Youth Services Center
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Major Concerns, Observations, and Recommendations

Fire Inspection Report: ☐ Yes ☐ No Date: __________________________
Health Department Report: ☐ Yes ☐ No Date: __________________________
Medical Department Report: ☐ Yes ☐ No Date: 10/2/2012
Environmental Health Report: ☐ Yes ☐ No Date: 9/20/2012
Nutritional Health Report: ☐ Yes ☐ No Date: __________________________
Facility Safety/Security Report: ☐ Yes ☐ No Date: __________________________

Comments:
Staff is attempting to schedule the fire, safety, and environment reports.
Nutritional report is recommending to reduce sodium intake for minors.
San Mateo County Juvenile Justice and Delinquency Prevention Commission
Juvenile Hall and Camp Inspection Report

Areas Reviewed

**Quality of Life:**
- Physical Plants
- Meals/Nutrition
- Mental Health
- Physical/Dental Health
- Religious Services
- Volunteer Involvement
- Visiting
- Other: ______________________

**Programs:**
- Education
- Vocational/Employability
- Community Service
- Victim/Gang Awareness
- Substance Abuse
- Other: ______________________

**Persons Interviewed:**
- Minors
- Superintendent
- Medical Staff
- School Staff
- Supervisor
- Youth Supervisor/Staff
- Food Services Staff
- Other: ______________________

General Information

Does the facility house minors under Section 601 of the Welfare & Institutions Code? □ Yes □ No

If “Yes”, are these minors separated from those minors classified under Section 602 of the Welfare and Institutions Code? □ Yes □ No  If “Yes”, explain: ________________________________

______________________________

Has the facility exceeded capacity since last inspection?: □ Yes □ No  If “Yes”, explain: ___________

______________________________

Fire Department Pre-Plan for Emergencies: □ Yes □ No  Date of Last Drill: 7/3/2013

Staff Pre-Plan for Emergencies: □ Yes □ No  Data of Last Drill: 7/3/2013

Since Last Inspection

Number of Suicides: __________  Number of Suicide Attempts: __________

Number of Escapes: __________  Number of Escape Attempts: __________

Number of Deaths: __________

Comments: ________________________________

______________________________
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Staffing

Staff to minor ratio: Awake 10:1 Sleeping 30:1

How is staff backup handled during grave-yard shift? admissions staff serve as backup, or staff from another unit come over. There are approximately 3-4 backup available.

Language support provided in: Spanish, Tagalog, Mandarin.

Describe general staff and minor interactions: very good.

Describe the diversity of staff: widely diverse, more female than male.

Comments:

Conditions of Grounds and Building Exterior

Lawns: ☑ Acceptable ☐ Unacceptable: Turf needs to be redone.

Playing Fields: ☐ Acceptable ☑ Unacceptable: Turf needs to be redone.

Blacktop: ☑ Acceptable ☐ Unacceptable: 

Paint: ☑ Acceptable ☐ Unacceptable: 

Roof: ☑ Acceptable ☐ Unacceptable: There needs to be a covered overhang

Drains and Gutters: ☑ Acceptable ☐ Unacceptable: 

General Appearance: ☑ Acceptable ☐ Unacceptable: 

Comments: The issues with the astroturf outlined in the prior inspection continue. There facility is lacking in covered overhangs. This presents a safety risk, reduces flexibility, and means that minor are unable to attend school off unit sometimes. Construction has begun to address the Loop Road concerns (see prior report).
The carpeting should be removed or replaced.
Orientation of Minors

Are minors oriented to the rules and procedures?: Yes No Explain: Receive a pamphlet on admission, the read rules when arrive on unit, considering getting a video

Are rules and grievance procedures posted?: Yes No Explain: yes posted in each unit.

What is in place to ensure that these rules and procedures are understood by minors?: Minors are asked to sign a statement that they have reviewed and understand rules.

Interviewed Minors: Yes No Details: 

Meals/Nutrition

Kitchen (clean, knives and chemicals locked): Acceptable Unacceptable: none at this time.

Have the youth working in the kitchen been trained?: Yes No Details: served on unit due to safety issues

Are meals served cafeteria style?: Yes No Details: Only after eating.

Are minors permitted to converse during meals?: Yes No Details: 

Are staff present and supervising during meals?: Yes No Details: 

Are weekly menus posted?: Yes No Details: see general comments

Are servings ample, nutritious, appetizing?: Yes No Details: 

Weaker minors protected from having food taken from them?: Yes No Details: Staff supervise and meals are eaten in small groups on unit.

Length of time allowed to eat?: 30 minutes

Mealtimes (no more than 14 hours between meals, breakfast to dinner, without a snack)

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

Comments: Snacks available in evening, fruit available all day.
Clothing appeared clean upon inspection but several youths complained that they are not receiving frequent enough changes of clothing.

Elm 7 youth receive uncertified classes.

but try to craft individual attention for minors with kid

see comments
Discipline of Minors

Describe the discipline process of minors:

Escalating scale beginning with a time out in room, to a ticket (lose programming time but not LMS), to an Incident Report (24-48hr restriction, to a charge being filed. Loss of "good behavior" days is also possible consq

Comments: Discipline procedure appeared fair and minors appeared to understand process.

Grievances

Grievance Process: ☑ Acceptable ☐ Unacceptable: There are forms and documentation on every unit. Only management can access the completed forms. Checked daily.

Number of grievances since last inspection: approx 42

Trends and/or Comments: Many of the staff portions of form (the response) do not indicate whether the grievance was valid or invalid, simply says what the reviewer did.

The response section should be more detailed.

Correspondence / Telephone

Access US Mail?: ☑ Yes ☐ No Details: some complaints that mail does not go out regularly.

Postage Free?: ☑ Yes ☐ No Details:

Incoming/Outgoing Mail (screened, etc.): ☑ Yes ☐ No Details:

Provisions for Confidential Correspondence: ☑ Yes ☐ No Details: if not on letterhead then oper

Access to Telephone?: ☑ Yes ☐ No Details: While all minors have access to regular phone calls there are concerns about minors whose parents cant afford the collect calls or who have a cell phone.

These minors may not be receiving phone privileges equivalent to the other minors.
Visiting

**Visiting Schedule:** Weekdays not Fridays Weekends yes Special Events Yes

**Adequate Space:** [☑] Acceptable [☐] Unacceptable: ________________________________

**Staff Supervision:** [☑] Acceptable [☐] Unacceptable: ________________________________

**Privacy Provided:** [☑] Yes [☐] No  Details: ________________________________________

**Do all minors have access to visitation?:** [☑] Yes [☐] No  Details: ________________________

**Under what circumstances would visitation be restricted?:** If on disciplinary or for safety or security reasons.

**Are visitation logs kept?:** [☑] Yes [☐] No  Details: ________________________________

School

**Number of Full-Time Instructors:** _________  **Number of Full-Time Instructional Aids:** _________

**Frequency of Substitute Teachers:** _________  **Number of minors attending School:** _________

**Average Classroom Size:** ________________  **Max Classroom Size:** ______________________

**Number of minors on independent study:** _____  **Reason:** ________________________________

**Number of Minors Not Attending School:** _______  **Reason:** _______________________________

Describe the general atmosphere of the classrooms: _______________________________________

**Adequate Supplies, Books, Paper, Computer?:** [☐] Acceptable [☐] Unacceptable: ____________

**Access to Computers/Internet?:** [☐] Yes [☐] No  Details: ________________________________

Describe the relationship between school and juvenile hall staff: _______________________________
Describe access to school, recreation, etc. for minors confined to their rooms:__________________________

Comments:__________________________ There are ongoing concerns about the lack of documentation tracking when minors are confined to their rooms or to the unit for non-disciplinary reasons such as staffing shortages or program changes or education reasons. There appears to be a lack of clear documentation as to what type of programming is provided to each minor.

Medical and Mental Health Services

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

☑ Acceptable  □ Unacceptable: screened within 1 day of admissions.

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

☑ Acceptable  □ Unacceptable:__________________________

Dental Services:☑ Acceptable  □ Unacceptable:__________________________

Medication Access & Distribution:☑ Acceptable  □ Unacceptable:__________________________

24/7 on-call emergency medical and health services:

☐ Acceptable  ☑ Unacceptable: There is no on-call service, only option is the ER.

Comments: While minors appeared to be appropriately screened on admit and did not have complaints about access to nurses and physicians, we are concerned that the only after hours option is to take minor to ER.

__________________________

__________________________
Overall Impressions, Comments, and/or Concerns

General comments or concerns that should be noted that haven’t already been addressed:

Overall, Probation continues to do a good job at the YSC. It is clear that most of the staff and senior management care about the youth and want to help them. There were few to no complaints about staff this year. We appreciate that senior management was open to talking about issues we raised.

There are a number of items of concern to the Commission:

1. There are ongoing concerns about the lack of documentation tracking when minors are being confined to their rooms or to their units; what programming each minor received; or when school occurs on the unit rather than at the school and the reason for the change. The Commission recommends the development of a better logging system to track how much time a minor has been out of his room or off his unit; what programming s/he is actually receiving; and other issues such as medical requests.

2. There are concerns that there is lack of uniformity across units and shifts as to the phone policies (when a minor can use the alternative no-cost phone). The Commission recommends the development of a written policy that is distributed amongst the staff.

3. There are concerns that the minors may not be receiving frequent enough clothing changes, specifically pants and tee shirts. The Commission requests feedback from Institutions as to the policy and the comparative practices of other jurisdictions.

4. There are ongoing concerns about quality and quantity of time elapsed between meals. While YSC seems to be in compliance with regulations, the Commission recommends that Institutions consider moving dinner time later.

5. There are concerns about the limited access to routine medical treatment during evening and night hours. The Commission recommends an on-call nurse who can least authorize administration of over-the-counter medication.

6. There are concerns about the lack of appropriate overhangs in the outdoor area, which increases risk of falls and limits minors’ access to the school during rainy weather. The Commission recommends that overhangs be installed or some other solution is implemented.

7. The Commission renews last year’s recommendation to redo the Astroturf.

8. The Commission recommends that the carpeting be removed or replaced.
The Commission shares the Institution’s concern about the lack of clear evacuation plans for F2 and direct file youth. The Commission requests updates from Institutions as to the development of this plan.

Signature of Commissioner(s) preparing this report:

/s/ Rebecca Ross  
Date: 10/27/2013

/s/ Moneisa Carson  
Date: 10/27/2013

/s/ Bonnie Miller  
Date: 10/27/2013

/s/ Irv Rollins  
Date: 10/27/2013