p>Summary of youth interview</p>	<p>The youth we interviewed were generally in good spirits. They were engaged and invested in their rehabilitation, respectful, and expressed appreciation for our visit.</p> <p>They all reported doing well in school and expressed a strong desire to continue to learn, advance their education, and master new skills during their detention. They both want and need advanced educational opportunities and programming.</p> <p>Youth who are interested in earning a college degree recognize that they need a considerable amount of assistance with college preparation (placement testing, SAT, and ACT) and planning, as they will be the first in their family to attend college. Technical and vocational training is also of great interest.</p>

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	<p>Many of the youth expressed the need to have inspirational speakers come and talk with them. Specifically, people with similar lived experiences who now live healthy and successful lives.</p> <p>Almost all of the issues and concerns raised by the youth were related to budgetary decisions and restraints. The most glaring of which was the decision to outsource the facility's food services earlier this year.</p> <p>The youth raised very few concerns regarding the facility's rules or staff members. In fact, several spoke very highly of the staff and felt they were treated fairly.</p>
Recommendations	<p>Almost all the youth we talked to expressed how their involvement with the criminal justice system stemmed from their schools. Working with districts and administrators to eliminate the school to prison pipeline is crucial to furthering equitable work in the Juvenile Justice system.</p>

BEHAVIORAL HEALTH	
Mental & Behavioral Health Services	<p>Individual cognitive-behavioral treatment (CBT), trauma-focused cognitive-behavioral therapy, crisis intervention, psychotropic medication management, sleep health and insomnia treatment are provided at the YSC. Additionally, individual rape trauma services, family therapy, and other group therapies are provided whenever applicable.</p> <p>A variety of therapeutic tools, including journals, weighted blankets, stress balls, and sleep logs, are utilized to assist youth in their therapy and therapeutic goals.</p>
Caseload Ratio	<p>BHRS clinicians are currently carrying a caseload of approximately 10 clients. Client acuity is currently very high.</p>
Youth Experience	<p>Youth report very positive interactions with the BHRS clinicians and staff at the facility. Nearly all youth detained at the YSC facility receive mental health services.</p>
How might Mental Health Treatment and Behavioral Health Services be improved at the YSC?	<p>Dedicated Mental Health Space/Therapeutic Counseling Rooms</p> <p>The YSC facility currently lacks a dedicated Mental Health space for clinicians to provide mental health care and services to youth.</p> <p>Clinicians must conduct therapy in programming rooms located in the Day Rooms of each unit. These programming rooms were not designed to be therapeutic counseling rooms. They lack the privacy needed to ensure conversations cannot be heard or seen from outside the room, especially by the other youth on the unit.</p> <p>Trauma-informed counseling rooms have therapeutic layouts, soft furnishings, and flooring materials (rugs/carpets) to help provide clients with a sense of safety and comfort. The use of dayroom programming rooms also creates conflicts with Unit's general programming schedules, which can result in delays in mental health services.</p> <p>Additional Staff Training</p>

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	<p>Youth who have experienced chronic trauma often do not believe that adults can or will protect them. Implementing trauma-informed care requires comprehensive training in the following areas:</p> <ul style="list-style-type: none"> • What trauma is; and how immaturity, disabilities, and re-traumatization exacerbate trauma. • How to recognize and respond to trauma-related behavior, particularly with youth who are at greater risk of experiencing specific forms of trauma — youth crossing over from the child welfare system, girls, LGBTQ youth, and youth from neighborhoods with high levels of violence and gang activity.
<p>Recommendations</p>	<p>Dedicated Mental Health Space/Therapeutic Counseling Rooms</p> <p>The Commission recognizes the immediate need for a dedicated mental health space within the facility. We urge the facility to identify a space where trauma-informed counseling rooms can be therapeutically designed, equipped, and utilized by BHRS clinicians.</p> <p>Additional Staff Training</p> <p>The Commission also supports the recommendation to offer staff advanced training in Trauma-Informed Care, particularly on the vulnerable youth populations mentioned above.</p>

STAFFING				
REVIEWED	YES	NO	N/A	COMMENTS
<p>Does the facility maintain mandated sleeping ratios? (1:30)</p>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<p>Female youth from Camp Kemp are housed overnight at the YSC to accommodate staffing levels.</p>
<p>Does the facility maintain mandated awake ratios? (1:10)</p>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<p>Are staff/youth interactions respectful?</p>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<p>While youth do report feeling unfairly treated from time to time, almost all youth felt they had at least one staff member in the facility they were close with. The youths expressed deep respect for Group Supervisors Sharma, Bussey and Owens, who were present during our inspection.</p>

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Are there enough supervisors to supervise staff?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	We met several staff supervisors on the day of our inspection.
Is diversity reflected in the workforce?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Racial, ethnic, and gender diversity are clearly demonstrated throughout the workforce.
Bilingual and multilingual staff members.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	There is always at least one staff member on duty that is bilingual in Spanish. 24/7 language interpretation services are also available via a call center.
Are staffing levels adequate to ensure required programs, activities, and services are provided, as required by law?	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	COVID-19 has exacerbated staffing challenges at the facility. Youth report being unable to participate in programming if a staff member calls in sick. Staff shortages also impact the delivery of mental health services as two staff members must be on the unit in order for the clinician to come onto the unit and provide services. Units have been consolidated to provide more staff coverage.

INTAKE AND ADMISSION

REVIEWED	YES	NO	N/A	COMMENTS
Are youth searched during intake?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Please see the attached YSC Search Authorization Form that is completed at intake. Staff conduct pat-down searches, modified strip searches, and strip searches.
Screening, Identification Assessment, and Precautionary Protocols	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	YSC staff assess each youth upon arrival. The Intake Assessment includes the youth's: physical, behavioral, and mental health, suicide risk, potential safety issues, history/risk of abuse, physical, intellectual, and developmental disabilities.
Telephone Calls	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Youth are allowed to call their parents/guardians within an hour of arriving at the facility.
Is food offered to youth at intake?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are youth able to shower upon arrival?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

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ORIENTATION OF YOUTH				
REVIEWED:	YES	NO	N/A	COMMENTS
How are youth orientated?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	At intake, youth have an orientation with staff that covers the rules of the facility and expectations of youth while they are detained. Staff also go over general programming and answer any questions the youth may have.
Are rules and grievance procedures posted?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Do youth understand rules and expectations?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Youth reported understanding rules. Many youths have been detained at the YSC for several months or more and are familiar with routines and expectations.

ACTIVITIES AND PROGRAMMING				
REVIEWED	YES	NO	N/A	COMMENTS
Telephone Calls	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Youth are allowed to make phone calls four days a week. Days 1-3 are 10-minute calls and day 4 is a 20-minute phone call.
Written Correspondence & Mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	There is no limitation on the volume of mail youths may send or receive. Anyone who is not a "non-association" can send and receive mail to and from youth. The YSC also utilizes the APP system Amealio. Parents can write letters, send pictures, games, postcards thru the app—which is free of charge. *Please see attachments: Amealio - English/Spanish Flyers.
Visiting (2-hr min per week)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Each week, youth may visit with parents/legal guardians and approved family members for two hours either in-person or by Zoom. In-person visiting has resumed at the facility for visitors providing proof of COVID-19 vaccination or a negative COVID-19 test result. Visits can be held behind glass while youth are being cleared through the Covid-19 quarantine process. Visitors who cannot provide COVID-19 vaccination clearance or a current negative test result can visit behind glass.

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				Additional Zoom and in-person visits are allowed by court order, approval of the youth's Deputy Probation Officer (DPO), or the Institutions Services Manager (ISM). Please see "Personal Visits" form attached.						
Recreation (at least 1-hr of unscheduled activities)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Programming schedules are compliant.						
Exercise (at least 1-hr+ of daily Large Muscle Activity/LMA)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Exercise and LMA is the most popular programming among male youth, basketball games in particular. Youth look forward to LMA time and enjoy interacting with one another.						
Regular Programming (please describe)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 33%;">Weekday AM</th> <th style="width: 33%;">Weekday PM</th> <th style="width: 33%;">Weekend AM/PM</th> </tr> </thead> <tbody> <tr> <td>School, LMA, Showers</td> <td>Court, Open Recreation, Beat Within, Voices, Art, Documentary Films & Games, Telephone Calls & Visiting</td> <td>Garden, Walk, Unit & Cell Clean-Up, Visiting, Telephone Calls, Movie Night</td> </tr> </tbody> </table>	Weekday AM	Weekday PM	Weekend AM/PM	School, LMA, Showers	Court, Open Recreation, Beat Within, Voices, Art, Documentary Films & Games, Telephone Calls & Visiting	Garden, Walk, Unit & Cell Clean-Up, Visiting, Telephone Calls, Movie Night
Weekday AM	Weekday PM	Weekend AM/PM								
School, LMA, Showers	Court, Open Recreation, Beat Within, Voices, Art, Documentary Films & Games, Telephone Calls & Visiting	Garden, Walk, Unit & Cell Clean-Up, Visiting, Telephone Calls, Movie Night								
Special Programming	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	During the pandemic, Zoom visiting and video games were added to the programming. Both were very popular with the youth.						
Family Reunification and Counseling	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Family Reunification and Counseling Services are offered at the facility. However, services were intermittent during this inspection period due to COVID-19.						
Substance Abuse Education & Treatment	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Substance Abuse programming continues to be on hold due to COVID-19. Providers have either not cleared their vaccine status to enter the facility or have chosen not to return due to COVID-19.						
Victim Awareness/ Restorative Justice	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Victim Awareness and Restorative Justice programming have continued throughout the pandemic.						
Sexual Abuse & Harassment	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Upon intake, youth have an orientation with staff that covers sexual abuse and harassment.						
Vocational Training	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Vocational training continues to be under development at this facility. Past YSC Inspection Reports indicate vocational training has been unavailable since 2015.						

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Post-Secondary Education	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<p>At the time of our inspection, Project Change was providing post-secondary education. These services will be provided by Success Centers in the near future.</p> <p>Notre Dame de Namur University in Belmont (which provides virtual educational programming), has not returned to the facility since the pandemic began in March 2020.</p> <p>Youths interested in earning a college degree recognize they need a considerable amount of assistance with college preparation (placement testing, SAT, and ACT) and planning.</p> <p>Please refer to the 2021 YSC Educational Inspection Report for additional information and recommendations.</p>
Work Programs & Community Services	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	The facility utilizes the Community Care Program (CCP). CCP sessions have been resumed.
Parenting Classes (for youth)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Parenting classes are offered to youth when applicable.
Religious Activities	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Religious services have been limited throughout the pandemic to comply with state and local COVID-19 health directives, protocols, and mandates. Please see the Culturally and Linguistically Appropriate section beginning on page 19, for additional information.
Comments	<p>Due to the pandemic, substance abuse programming has been on hold for almost 2 years now. Historically, many youths have used drugs and alcohol in an attempt to self-medicate and alleviate mental health-related symptoms. COVID-19 has exacerbated mental health, substance use, and abuse in teens.</p> <p>Vocational Training continues to be under development. A search through previous Inspection Reports –which currently date back to 2015, revealed that vocational training has not been available at this facility for at least 6 years.</p>			
Recommendations	<p>The Commission recommends the following:</p> <ul style="list-style-type: none"> ● Youth be provided college preparation and planning services for youth interested in attending college. ● The creation and implementation of a Vocational Training program(s). ● Exploring apprenticeship opportunities with local Building Trade Unions, specifically LiUNA Local 261 (Laborers Union) and IBEW Local 617 (Intl 'Brotherhood of Electrical Workers). Building trades can provide youths the opportunity to earn quality wages and benefits needed to support themselves. ● Resume Substance Use and Abuse programming as soon as possible. 			

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ROOM/CELL CONFINEMENT	
Number of hours of locked room/cell confinement on a typical day.	Youths are locked in their cells: <ul style="list-style-type: none"> ● During sleeping hours 9:00 pm - 8:30 am and between ● 5:00 - 6:00 pm each day. *during the protected break time of staff.
What time does daily programming end?	Daily programming ends at 8:30 pm.
Recommendations	Once COVID-19 regulations have been lifted, the Commission recommends reducing the amount of time youth are spent in locked confinement during meals and quarantine period.

DUE PROCESS				
REVIEWED	YES	NO	N/A	COMMENTS
Discipline Guidelines	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Grievance Trends	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	As of July 31, 2021, 33 grievances were filed by youth. This is a 175% increase over the same time period last year. A Grievance Appeal was also filed. Prior to this, a Grievance Appeal had not been filed since 2018. The overwhelming majority of grievances filed during this inspection period were related to change in food service.

MEALS AND NUTRITION				
REVIEWED:	YES	NO	N/A	COMMENTS
Is the meal menu posted in the dayroom?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Monthly meal menus are posted.
What time are meals/snacks served?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<ul style="list-style-type: none"> ● Breakfast: 8:00 am ● Lunch: 12:30 pm ● Dinner: 4:30 pm ● Snacks: 10:25 am & 8:30 pm
Are meal servings ample?	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Meals are calorically sufficient and do meet the federally established school lunch program guidelines. However, we note that several youths we spoke with reported being frequently hungry and felt they were not receiving enough food under the new food services program.

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Are the meal servings nutritious?	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Meals meet the federal school lunch program guidelines. Fresh fruits and vegetables however are lacking. For example, prepackaged mandarins in heavy syrup were served at lunch when a healthier option was readily available. Fresh mandarins are easy to procure, comparable in cost, do not require additional preparation, and are easy to transport. The Commission recommends serving fresh fruits and vegetables instead of canned, frozen, or prepackaged alternatives.
Are the meal servings appetizing?	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Lunch and dinner were eaten with the youth during our visit. An Asian-type noodle dish for lunch and hot dogs for dinner. The meals were edible. They were very bland and unappealing.
Are meals heated/cooled properly?	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	All of the Youth we spoke to reported multiple issues with the food, including the temperature of the food. The meals we were served during our inspection were heated properly.
Are staff present and supervising during meals?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Staff is present on the unit.
Are Dietary/Food Services contracted out? If yes, please list vendor(s).	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Food services are contractually provided by the Sheriff's Department's Maple Street Correctional Facility.
Meal Service: How are meals served (i.e., cafeteria or family-style, pre-plated)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Pre-made single-serving meals are provided in reusable plastic containers. Meals typically consist of two containers, one for hot foods and one for cold foods.
Are youth allowed to converse during meals?	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Due to COVID-19, youth eat meals alone inside of their cells.
What is the length of time allotted to eat?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	20 minutes
Are snacks provided? If yes, how often?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	There is an AM and PM snack
Are snacks timely, ample, nutritious, and appetizing?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	The youth we spoke with described the snacks as "small" and simply "not enough". Snacks meet nutritional guidelines as set by the federal school lunch program.

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Foodborne Illness-incidents since the last Inspection?	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	There have been no reported cases of foodborne illness during this inspection period.
Is food available outside of designated meal/snack times?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Apples, bananas, and oranges are available on the unit. They are provided under the current food service contract with the Sheriff’s Department’s Maple Street Correctional Facility.
Is there a “Canteen” or other food-related incentive program in place?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	The availability and selection of “canteen” items have fluctuated since the COVID-19 pandemic began. At the time of this inspection, the “canteen” program had resumed.
What is the protocol for missed meals due to Court or an unforeseen event?	Meals are saved and reheated for youth. Staff can call in and request additional meals when needed. Dietary provides extra meals for any intake bookings.			
Explain Food Service preparation and process at the facility?	YSC staff are responsible for the heating, refrigeration, and distribution of the meals and snacks. Meals are heated in on the living units. Dietary staff is responsible for delivering meals, collecting used containers, and cleaning food containers.			
Comments	<p>The Inspection Team did not receive a copy of the new food services contract with Maple Street Correctional Facility-Sheriff Department, so we could not conduct a cost comparison with the prior in-house food services program, which had been successful for many years.</p> <p>The Commission seeks to understand the data and factors behind the decision to contract out for Food Services. Providing the Commission with information regarding the costs and issues related to the previous in-house program and the terms and costs associated with the new Food Services program would be greatly appreciated.</p> <p>The facility's average population during this inspection period was approximately 16 youth.</p>			
Recommendations	<p>The new food services program at the YSC has caused a considerable amount of distress amongst the youth. The number of complaints, grievances, medical visits, and amount of staff time spent on this issue is considerable.</p> <p>The Commission urges the facility to return to the original in-house food service program. Renewing the food services with the Sheriff’s Department contract is strongly discouraged.</p>			

TRAUMA INFORMED APPROACHES	
Staff Training/Education	Staff expressed a need for additional education and training on the impacts of complex trauma on children and youth.
Comments	Please see the Behavioral Health section beginning on page 12, for additional information and recommendations.

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Recommendations	Additional trauma-related staff training would be beneficial to the youth and staff.
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CULTURALLY AND LINGUISTICALLY APPROPRIATE

Meals/Food	Meal planning and preparation, lack cultural competence. The inability to access culturally appropriate nutrition and dietary services is a form of social inequity that contributes to health disparity.
Religion/Spirituality	Religious services have been limited due to the COVID-19. Catholic services have been unavailable throughout the pandemic. The majority of the youth we spoke with self-identified as Catholic. Religious services will resume when pandemic restrictions are lifted.
Books & Reading Materials	Providing a variety of accessible formats of books and reading materials (magazines, newspapers) is highly recommended. Graphic illustrative novels and multilingual audiobooks can assist youths who have difficulty reading due to a disability, grade level, and language fluency. Several youths expressed interest in reading “true stories” or nonfiction books and materials that focus on people of color, cultural and civil rights leaders, and historical events. Appropriate contemporary street literature is also of interest. There were no finance books and a lack of law books. One youth, in particular, was interested in Finance books. Utilizing the resources available through the San Mateo County Libraries System is also encouraged.
Observances/Programming	An elaborate Día de los Muertos altar, art, pumpkins, and decorations were observed during an interview with correctional health and BHRS staff on 11/02/2021. The youth also participated in a Día de Los Muertos pumpkin decorating art contest.
Hygiene	<p>The vast majority of youth at the YSC facility are youth of color.</p> <p>Several youths reported the hygiene items provided by the facility, specifically shampoo and soap, irritated and dried out their skin and/or scalp, causing it to itch and sometimes crack. The Commission recommends providing all youth the personal hygiene items necessary for the proper care and maintenance of ethnic hair and skin.</p> <p>*The State of Connecticut Department of Children and Families has adopted an official policy and manual on care and maintenance of ethnic hair and skin. The manual can be viewed at https://portal.ct.gov/-/media/DCF/Multicultural_Affairs/pdf/EthnicHairandSkinCareManual12016pdf.pdf</p>
Culturally & Historically Relevant Artwork	<p>Overall, the facility lacks culturally relevant wall hangings and artwork. The Alameda County Juvenile Hall has an extensive collection of culturally and historically relevant artwork displayed throughout the interior of their detention facility. The Commission strongly encourages staff to explore options to help procure culturally and historically relevant forms of art to display at the YSC facility.</p> <p>*Please see the Alameda County Arts Commission Public Art Program at the Juvenile Justice Center at https://www.acgov.org/arts/pdfs/JJCPublicArtCatalogue.pdf</p>

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Recommendations	<p>Meals and Food:</p> <p>Meal planning and preparation lack cultural competence. The inability to access culturally appropriate nutrition and dietary services is a form of social inequity that contributes to health disparity. Food menus need to be reevaluated through a culturally competent lens and adjusted accordingly.</p> <p>The Commission rigorously supports the adoption of the following:</p> <ul style="list-style-type: none"> ● A policy addressing the care and maintenance of ethnic skin and hair. This policy should include language that recognizes youth have unique hair and skincare needs that need to be met and maintained through a culturally competent lens. ● A literary program that offers a variety of accessible formats of culturally and historically relevant books and reading materials (including magazines, newspapers). Utilizing resources available through the San Mateo County Libraries System is highly encouraged. ● A program to help procure culturally and historically relevant forms of art to display at the YSC facility.
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LGBTQ+	
Classification & Room Assignment Intake Form	Intake form includes inclusive LGBTQ+ language. However, there is no language or dedicated space on the form for personal gender pronouns.
Staff Education/Training & Best Practices	<p>Best practices: All documents should contain the youth's name used and pronouns. It is important to have a process in place that provides staff with this vital information and to ensure staff uses accurate pronouns.</p> <p>Staff receives training on pat-downs and searches on cross-gender, transgender, and intersex youth. Cross-gender pat-down searches and strip searches are prohibited except in exigent circumstances. Searches must be justified and documented in writing.</p>
Recommendations	The Juvenile Hall Classification/Room Assignment Evaluation Form should be updated to include inclusive language related to gender identity and personal gender pronouns. The current form was last revised on January 1, 2019.

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USE OF TECHNOLOGY	
School/Classrooms	Technology is available and being used in the classroom.
On Housing Unit	At intake, youth are given Chromebooks to complete schoolwork until they can be integrated with the general population and participate in the regular classroom. Computers are also set up in the units for Zoom calls.
Comments	<p>One of the positive impacts of the COVID-19 pandemic has been the accelerated adoption of digital technologies. Transformations that had historically taken years have been implemented in months.</p> <p>The Commission is very interested in expanding opportunities for youth to gain proficiency in the latest technology. Technology can also be utilized to advance their therapeutic, rehabilitative, and vocational goals.</p> <p>Technology can expand programming for youth in many ways, including reading, writing, ESL, history, art, poetry, music, films. Virtual field trips can be taken to museums, college campuses, and landmarks around the globe.</p>
Recommendations	The YSC facility is located in Silicon Valley, where many of the world's largest technology companies are headquartered. Exploring partnerships opportunities with local tech companies and foundations such as the Chan-Zuckerberg, who can provide valuable resources and grant monies to help fund technology programs, is strongly recommended.

PHYSICAL INSPECTION

ADMINISTRATION				
AREA REVIEWED	YES	NO	N/A	COMMENTS
Facility Perimeter	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Cleanliness	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Paint, Gutters, Ceiling, Windows, Roof, Drains	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Ventilation	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

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EXTERIOR OF LOCKED FACILITY				
AREA REVIEWED	YES	NO	N/A	COMMENTS
Lawns & Gardens	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Concrete/Asphalt Walkways	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Exercise/Recreation Areas Outdoor	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Facility Paint and Windows	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Doors, Gates, and Fencing	<input checked="" type="checkbox"/>			
Gutters, Roof, Drains	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Security and Lighting	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Comments:	Ventilation was shut down in Pine 5 due to the fires. It still needs to be fixed.			

INTERIOR OF LOCKED FACILITY

LIVING AREAS				
OBSERVATIONS	YES	NO	N/A	COMMENTS
Cleanliness	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Overall, the facility was clean and in good working order. Due to COVID-19, entrance into the facility has been limited. Service providers have been unable to enter the units to perform routine maintenance and services. The YSC staff have done an excellent job keeping up the facility. The youth have also taken an active role in keeping the units cleaned throughout the pandemic.
Flooring/Carpet	<input checked="" type="checkbox"/>			The change in meal service has contributed to significant carpet staining from food spills. The carpet in the Forrest 3 unit is in particularly poor condition and may require replacement.

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				Carpets need to be cleaned on Forrest 2 and Pine 4 as well. The Commission recommends having all of the carpets deep cleaned once the pandemic restrictions are lifted.
Furnishings	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Institutional furnishings are made of metal and hard plastics.
Safe Storage of Chemicals	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Fixtures	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	No issues noted.
Other:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	There are no clocks in either housing unit. Staff explained this is intentional and that clocks pose a safety risk to staff and youth as they can be used to plan attacks, riots, escapes, or other intentions that can cause harm or security issues. Youth can, however, ask any staff member for the time and it will be provided to them.
Recommendations	<p>Flooring/Carpet: The Commission recommends having all the carpets deep cleaned once the pandemic restrictions are lifted. The change in meal service has contributed to significant carpet staining from food spills. The carpet in the Forrest 3 unit is in particularly poor condition and may require replacement.</p> <p>Institutional Furnishings: Institutional furnishings are constructed of hard plastic and metal. The facility's physical environment can play a big role in creating an atmosphere for learning and personal growth. Facilities that evoke a stark correctional feel (e.g., sterile hallways and common areas, concrete beds, hard furniture) send a message to youth about how they are valued, and the type of behavior expected from them.</p> <p>Exploring simple and low-cost measures to enhance the environment, such as hanging artwork, painting walls calming colors, and adding more comfortable furniture to common spaces and visitation rooms is strongly encouraged.</p>			
INDIVIDUAL CELLS				
OBSERVATIONS	YES	NO	N/A	COMMENTS
Walls	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	The interior cell walls are very stark. No personal items i.e., photographs, drawings, were observed on the walls.
Beds	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	The beds are standard prison beds with metal frames.

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Mattresses	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	All mattresses at the facility are very thin. When tested, the newer mattresses were thinner and even more uncomfortable than the previous mattresses they replaced. The Commission recommends discontinuing the purchase and use of the new mattress style and allowing youth to “double up” their mattresses while the facility procures a more therapeutically appropriate mattress. It should be noted that mattress-related back pain was the top medical complaint listed in the 2020 YSC Inspection Report.
Pillows	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Unlike the Camp Kemp facility, youth at the YSC are not provided a pillow. For therapeutic purposes, the Commission strongly recommends pillows be issued to every child in the facility as soon as possible. The Superintendent was actively working to resolve the policy disparity between the two facilities prior to our inspection. We anticipate a decision and final resolution of this matter by the end of the calendar year.
Blankets	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Standard institutional blankets are provided to youth.
Sink/Toilet	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	The metal sink/toilet combination units appeared clean and operable.
Recommendations				<p>Insomnia and sleep-related issues are the chief medical complaints at the YSC, impacting 14 of the 15 youth at the facility.</p> <p>Anxiety, stress, separation from family, trauma, PTSD, issues surrounding legal status, and alleged crimes are all significant barriers to a restful night's sleep. While the BHRS and correctional health staff work diligently to assist youth through these very complex issues, this process inherently takes a considerable amount of time.</p> <p>There are factors, however, that contribute to and exacerbate insomnia that can be easily addressed and implemented almost immediately.</p> <p>For these reasons, the Commission formally recommends</p> <ul style="list-style-type: none"> ● Youth be provided with individual pillows. ● Discontinuing the purchase and use of the "new" style thinner mattress. ● Permitting youths to "double-up" their mattresses while the facility procures a more therapeutically appropriate mattress. ● Encouraging youths to hang personal photographs of loved ones and safe forms of artwork (i.e., paper drawings, origami) in their cells whenever it is safe to do so.

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Recommendations				Please see Living Areas section beginning on page 22, for additional information and recommendations.
INTERIOR OF FACILITY				
Gym/Exercise Room	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Classrooms	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Please see JJDCP 2021 Educational Inspection for additional information and recommendations.
Restrooms	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Showers	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	The showers on Pine 4 and Forrest unit were clean and in good working order. At the time of our visit, DPW had an active service/repair order to increase the water temperature on a single stall shower located in the Pine 4 unit, which has since been completed. The search room shower needs to be cleaned/power washed.
Temperature	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	We did not experience any issues with room temperature during our initial 7+-hour visit.
Lighting	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	We visited the facility on a bright sunny day. The indoor lights and lighting were both adequate and in good working order.
Visitation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Holding Areas	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Quarantine	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Calming Room	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Forrest 1 will be like the new calming room. They are working on a giant mural throughout the entire room, currently used as art therapy for the youth. It will be called the “reef room” or the multisensory de-escalation room. This room will host music lessons, art therapy, and aromatherapy.
Admission/Release	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	The search room shower needs to be cleaned/power washed.
Secure Storage Areas	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

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Other: Signs/Notices	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	There were several “Do Not Use” type signs placed on the doors of empty cells on the Forest 3 unit. YSC Staff explained that these rooms were outside the view of the cameras and therefore, were not to be used to house youth.
Request	The Commission would like to be notified when the camera issue on the Forrest 3 unit is resolved.			

PERSONAL HYGIENE/APPEARANCE OF YOUTH				
OBSERVED	YES	NO	N/A	COMMENTS
Appearance	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	In general, the youth we interacted with appeared to be stable and in good health and spirits. There were no visible signs of illness, bruising, or injuries of any kind. None of the youth appeared to be overly medicated or anxious.
Showers	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Youth shower upon booking and shower every day thereafter. Youth can also shower whenever they require another shower. Such as a work program that gets them dirty, late program sports activities, or after an accident has occurred.
Clothing	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Youth’s clothing appeared to be clean, the appropriate size, and in overall good condition.
Outdoor Wear	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Our inspection took place on a warm afternoon in late August. We did not observe youth wearing coats or jackets. When asked, the teens stated they had sufficient access to adequate outdoor wear.
Shoes Athletic	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Several youths mentioned issues with the athletic shoes that caused painful blisters. We observed a few youths wearing "New Balance" athletic shoes. When asked, the youth explained that the New Balance athletic shoes were medically approved, "way better," and, most importantly, had completely resolved the pain and discomfort they'd experienced wearing the standard-issue athletic shoes. The commission recommends discontinuing the purchase and use of the standard-issue athletic shoes and replacing them with the New Balance athletic shoes –which have already been approved by the court, medical, and YSC facility.
Shoes Shower	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	The quality, condition, and fit of youth’s shower shoes were good.

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Hair Cuts	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Group Supervisor Owens provides haircuts to male youth at the YSC. Youth expressed appreciation for Mr. Owens and told us that “he does a good job”. Currently, haircuts at the YSC are suspended due to COVID-19. Almost all the teens we spoke with said they needed a haircut and were really looking forward to getting one soon.
Nails	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	The youths’ hands and fingernails were clean and well groomed.
Skin	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	One youth showed us a rash on his arm that he indicated was caused by the shower soap. Many youths stated the shower soap made their skin "very dry". Some received medical authorization (now or in the past) to use "Dove" soap, the brand provided to youth with skin sensitivities. The Commission recommends switching the brand of shower soap over to "Dove" to help alleviate skin-related issues for all youth in the facility.
Shaving	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	None of the youth we spoke with shaved.
Hygiene Items	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	The youth expressed a need for hygiene items, specifically shampoo and shower soap, that doesn't irritate their skin and/or scalp. The Commission recommends discontinuing the use of hygiene products that are contrary to care and maintenance of ethnic hair and skin.
Recommendations	<p>The Commission recommends the following:</p> <ul style="list-style-type: none"> ● Discontinuing the use of the standard-issue athletic shoes and replacing them with the New Balance athletic shoes that have been medically cleared and approved by the court and facility. Several youths reported the athletic shoes caused painful blisters which at times interferes with their ability to participate in LMA. ● Switching the brand of shower soap over to "Dove" to help alleviate skin-related issues for all youth in the facility. ● Explore options for new hygiene products that are not contrary to the care and maintenance of ethnic hair and skin. ● San Mateo County has lifted COVID-19 restrictions for barbers. YSC staff are encouraged to resume haircuts as soon as possible. 			

Signatures of Commissioner(s) preparing this report

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Johanna Rasmussen

Date: November 18, 2021



Paul Bocanegra

Date: November 18, 2021



Rebecca Flores

Date: November 18, 2021



Sathvik Nori

Date: November 18, 2021

Attachments

- Facility Rules for Youth Service Center & Camp Kemp
- Receiving Screening Form
- Ameelio - English & Spanish Flyers
- Juvenile Hall/Classification Room Assignment
- YSC Search Authorization Form
- Personal Visits Form
- Pamphlet: My Child Was Arrested
- Food Services - Menus
- List of Approved Magazines & Prohibited Books.