



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
JUVENILE HALLS AND CAMP
HILLCREST JUVENILE HALL
2022-2023**

Table of Contents

INFORMATION AND DATA SOURCES.....	3
EXECUTIVE SUMMARY.....	4
COMMENDATIONS.....	12
RECOMMENDATIONS.....	13
RECOMMENDATIONS FROM PREVIOUS INSPECTION.....	24
FACILITY DATA AND STATISTICS.....	25
DOCUMENT REVIEW.....	35
INSPECTIONS - HEALTH SAFETY CODES.....	35
DOCUMENTATION.....	37
POLICIES & PROCEDURES.....	44
YOUTH BILL OF RIGHTS.....	51
INTERVIEWS.....	68
YOUTH INTERVIEWS.....	68
PARENT INTERVIEWS.....	73
STAFF INTERVIEWS.....	75
ANCILLARY SERVICES.....	81
CORRECTIONAL HEALTH.....	81
MEALS AND NUTRITION.....	85
BEHAVIORAL HEALTH & RECOVERY SERVICES - BHRS.....	90
INTAKE AND ADMISSIONS.....	95
ACTIVITIES AND PROGRAMMING.....	97
SECURE YOUTH TREATMENT FACILITY.....	101
SECURE TRACK - S.O.A.R.R. PROGRAM.....	101
LOCKED CONFINEMENT.....	106
TRAUMA INFORMED CARE.....	107
CULTURALLY AND LINGUISTICALLY APPROPRIATE.....	108
LGBTQ.....	110
TECHNOLOGY.....	111
PHYSICAL INSPECTION.....	116



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
JUVENILE HALLS AND CAMP**

HILLCREST JUVENILE HALL

2022-2023

INTERIOR OF LOCKED FACILITY.....	116
INDIVIDUAL CELLS.....	116
HOUSING UNIT / LIVING AREAS.....	120
INTERIOR FACILITIES.....	124
ENTRANCE & ADMINISTRATION BUILDING.....	126
EXTERIOR OF LOCKED FACILITY.....	129
ATTACHMENTS.....	131



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
JUVENILE HALLS AND CAMP
HILLCREST JUVENILE HALL
2022-2023**

INFORMATION AND DATA SOURCES

The information and data contained in this annual inspection report were obtained from the following sources.

- Probation Department: facility records, documents, reports, data and statistics
- Interviews with Institutions staff and supervisors
- Interviews with incarcerated youth and their families
- Interviews with Behavioral Health & Recovery Services supervisors
- Interviews with Correctional Health Nursing staff
- Interviews with San Mateo County Sheriff Department Dietary team
- San Mateo County Private Public Defender Panel
- The Office of Youth and Community Restoration
- Board of State and Community Corrections
- On December 12, 2023, Commissioners Rasmussen and Bocanegra met with Bonnie Macaskill, Jehan Clark, Sanam Aram, and Ivone Bustos from the San Mateo County Probation Department to discuss and identify any potential inconsistencies or inaccuracies in this report. Information received from the Probation Department has been incorporated into this report, wherever applicable.



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
JUVENILE HALLS AND CAMP
HILLCREST JUVENILE HALL
2022-2023**

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

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

FACILITY MANAGER: Superintendent Sanam Aram
PROBATION STAFF: Compliance Officer Ivonne Bustos
CORRECTIONAL HEALTH: Nursing Staff
BEHAVIORAL HEALTH & RECOVERY SERVICES: Supervisors Aurora Peña & Regina Moreno

COMMISSION INSPECTORS: Johanna Rasmussen & Ameya Nori
JUVENILE PRESIDING JUDGE: The Honorable Susan Etezadi

INSPECTION DATES: August 11, 2023 & September 18, 2023
CORRECTIONAL HEALTH: October 13, 2022
BHRS INTERVIEW: October 18, 2023
INSPECTION REPORT APPROVED ON: December 5, 2023
PREVIOUS INSPECTION DATES: 09/23/2022, 09/30/2022, & 10/06/2022

EXECUTIVE SUMMARY

Bookings: There were 270 bookings into the San Mateo County Juvenile Hall during this inspection period. Of the 270 bookings, 149 were youth entering the juvenile justice system for the first time. The average daily population was 21, with an average length of incarceration of 25 days. Seven youths remained incarcerated since the last inspection period. The Secure Track population continued to be one.

Out-of-County Youth: Out-of-County youth accounted for 61 of the total bookings— which was a 35.6% increase from the prior inspection period. The majority of these youth resided in San Francisco, Santa Clara, Contra Costa, and Alameda counties.

Demographics: 94.5% of the youth detained at the Juvenile Hall during this inspection period were youth of color. The average age was 16.8 years old.



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
JUVENILE HALLS AND CAMP
HILLCREST JUVENILE HALL
2022-2023**

Electronic Monitoring Program: There were 94 youth placed on the Electronic Monitoring Program, of which 86 were first time placements. 100% of the youth placed on EMP¹ during this inspection period were San Mateo County residents. The average length of time youth spent on EMP during this inspection period was 69 days.

Civil Lawsuits: Fifteen civil lawsuits were filed this year against the County of San Mateo alleging the sexual abuse of children detained at the Juvenile Hall and Camp Glenwood detention facilities between 1966-2016. Title 15 requires facilities to submit a letter of notification to the Board for each legal action pertaining to conditions of confinement filed against persons or legal entities responsible for juvenile facility operations. The Probation Department did not notify BSCC of these lawsuits as it believes the lawsuits fall outside of the Title 15 reporting requirement due to the dates when the alleged abuse took place. The Probation Department has reached out to its legal team and Cragus Thompson at the BSCC for additional guidance on this issue. Formal notifications will be made if they are deemed to be appropriate.

Classification & Housing: Youth are classified according to Title 15. However, youths were not always housed based upon their classifications. During a portion of this inspection period, the facility operated a single housing unit, during which the entire population of the facility was housed together in one housing unit. This included male, female, and transgender youth of all ages, youth who were medically fragile, cognitively and developmentally disabled, suffering from mental illness and/or a drug addiction. Secure Track youth were also housed in the general population.

Secure Track - Juvenile Justice Realignment Block Grant Plan Funding: San Mateo County has received approximately 6 million dollars in Juvenile Justice Realignment Block Grant funding from the State of California to create our Secure Track Program and modify the existing Juvenile Hall facility to accommodate Secure Track youths. An audit of the Juvenile Justice Realignment Block Grant funding and expenditures is needed to ensure compliance with the current plans and determine the amount of funding that remains to make facility modifications and improvements and implement new programs and services.

Institutional Services & Juvenile Probation Budget

The Commission continues to seek access to the Institutional Services & Juvenile Probation Budget so it may identify and evaluate delinquency prevention programs and services in the community and in our juvenile detention facilities. It also seeks to identify any existing service gaps in the county. Directing resources to specific neighborhoods and communities is critical to keeping youth from entering the juvenile justice system and increasing public safety in San Mateo County.

¹ Electronic Monitoring Program: EMP



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
JUVENILE HALLS AND CAMP
HILLCREST JUVENILE HALL
2022-2023**

Food & Nutrition: Meals for the Juvenile Hall and Camp Kemp facilities continue to be provided by the Sheriff's Department at a cost of \$89.94 per meal. Meals are prepared at the Maple Street County Jail and delivered to Camp Kemp and the Juvenile Hall the following day. The meals are then reheated by Probation staff in the housing unit. This process makes it almost impossible to preserve the quality, texture, and temperature of each meal. The Sheriff's Department Nutritional Team members expressed frustration with the limitations placed upon them by the current food services contract and their strong preference to return to the pre-pandemic practice of preparing the meals at the Juvenile Hall. Camp Kemp and Juvenile Hall feed a combined average of 27 youth per month at an annual cost of \$1,705,714.36.² Staff Meals: The Probation Department offers each staff member one meal during their shift because they are prohibited from leaving the facility during their breaks. Staff pre-order their meals online. The Sheriff's Department provided 668 staff meals during fiscal year 2022-2023. A cost breakdown was not available.

Staffing Levels: In August 2023, BSCC notified the Commission that staffing levels at the Juvenile Hall facility were "borderline out-of-compliance". BSCC had just conducted its bi-annual inspection of the facility and was concerned that the facility was only operating one housing unit. BSCC explained that housing all youths together was "a temporary Band-Aid" and was "not a sustainable solution". We concur. It should be noted that as of 12/6/2023, the facility was operating three housing units.

Annual Review Master Training Log(s): Review Master training log(s) annually to ensure all staff participate and complete mandatory training and all optional training is documented. We urge the Probation Department to provide the training outlined in this report, which was specifically requested by the institutions staff, and to ensure each institutional staff member is trained to standard and proficiency.

Staff Training on Basic Educational Rights: Institutional Service Managers and Group Supervisors 1-3 need to be formally trained on the basic educational rights of youth in detention. Threats to take educational opportunities away from youth as punishment and limiting the number of units and/or courses a youth can enroll in due to staffing limitations are prohibited by law. Writing up youths for "staff manipulation" or deducting behavioral points from youth who repeatedly ask staff for access to the computers needed to complete schoolwork is also a serious concern. Basic guidelines need to be established for all staff to follow when making decisions or issuing punishments that can impact a youth's education. Youths and families should also be receiving the Educational Handbook produced by the County Office of Education as required by Title 1.

² San Mateo County Probation Department: Fiscal Year 2022-2023



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
JUVENILE HALLS AND CAMP
HILLCREST JUVENILE HALL
2022-2023**

Training Requested by Staff: Institutions staff has requested the following training: Adverse Childhood Experiences, Adolescent Mental Health, Mental Health First Aid, providing trauma-informed care to vulnerable youth populations, the impacts of trauma and abuse on the developing brain, and effective communication skills.

Staff Training Youth Bill of Rights and Secure Track/Secure Youth Treatment Facility: There have been significant changes to Juvenile Law in California over the past five years, beginning with legislation to permanently close the California Department of Juvenile Justice and rehabilitate youth in a county-operated Secure Youth Treatment Facility or SYTF. San Mateo County's SYTF was established on July 1, 2021, and the program is commonly referred to as "Secure Track". In addition to this landmark legislation, Governor Newsom signed the Youth Bill of Rights into law on September 29, 2022—which greatly expanded the individual rights of all incarcerated youth in California. The Commission recommends that all institutions and relevant Juvenile Probation staff be formally trained on the Youth Bill of Rights and the Secure Track/ SYTF Program as soon as possible to ensure youths receive the programming and rights afforded them by law. During interviews with institutional staff, they, too, requested training on these and other changes in state law that directly impact this facility's operations, policies, and procedures. While the Office of Youth and Community Restoration – is in the process of finalizing a youth-friendly version of the Youth Bill of Rights for incarcerated youth³, they currently do not have any plans to create a training module or materials for California Probation Departments to train their staff.

Employee Retention and Recruitment: Staff retention is key to being able to staff the facility with well-qualified and experienced staff members. Allowing GS-1's the opportunity to promote to a GS-2 or GS-3 by substituting four-year degree requirement with their lived experience and time with the Probation Department would increase equity in the workforce and help retain employees. Staff believe reinstating the 4 day/10 hour work week will increase their ability to meet the immediate therapeutic needs of youth, improve communication, and the general operation and security of the facility. Staff reported that the 4/10 shifts⁴ provided staff the time they needed to brief one another at the beginning and ending of each shift and orally communicate important information. To prevent current staff from leaving the organization, longevity pay should be offered to all staff with five or more years of service.

³ Office of Youth and Community Restoration: Youth friendly version of the Youth Bill of Rights is attached.

⁴ The 4 day, 10 hour per day work week schedules were eliminated during the COVID-19 pandemic.



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
JUVENILE HALLS AND CAMP
HILLCREST JUVENILE HALL
2022-2023**

Juvenile Hall Lobby: The front desk in the lobby at the Juvenile Hall is not staffed. Visitors must pick up the telephone on the desk and follow the directions to obtain assistance. Confidential visiting log books, court documents and paperwork are kept on the desk and in plain sight of the general public. Care should be taken to ensure court documents and probation paperwork are kept in a basket or container just inside the secure portion of the desk area. Professional Visiting Log Books should also be kept in an area of the desk that cannot be viewed or photographed by the general public. There is a bank of visitor lockers in the lobby that visitors use to store items when they enter the facility. Several of the lockers were out of order and are in need of repair. The lights in the lobby are kept at a low setting to conserve energy. The dim lights give the impression that the facility is closed. Keeping the lights on during business hours would help reduce confusion for visitors and families.

Designated Mental Health Space: In response to the Commission's 2022 annual inspection report and recommendation to create a designated therapeutically designed space to provide mental health therapy and counseling, the ISM⁵ office on Pine 4 was chosen to be the designated mental health space. The Institution's staff is awaiting funding needed to therapeutically design and equip this space to convert it into a trauma informed counseling room. We recommend the Probation Department allocate \$5,000 for these purposes.

Substance Abuse Treatment Services: The lack of available inpatient substance abuse treatment program at the Juvenile Hall and for youth in the community is alarming, especially considering the sharp rise in the number of youths using Fentanyl, Lean, Xanax, opioid pills, and the number of youths experiencing active withdrawal symptoms while at the Juvenile Hall. Opioid withdrawal protocols were utilized by Correctional Health during this inspection period to treat youths actively experiencing withdrawals. The protocols call for close monitoring and the dispensing of medications to help manage withdrawal symptoms. There was at least one youth who required transport to the hospital for treatment of opioid related withdrawals during this inspection period. It is important to point out that Behavioral Health and Recovery Services does not provide substance abuse treatment to youth at this facility.

Drug & Alcohol Education: Correctional Health put together a comprehensive teen health educational campaign for the youth that included information on the health risk associated with drug and alcohol use and vaping. AA Meetings began on the Pine 4 housing unit and are considered mandatory programming. Youths have requested these meetings be substituted for Narcotics Anonymous meetings as almost all have broader substance-use related issues making Narcotics Anonymous more therapeutically appropriate.

⁵ Institutional Services Manager



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
JUVENILE HALLS AND CAMP**

HILLCREST JUVENILE HALL

2022-2023

Pre & Post Release Re-Entry Services: Approximately 8 youths participated in the Phoenix or PREP program during this inspection period. Youth outcomes and recidivism data for this program are needed. Data should be tracked and measured for efficacy. Re-entry services are currently contracted out to Fresh Lifelines for Youth (FLY) case managers. FLY reports that re-entry services are limited to 9 months. Youth are not allowed to re-enroll at the end of the 9 month period. Parents and youth report that 9 months is not enough time to stabilize youth in the community after an extended period of incarceration. This is especially true for youths who are rearrested or return to the Juvenile Hall for a probation violation during this time period. Extending re-entry services from 9 months to 12 months is highly recommended.

Programming and Contracted Services: Switching to a pay-per-service model would allow the facility to have greater control over the specific services it contracts and pays for while still adhering to the county's RFP protocols. Due to the facility's low population, contracted providers must be capable of providing individualized services on an on-call or per-service basis. This would help ensure the Probation Department can effectively meet the therapeutic treatment needs of each youth at this facility. This model would require effective monitoring and coordination to ensure that the contracted services are of high quality and meet the necessary standards.

Recommended Programming: The Commission continues to advocate for all of our long term⁶ and Secure Track youth to receive the following evidence based programming and services: intensive mental health care that incorporates the family, when appropriate, comprehensive substance abuse treatment, anger management, gang intervention, victim impact & awareness, restorative justice, life skills, parenting classes, a step down program, and wrap around re-entry services.

Educational Programming & Support: The majority of youth at this facility have Individual Educational Plans and are in need of educational support to be successful. The youths have requested tutors to provide them academic support and help them achieve their educational goals. The Commission is available to assist the Probation Department in creating a volunteer-based tutoring program that is comprised qualified⁷ community members who can provide these services to youths free of charge. In addition, utilizing the free educational resources offered by the Khan Academy⁸ can also help youths reach their educational goals. Khan academy offers online lessons and videos on the following: Life Skills Financial Literacy, Personal Finance, Careers, Entrepreneurship. The Khan Academy's LSAT, SAT, MCAT, and SAT Math test preparation can also help prepare youths for college, trade, CTE⁹ and apprenticeship exams. Resources are available at: <https://www.khanacademy.org/> and <https://www.youtube.com/khanacademy>

⁶ Long Term is defined as a period of incarceration that lasts or is expected to last 60 days or more.

⁷ Stanford University students, local educators, and other qualified community members.

⁸ In partnership with the Bill & Melinda Gates Foundation

⁹ Career Technical Education: CTE



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
JUVENILE HALLS AND CAMP
HILLCREST JUVENILE HALL
2022-2023**

Library: Remove outdated and damaged books and replace them with books that are more linguistically and culturally appropriate for the population served. Youth's also need access to newspapers and magazines. The San Francisco Youth Guidance Center has an outstanding library, offering books and magazines in every genre to appeal to youth with differing interests, reading abilities, and cultural backgrounds. The San Francisco Youth Guidance Center also maintains a law library that is stocked with relevant law books and reference guides that are current and up-to-date.

Spirituality & Religious Services & Materials: In order to meet the Spiritual and Religious needs of youth, the Commission recommends identifying a local representative from the Christian, Catholic, Church of Jesus Christ of the Latter Day Saints, Jewish, Islamic, Native American tribe, Hindu, and Buddhist religions to attend to the spiritual needs of youth on an on-call basis. Once identified, representatives should be cleared to enter the facility as soon as possible to prevent unnecessary delays. Representatives can also provide religious books and materials for the housing unit libraries. The Commission is available to assist the Probation Department in these efforts.

Youth Concerns: Youth continue to express concerns over the poor quality of the food. Long term and Secure Track youth express considerable frustration over the lack of available programming and services. Newly arrived youth expressed concern over not knowing when they would be going to court or how long they would be detained at the facility. Youth participating in the Project Change College program expressed substantial concerns about their educational opportunities being hampered by the lack of staffing and access to computers needed to complete their assignments, projects, and study for exams. Youths reported that they were told they would need to reduce the number of college courses from 4 courses or 12 units to 2 courses and 6 units due to staffing constraints. Youth were concerned they would not be able to reach their educational goals to receive an Associates or Bachelor degree by the time of their release if they were limited to taking just two classes per semester.

Youth Bill of Rights: Youths and their families need to be provided a copy of the Youth Bill of Rights. Youths need to be informed and educated on the rights afforded to them under this new law.

Parent / Guardian Concerns: Parents and guardians expressed concerns over the reduction in visiting time that occurred during this inspection period. They are also frustrated with the limited programming and treatment being offered to their children while in therapeutic detention. Parents requested assistance in helping their children overcome the obstacles they are encountering while trying to complete college courses or enroll in an online building trades vocational program. Multiple parents reported similar concerns related to the inconsistencies in how the behavioral point system is being managed by particular staff members. A separate memo documenting these specific concerns will be forwarded to the Superintendent of this facility for further investigation



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
JUVENILE HALLS AND CAMP
HILLCREST JUVENILE HALL
2022-2023**

New Therapeutic Programs and Tools: During this inspection period, staff, youth, and members of the Commission developed an MP3 program for long-term and Secure Track youth. The MP3 players were intended to be used by a population of youths who are often frustrated with program redundancy at the facility. The MP3 players assist youths in redirecting negative behaviors, manage anxiety and PTSD, learn relaxation and self-soothing techniques and improve and stabilize their moods. Aside from offering a variety of music, the MP3 players offer meditations, sleep sounds, and webinar discussions on topics of mental health and self-improvement to all long-term and Secure Track youth regardless of step level or behavioral status. A therapeutic running program was created by staff to provide youths a physical outlet for stress, trauma, and anxiety while maintaining an increased level of physical fitness and establishing healthy habits. Members of the commission purchased Fitbits, running shoes, and water bottles for youths to utilize while in the program.

Court Clothing: The Court Clothing Program began back in 2021 and has been extremely successful. Members of the Commission provide court clothing to all youth upon request. Court clothing consists of a suit, or pants, sweater or sports coat, shirt, tie, and pair of dress shoes. All court clothing is given to the youths so they can return to their communities with clothing to wear to formal events, job or school related interviews, and celebrations. The program improves a youth's self-esteem and helps to teach them dress etiquette and the importance of dressing for success. Oftentimes, youth report that the court clothing is the first set of formal clothing they have ever worn. Commissioner Rasmussen coordinates the program with Probation staff. Dry cleaning is also provided as part of the program.

Exit Surveys for Youths and Families: Create exit surveys for youths and their families to evaluate the treatment and services received while in Juvenile Hall, in the Electronic Monitoring Program, and on supervised probation. This data can be captured at minimal expense to the Probation Department and can provide priceless data that can be used to evaluate programming, identify service gaps, measure and improve outcomes and reduce recidivism.

Data Collection: Effectiveness of Contracted Services, Youth Outcomes, Arrest & Recidivism Data: The Probation Department conducts a bi-annual survey with youth and institutions staff to help gauge the overall satisfaction and effectiveness of the programs offered at the facility. The Commission will review these surveys in 2024 in hopes of optimizing rehabilitation opportunities and improving outcomes for youths and their families. Juvenile arrest data and recidivism data is also needed to direct resources and pinpoint delinquency prevention efforts throughout the county.

Facility Repairs and Maintenance: The facility has been open for 17 years and generally in good repair. The carpets on both housing units are heavily stained and need to be replaced. The pillars, doors, and doorways in each housing unit are in need of painting. Outside of the facility, The gutters throughout the facility need to be cleaned out and inspected for damage.



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
JUVENILE HALLS AND CAMP
HILLCREST JUVENILE HALL
2022-2023**

Facility Equipment: The following purchases are recommended: hampers or laundry carts are needed to contain soiled laundry so that it is not stored on the dayroom floors. Personal storage shelves for each cell have been ordered and are expected to be installed by the end of the year. Purchasing picnic tables for use in the outside recreation area will provide much needed outdoor seating and provide a space to eat meals, and work on projects. The basketball courts located on the patios adjacent to each housing unit are in need of court lines painted on the ground. An additional telephone and a computer, laptop, or tablet is needed on each housing unit to allow for more than one telephone call and Zoom visit to occur at one time. The vacuums on the housing units no longer work properly and need to be replaced.

Scheduling of Annual Inspections: Inspections are conducted in August: Due to the scheduling difficulties, delays, and obstacles encountered this year, the Commission respectfully requests the Probation Department confirm all future inspection dates by July 15th of each year.

Notification of Serious Incidents, Legal Actions, and Housing Unit Closure

We ask the Probation Department to notify the Chair of the Commission of any serious incident, legal action, or the closure of a housing unit within 7 days.

COMMENDATIONS

The commission would also like to recognize the following individuals:

- Group Supervisors: Tina Dang, Alexander Mejia, Raheem Owens, Neha Sharma, & Eric Stewart for consistently going above and beyond to help youth meet their therapeutic and rehabilitative goals.
- Group Supervisor Raheem Owens for creating the Beats program.
- Group Supervisor Steve Mitchell for managing the Omega Program
- Compliance Officer Ivonne Bustos for coordinating the Poetry Out Loud program and contest.
- Teacher John Bordagaray and Academic Counselor Lauren Sneed for their unwavering commitment to provide educational opportunities to youth in detention.
- The Correctional Health Team led by nurse Pam Isaac. The Correction Health team put together an educational campaign focused on teen health. Topics included issues such as STD education, personal hygiene, dental health, acne care, physical fitness, and the importance of maintaining a healthy lifestyle. The campaign was comprehensive, engaging, and well-received by the youth.



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
JUVENILE HALLS AND CAMP
HILLCREST JUVENILE HALL
2022-2023**

- Lastly, we wish to recognize everyone who made this year's Cinco de Mayo and Asian Pacific Islander Heritage Month celebrations possible. These special events were well-organized and included culturally-relevant activities, food, art, music and dances that were thoroughly enjoyed by all in attendance.

RECOMMENDATIONS

Electronic Monitoring Program¹⁰ - Out-of-County Youth

Out-of-county youth accounted for 22.6% of the facility's annual population, the Probation Department did not recommend any be considered for release on the Electronic Monitoring Program. On October 8, 2023 the Governor signed SB448 into law which prohibits counties from youth who are otherwise eligible for release on Electronic Monitoring Program or Home Supervision based solely upon where they live. In light of this new law, the Commission recommends the Probation Department:

- Suspend any policies, protocols, or practices that prohibit or limit eligible out-of-county youth from being recommended for release on EMP or Home Supervision, based solely upon their residency.
- Eliminate hardship exemptions that are based on the Probation Departments inability to supervise or manage Out-of-County Youth. We have an obligation to provide EMP services based upon their individual eligibility (alleged crimes, history, safety considerations, etc.) and not where they reside.
- Implement SB448 and create new guidelines for staff to follow when determining a youth's eligibility to receive a recommendation from the Probation Department for release on EMP or Home Supervision.
- Create a new component of the Electronic Monitoring Program for out-of-county youth.
- Provide training to relevant staff members as SB448 related changes are implemented at this facility.

Classification & Housing

Youths are classified according to Title 15. However, youths were not always housed based on their classifications. During a portion of this inspection period, the entire population of the facility was housed together in one housing unit. Including males, females, and transgender youth of all ages, youths who were medically fragile, cognitively disabled, suffering from a mental illness, or drug addiction. These youth sentences ranged from serving weekends to youth(s) committed to the Secure Track Program.

¹⁰Electronic Monitoring Program: EMP - Ankle Monitor



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
JUVENILE HALLS AND CAMP
HILLCREST JUVENILE HALL
2022-2023**

While the Probation Department assures us that housing youths in a single housing unit is legal, several youths we interviewed reported feeling uncomfortable with their current housing assignment(s). Gender, age, and length of commitment time were the primary sources of their concern and discomfort.

Food & Nutrition

The food being provided by the Sheriff's Department under the current Food Services Contract continues to be unacceptable.

- Terminate the food services contract with San Mateo County Sheriff's Office.
- Audit of Food Services Expenditures: A formal audit must be conducted to determine why the annual Food Services cost last year totaled \$1,705,714.36¹¹. If the data provided by the Probation Department is accurate, action must be taken to determine why the county is spending in excess of \$179.88¹² per child, per day for meals that are, in large part, so unappealing that they are routinely dumped into the trash, uneaten. An audit will help determine if the county can provide healthy high quality individual meals for less than \$89.94¹³.
- Dinner Time: Serve dinner at 5:00 pm to help alleviate the ongoing issues with nighttime hunger that stem from eating dinner too early. Dinner is currently served at 4:30 pm.

Youth Bill of Rights

- Inform and educate youths and families on the rights afforded to them under the new law.
- Update facility rules, policies, and the Youth/Parent Handbook to reflect the changes in law.
- Post a copy of the OYCR's Youth Bill of Rights in the following areas: housing units, Admissions, administration building hallways, Dining Hall, School building, Medical Clinic, professional and family visiting rooms, and the lobby of the Juvenile Hall.

Secure Track

An audit of the Juvenile Justice Realignment Block Grant funding and expenditures is needed to ensure compliance with the current plans and to determine the amount of funding remaining to make facility modifications and improvements and implement new programs and services.

¹¹ See attachments for the Food and Nutrition data provided by the Probation Department.

¹² San Mateo County Probation Department: Cost data for dinner and snacks is not kept.

¹³ San Mateo County Probation Department: Daily breakfast and lunch costs are \$179.88 per child.



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
JUVENILE HALLS AND CAMP
HILLCREST JUVENILE HALL
2022-2023**

Staffing Ratios

We recommend the Probation Department set and maintain minimum staffing levels that are above the state mandated minimums in order to:

- house youths based upon their classifications and rehabilitation needs
- allow for the development of a comprehensive treatment plan for each youth
- ensure youth can participate programming, treatment, and therapies
- provide staff with the time needed to mentor and counsel youth
- reduce the amount of time youths spend in locked confinement
- improve internal communications and coordination with system partners
- increase employee morale and reduce work related stress
- provide youths with the best possible chance for long term success
- reduce recidivism

Annual Review of Master Training Log

Conduct a formal annual review of the master training log to ensure all employees have been given the opportunity to participate in the trainings offered throughout the year. There were significant discrepancies on whether or not employees had participated in training related to Teen Mental Health and Trauma Informed Care during this inspection period. We urge the Probation Department to provide the institutional staff members with the training they have requested in this report and to ensure all employees are trained to proficiency.

Training Requested by Institutional Staff

- Adverse Childhood Experiences
- Teen Mental Health-Including Mental Health First Aid
- Providing trauma-informed care to vulnerable youth populations.
- Impacts of trauma and abuse on the developing brain
- Identifying youth with cognitive and developmental differences.
- Effective communication skills
- Secure Track: Changes in state law and impact on local policies and procedures.

Staff Training

Based upon the information disclosed during interviews with facility staff, youths, parents, and system partners, the Commission recommends the institutions staff receive the following education and training:



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
JUVENILE HALLS AND CAMP
HILLCREST JUVENILE HALL
2022-2023**

- **Youth Bill of Rights:** Training on the Youth Bill of Rights, and related policy and procedure changes made to comply with the new law.
- **Educational Rights:** Institutional Service Managers and Group Supervisors 1-3 need to be formally trained on the basic educational rights of youth in detention. Threats to take educational opportunities away from youth as a punishment or limiting the number of units and/or courses a youth can enroll in due to staffing limitations is prohibited by law. The facility must set up guidelines and parameters for staff to rely upon when making decisions and/or issuing punishments that can impact a youth's education. Writing up youth for "staff manipulation" or deducting behavioral points for repeatedly asking for access to the computers needed to complete school assignments is a serious concern. Basic training would help ensure violations such as these do not reoccur in the future. Youths and families should also be receiving the Educational Handbook produced by the County Office of Education, as required by Title 1.

Employee Retention, & Recruitment

- Staff retention is key to being able to staff the facility with well qualified and experienced staff members. Allowing GS-1's the opportunity to promote to a GS-2 or GS-3 by substituting four-year degree requirement with lived experience and time with the Probation Department would increase equity in the workforce and help retain employees.
- Ensure staff receive support and services needed to manage work related trauma.
- Reinstating 4 day/10 hour shifts would greatly increase staff's ability to meet the immediate therapeutic needs of each youth, increase safety for youth and staff, improve operations, and the overall security of the facility. 4/10 shifts allows the time needed for staff coming on to their shift to be briefed by staff who are ending their shift. This is absolutely critical.
- Longevity Pay and Lived Experience: Longevity pay should be offered to staff with 5+ years of service to help retain qualified staff and acknowledge the value these dedicated and seasoned employees bring to the organization.
- Annual Employee Performance Evaluations, Professional Goals & Promotion Criteria: Add trauma informed approaches to the Probation Department's employee development and promotion criteria.
- Employee Wellness: Ensure all staff receive the ongoing support and services needed to manage work related trauma.



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
JUVENILE HALLS AND CAMP
HILLCREST JUVENILE HALL
2022-2023**

Lobby of the Juvenile Hall

- Store log books, confidential, and court documents in an area that cannot be viewed or photographed by the general public.
- Repair broken lockers in the lobby.
- Turn on lights during business hours.

Update Intake Forms to Include

- a section to document the youth's religion or spiritual practice to assist staff in identifying the spiritual and religious needs of each youth.
- a section to document a youth's ACEs score.

Orientation Packet for Youth

- Include a copy of the Youth Bill of Rights
- Include the name and contact information for the youth's attorney, Probation Officer, and Group Supervisor assigned to write the youth's Behavioral Summary court reports.
- Include information that outlines how youths can request religious services and materials.
- Include a copy of the San Mateo County Office of Education's Educational Handbook

Orientation Packet for Parents/Guardians

- Include a copy of the Youth Bill of Rights.
- Include general contact information for the Juvenile Hall.
- Include name and contact information for the youth's Probation Officer, Attorney, BHRS Clinician, Correctional Health, and Hillcrest School.
- Include a copy of the San Mateo County Office of Education's Educational Handbook.

Exit Survey for Youth & Families

- Create an exit survey for youths to evaluate the treatment services and care they received while at the facility. Survey data should be used to identify treatment needs, evaluate programming, and obtain input to help measure and improve outcomes.
- Create an exit survey for parents/guardians to evaluate the services received while their child participated in the program. Survey data should be used to identify service gaps, evaluate programming, and obtain input to help support families and improve outcomes.



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
JUVENILE HALLS AND CAMP
HILLCREST JUVENILE HALL
2022-2023**

Data Collection: Effectiveness of Contracted Services, Youth Outcomes, Arrest & Recidivism Data

Understanding the populations we serve, the communities in which they live and the issues facing these communities are key to reducing juvenile crime and increasing public safety. We recommend the following data be tracked to optimize rehabilitation opportunities and to ensure the quality and effectiveness of the services being provided to youth and their families.

- Capture data and feedback from youth, families, and service providers to help measure the effectiveness of the programming, treatment, or services being provided at the juvenile hall and in the community while a youth is on probation.
- Capture and track juvenile arrest data for San Mateo County to direct adequate resources and pinpoint delinquency prevention efforts.
- Capture and track recidivism data.

Programming and Contracted Services

- Due to the low population, higher treatment needs of youth, and the increase in the length of youth commitments at this facility, providing evidence-based rehabilitation treatment and services to youths and their families has become increasingly difficult. While the Probation Department routinely puts out “Request for Proposals (RFPs)” for contracted services, it is not uncommon for these requests to go unanswered. Switching to a pay-per-service model will give the Probation Department greater control over the services it can provide and the flexibility needed to individualize services to meet the therapeutic and rehabilitative needs of each youth.
- Program Coordinator: Create a program coordinator position to coordinate the programs, services, and treatments of our long-term and Secure Track Youth.

Recommended Programming

The Omega program is the most popular program amongst the youth. The program highlights inspiring individuals with lived experience who have overcome challenges and obstacles during their lifetimes. Expanding the Omega Program to allow for 2 speakers per month would be highly beneficial for youths.



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
JUVENILE HALLS AND CAMP
HILLCREST JUVENILE HALL
2022-2023**

The Commission continues to advocate for all of our long term¹⁴ and Secure Track youth to receive the following evidence based programs and services:

- Intensive Mental Health Care
- Comprehensive Substance Abuse Treatment
- Substance Abuse Education
- Anger Management
- Gang Intervention
- Victim Impact & Awareness
- Restorative Justice
- Life Skills
- Step Down Program
- Wrap Around ReEntry Services

Vocational and Career Technical Education

- Tutoring Program: creating a volunteer based tutoring program that is comprised of qualified¹⁵ community members who can provide these services to youths free of charge. Tutors are needed to assist youths in meeting their educational goals. The majority of youth at this facility have specialized Individual Educational Plans and are in need of educational support to be successful.
- Utilize the free educational resources offered by the Khan Academy¹⁶ Online lessons and videos resources are available at: <https://www.khanacademy.org/> and <https://www.youtube.com/khanacademy>

Behavioral Health & Recovery Services

- Adverse Childhood Experiences (ACES): Formally assess each youth for Adverse Childhood Experiences and document and share the score on a mutually agreed upon platform with the institutions staff working with the youths on the housing unit. Having a youth's ACE;s score can assist Probation staff in managing the youth and identifying their therapeutic needs and rehabilitative goals. This information can provide valuable insight to the MDT team on how best to treat the youth, and assist the court in determining which programs and services might be most beneficial to youth and their families.

¹⁴ Long Term is defined as a period of incarceration that lasts or is expected to last 60 days or more.

¹⁵ Stanford University students, local educators, and other qualified community members.

¹⁶ In partnership with the Bill & Melinda Gates Foundation



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
JUVENILE HALLS AND CAMP**

HILLCREST JUVENILE HALL

2022-2023

Outdoor Recreation Areas

- Basketball Courts adjacent to Housing Units: Basketball courts do not have any lines and markings painted on the ground.
- Add picnic tables to the outdoor recreation space. The picnic tables will provide much needed outdoor seating and can be used to eat meals, work on projects, and the garden program.

Designated Mental Health Space

- Allocate \$5,000 to therapeutically design the dedicated Mental Health Space that has been identified on Pine 4 housing unit.

Disabled Youth

- Establish a protocol for identifying youth with cognitive and developmental disabilities to assist staff in their day-to-day interactions with youth and to ensure youth receive the services and support needed during their incarceration.

Religion and Spirituality

- Provide relevant religious services, books and materials to all youth.

Youth Bill of Rights

- Provide youths and their families copies of the Youth Bill of Rights. Youths need to be informed and educated on the rights afforded to them under this new law.

Library

- Law Library: Create a section stocked with quality legal books and reference guides that are current and up to date. Books should include: Thomson Reuters California Juvenile Courts Practice and Procedure, the California Penal Code, Educational Code, and Vehicle Code, Immigration, Family Law, How To Guide for Conducting Legal Research, and a Legal Dictionary.
- Periodicals: Provide access to newspapers and magazines.
- Remove outdated and damaged books and replace them with books that are more linguistically and culturally appropriate for the population served. The San Francisco Youth's Guidance Center has an outstanding library that offers books and magazines in just about every genre to appeal to youth with differing interests, reading abilities, and cultural backgrounds. The SF YGC also maintains a Law Library that is stocked with quality legal books and reference guides that are current and up to date.



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
JUVENILE HALLS AND CAMP
HILLCREST JUVENILE HALL
2022-2023**

MP3 Players

- When staff, youth, and members of the Commission developed the MP3 program for long-term and Secure Track youth it was designed to be therapeutic and not simply a privilege. Long-term and Secure Track youth are often frustrated by program redundancy and the MP3 players were viewed as means for enhancing their programming at no cost to the facility and with minimal staff time required. The MP3 players offer a variety of music (including Native American flute and Spanish music), meditations, sleep sounds, and webinar discussions on topics of mental health and self improvement. The MP3 players were intended to be used as therapeutic tools that were not subject to be taken away due to behavior or step level. In fact, these tools were expected to help youth redirect and calm youths who were struggling with behavior. Members of the Commission invested significant sums of money to purchase all of the technology and equipment for this program. We respectfully request the youths be afforded the opportunity to utilize these therapeutic tools as they were intended.

Clothing

- The youth's clothing all showed extensive signs of wear, holes, fraying, and fading. New clothing is warranted as the current clothing stock has reached the end of its useful life.
- Sports Bras: Discontinue the use of all bras that do not provide adequate support. Care should be taken to procure and provide bras that are conducive to participation in P.E., yoga classes, the running program, and in state mandated Large Muscle Activities.

Shoes

The current athletic shoe is not suitable for youth being detained for more than 30 days. Youth continue to report blisters, knee and ankle injuries, and soreness on the arches of their feet, which can significantly limit their ability to walk and exercise and causes unnecessary pain and discomfort. The Commission continues to recommend that the Probation Department provide all youth detained longer than 30 days with the New Balance athletic shoes that have been approved for use by the facility. The current athletic shoes are of inferior quality and prematurely wear out after 30-45 days. While youth can request a new pair of shoes, this policy fails to address the orthopedic and health equity issues deriving from their continued use. Switching to the New Balance athletic shoes will also eliminate the need to replace athletic shoes every 1-2 months which is neither financially prudent nor environmentally responsible.

Haircuts

Allow youth who are 18 and over to sign a waiver allowing their fellow youth who are being trained in barbering to provide haircuts under the direct supervision of staff.



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
JUVENILE HALLS AND CAMP
HILLCREST JUVENILE HALL
2022-2023**

Electric Razors

Issuing an electric razor to all long-term youth is highly recommended. The use of electric razors will increase safety, meet the unique cultural and ethnic hygiene needs of the youth, and greatly reduce the amount of plastic and hazardous waste being produced by the facility. The youth we interviewed were also in favor of implementing electric razors.

Hygiene Products

The hygiene products continue to be an issue at this facility. The Youth Bill of Rights also supports the Commission's continued recommendations to discontinue the use of all hygiene product(s) that are contrary to the care and maintenance of ethnic hair and skin. Approximately 95% of the youth incarcerated at this facility during this inspection period were youth of color.

Juvenile Hall Lobby

The front desk in the lobby at the Juvenile Hall is not staffed. Visitors must pick up the telephone on the desk and follow the directions to obtain assistance. Confidential log books, court documents and paperwork are kept on the desk and in plain sight of the general public. Care should be taken to ensure documents and records are kept in a secure area.

- Store log books, confidential, and court documents in an area that cannot be viewed or photographed by the general public.
- There is a bank of visitor lockers in the lobby that visitors use to store items when they enter the facility. Several of the lockers were out of order and are in need of repair.
- The lights in the lobby are kept at a low setting to conserve energy. The dim lights give the impression that the facility is closed. Keeping the lights on during business hours would help reduce confusion for visitors and families.

Facility: Repairs, Maintenance, & Equipment

- Carpets on both housing units need to be replaced. They are heavily stained and damaged beyond repair.
- The air conditioning system in the Administration building needs to be inspected to ensure it is operating properly.
- Gutters throughout the facility need to be cleaned to remove growing plants and organic debris.
- Lockers: Fix broken visitor lockers inside the lobby.
- Hampers/Laundry Carts: Purchase hampers or laundry carts for the housing units to prevent soiled laundry from being stored on the dayroom floors.



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
JUVENILE HALLS AND CAMP**

HILLCREST JUVENILE HALL

2022-2023

- Personal Storage: Install the institutional shelving in each cell by the end-of-the-year as planned.
- Paint the pillars, doorways, and doors on the housing units.
- Zoom Visiting: set up an additional computer, laptop, or tablet on each housing unit to allow for more Zoom visits to occur at one time. This will increase the amount of time youths can spend with family without encroaching upon staffing requirements and scheduled programming.
- Telephones: Repair internal telephone lines on each housing to eliminate the static and connectivity issues youth and families are experiencing. The housing units currently have one telephone that all of the youths must share to make their telephone calls. Additional telephones are needed on each housing unit to allow for more than one youth to use the telephone at one time and help maintain programming schedules.
- Vacuums: New vacuums are needed on each housing unit. The current vacuums do not work properly.

Scheduling of Annual Inspections

Inspections are conducted in August: Due to the scheduling difficulties, delays, and obstacles encountered this year, the Commission respectfully requests the Probation Department confirm future inspection dates and times by July 15th each year.

General Notifications: Juvenile Justice Commission

There is no system in place to notify the Commission when a significant change in operations, policy, treatment, programming, or educational services occurs. The Commission is requesting this information be included with the statistical data that is provided by the Probation Department at the Commission's monthly meetings.

Serious Incidents: Operational Policies and Legal Actions

We ask the Probation Department to notify the Chair of the Commission of a Serious Incident, Legal Action, or the Closure of a Housing Unit within 7 days.

THE COMMISSION REQUESTS THE PROBATION DEPARTMENT PROVIDE A WRITTEN RESPONSE ADDRESSING EACH OF THE RECOMMENDATIONS CONTAINED IN THIS INSPECTION REPORT WITHIN 45 DAYS OF OFFICIAL RECEIPT OF REPORT.



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
JUVENILE HALLS AND CAMP**

HILLCREST JUVENILE HALL

2022-2023

RECOMMENDATIONS FROM PREVIOUS INSPECTION

REVIEWED	YES	NO	N/A	COMMENTS
Implemented	X	<input type="checkbox"/>	<input type="checkbox"/>	<ul style="list-style-type: none"> ● AA-12 Step Meetings are available on Pine 4 only. ● Court ordered online Victim Impact programs ● College Programming ● Culturally Relevant Celebrations ● Updated Youth/Parent Handbook English & Spanish ● Created a Work Out Room ● Updated the approved Magazine List
Pending Implementation	X	<input type="checkbox"/>	<input type="checkbox"/>	<ul style="list-style-type: none"> ● Grand opening of Deescalation, Art Therapy, Multi-Sensory Room is scheduled for November 2023. ● A dedicated Mental Health Therapy Space has been identified on Pine 4. Staff are awaiting the funding and coordination needed to therapeutically design the space with furniture, tools, and accessories. ● Storage: Staff reported wall shelving was ordered for each cell to provide a place to store clothing and personal items. There is no estimated date-of-arrival. ● Electronic Medical Records System: Correctional Health anticipates implementation will occur in 2024
No Action	X	<input type="checkbox"/>	<input type="checkbox"/>	<ul style="list-style-type: none"> ● Terminate Food Services contract with Sheriff's Department ● Provide ethnically appropriate hygiene items. ● Implement 9 Point Secure Track Programming ● Create Programming for long term youth. ● Provide adequate athletic shoes. ● Eye Exams: Reduce the 6-9 month wait time for eyeglasses. ● Increase dental services to twice a month. ● Install picnic tables in the outdoor recreation space.



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
JUVENILE HALLS AND CAMP**

HILLCREST JUVENILE HALL

2022-2023

FACILITY DATA AND STATISTICS																																														
REVIEWED	YES	NO	N/A	COMMENTS																																										
Total Bookings	X	<input type="checkbox"/>	<input type="checkbox"/>	<table border="1"> <thead> <tr> <th>Month</th> <th>Bookings</th> <th>Releases</th> </tr> </thead> <tbody> <tr> <td>August</td> <td>22</td> <td>17</td> </tr> <tr> <td>September</td> <td>23</td> <td>21</td> </tr> <tr> <td>October</td> <td>20</td> <td>12</td> </tr> <tr> <td>November</td> <td>23</td> <td>19</td> </tr> <tr> <td>December</td> <td>17</td> <td>17</td> </tr> <tr> <td>January</td> <td>16</td> <td>19</td> </tr> <tr> <td>February</td> <td>17</td> <td>11</td> </tr> <tr> <td>March</td> <td>27</td> <td>23</td> </tr> <tr> <td>April</td> <td>26</td> <td>27</td> </tr> <tr> <td>May</td> <td>30</td> <td>35</td> </tr> <tr> <td>June</td> <td>22</td> <td>32</td> </tr> <tr> <td>July</td> <td>27</td> <td>26</td> </tr> <tr> <td>Total</td> <td>270</td> <td>259</td> </tr> </tbody> </table>	Month	Bookings	Releases	August	22	17	September	23	21	October	20	12	November	23	19	December	17	17	January	16	19	February	17	11	March	27	23	April	26	27	May	30	35	June	22	32	July	27	26	Total	270	259
				Month	Bookings	Releases																																								
				August	22	17																																								
				September	23	21																																								
				October	20	12																																								
				November	23	19																																								
				December	17	17																																								
				January	16	19																																								
				February	17	11																																								
				March	27	23																																								
				April	26	27																																								
				May	30	35																																								
				June	22	32																																								
				July	27	26																																								
				Total	270	259																																								



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
JUVENILE HALLS AND CAMP**

HILLCREST JUVENILE HALL

2022-2023

Bookings: Out-of-County Youth:	X	<input type="checkbox"/>	<input type="checkbox"/>	Out-of-County Youth Bookings																																																											
				<table border="1"> <thead> <tr> <th>2022-2023</th> <th>2021-2022</th> <th>Difference</th> </tr> </thead> <tbody> <tr> <td align="center">61</td> <td align="center">45</td> <td align="center">+35.6 %</td> </tr> </tbody> </table>	2022-2023	2021-2022	Difference	61	45	+35.6 %	22.6 % of the youth booked into the Juvenile Hall during this inspection period resided in another county																																																				
2022-2023	2021-2022	Difference																																																													
61	45	+35.6 %																																																													
Daily Population	X	<input type="checkbox"/>	<input type="checkbox"/>	<table border="1"> <thead> <tr> <th>Month Year</th> <th>Male</th> <th>Female</th> <th>Nonbinary</th> </tr> </thead> <tbody> <tr><td>August 2022</td><td align="center">15</td><td align="center">0</td><td align="center">0</td></tr> <tr><td>Sept. 2022</td><td align="center">15</td><td align="center">1</td><td align="center">0</td></tr> <tr><td>Oct. 2022</td><td align="center">14</td><td align="center">2</td><td align="center">0</td></tr> <tr><td>Nov. 2022</td><td align="center">19</td><td align="center">3</td><td align="center">0</td></tr> <tr><td>Dec. 2022</td><td align="center">22</td><td align="center">2</td><td align="center">0</td></tr> <tr><td>Jan. 2023</td><td align="center">22</td><td align="center">2</td><td align="center">0</td></tr> <tr><td>Feb. 2023</td><td align="center">23</td><td align="center">2</td><td align="center">0</td></tr> <tr><td>March 2023</td><td align="center">26</td><td align="center">3</td><td align="center">0</td></tr> <tr><td>April 2023</td><td align="center">29</td><td align="center">4</td><td align="center">1</td></tr> <tr><td>May 2023</td><td align="center">25</td><td align="center">1</td><td align="center">1</td></tr> <tr><td>June 2023</td><td align="center">23</td><td align="center">1</td><td align="center">1</td></tr> <tr><td>July 2023</td><td align="center">18</td><td align="center">0</td><td align="center">0</td></tr> <tr><td>Average</td><td align="center">21</td><td align="center">2</td><td align="center">0</td></tr> </tbody> </table>				Month Year	Male	Female	Nonbinary	August 2022	15	0	0	Sept. 2022	15	1	0	Oct. 2022	14	2	0	Nov. 2022	19	3	0	Dec. 2022	22	2	0	Jan. 2023	22	2	0	Feb. 2023	23	2	0	March 2023	26	3	0	April 2023	29	4	1	May 2023	25	1	1	June 2023	23	1	1	July 2023	18	0	0	Average	21	2	0
				Month Year	Male	Female	Nonbinary																																																								
				August 2022	15	0	0																																																								
				Sept. 2022	15	1	0																																																								
				Oct. 2022	14	2	0																																																								
				Nov. 2022	19	3	0																																																								
				Dec. 2022	22	2	0																																																								
				Jan. 2023	22	2	0																																																								
				Feb. 2023	23	2	0																																																								
				March 2023	26	3	0																																																								
				April 2023	29	4	1																																																								
				May 2023	25	1	1																																																								
				June 2023	23	1	1																																																								
July 2023	18	0	0																																																												
Average	21	2	0																																																												



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
JUVENILE HALLS AND CAMP**

HILLCREST JUVENILE HALL

2022-2023

New Entries: Youths entering the Juvenile Justice System for the first time	X	<input type="checkbox"/>	<input type="checkbox"/>	<p align="center">Youth Entering the Juvenile Justice System</p> <table border="1"> <thead> <tr> <th>New Entries</th> <th>Total Bookings</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td align="center">149</td> <td align="center">270</td> <td align="center">55.2 %</td> </tr> </tbody> </table>	New Entries	Total Bookings	Percentage	149	270	55.2 %																
New Entries	Total Bookings	Percentage																								
149	270	55.2 %																								
Length of Incarceration:	X	<input type="checkbox"/>	<input type="checkbox"/>	<p align="center">Length of Incarceration</p> <table border="1"> <thead> <tr> <th>Average Length of Incarceration</th> <th>Median Length of Incarceration</th> </tr> </thead> <tbody> <tr> <td align="center">25 days</td> <td align="center">6 days</td> </tr> </tbody> </table> <p align="center">Number of Days</p> <table border="1"> <thead> <tr> <th>Time Period</th> <th>Juvenile Hall</th> <th>Camp Kemp</th> </tr> </thead> <tbody> <tr> <td align="center">July - Sep 2022</td> <td align="center">23</td> <td align="center">N/A</td> </tr> <tr> <td align="center">Oct - Dec 2022</td> <td align="center">20</td> <td align="center">142</td> </tr> <tr> <td align="center">Jan. - Mar. 2023</td> <td align="center">32</td> <td align="center">335</td> </tr> <tr> <td align="center">April - June 2023</td> <td align="center">30</td> <td align="center">231</td> </tr> <tr> <td align="center">July 2023</td> <td align="center">24</td> <td align="center">156</td> </tr> </tbody> </table>	Average Length of Incarceration	Median Length of Incarceration	25 days	6 days	Time Period	Juvenile Hall	Camp Kemp	July - Sep 2022	23	N/A	Oct - Dec 2022	20	142	Jan. - Mar. 2023	32	335	April - June 2023	30	231	July 2023	24	156
Average Length of Incarceration	Median Length of Incarceration																									
25 days	6 days																									
Time Period	Juvenile Hall	Camp Kemp																								
July - Sep 2022	23	N/A																								
Oct - Dec 2022	20	142																								
Jan. - Mar. 2023	32	335																								
April - June 2023	30	231																								
July 2023	24	156																								
Secure Track: Population	X	<input type="checkbox"/>	<input type="checkbox"/>	<p align="center">Secure Track Youth</p> <table border="1"> <thead> <tr> <th>Population</th> <th>Age</th> <th>Race</th> <th>Gender</th> </tr> </thead> <tbody> <tr> <td align="center">1</td> <td align="center">18</td> <td align="center">H</td> <td align="center">M</td> </tr> </tbody> </table>	Population	Age	Race	Gender	1	18	H	M														
Population	Age	Race	Gender																							
1	18	H	M																							



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
JUVENILE HALLS AND CAMP
HILLCREST JUVENILE HALL
2022-2023**

City of Residence: San Mateo County Youth:	X	<input type="checkbox"/>	<input type="checkbox"/>	<p style="text-align: center;">Top 5 Cities</p> <table border="1" style="width: 100%; border-collapse: collapse; margin-bottom: 10px;"> <thead> <tr> <th style="width: 40%;">City of Residence</th> <th style="width: 20%;">2022-2023</th> <th style="width: 40%;">2021-2022</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">San Mateo</td> <td style="text-align: center;">86</td> <td style="text-align: center;">2nd</td> </tr> <tr> <td style="text-align: center;">Redwood City</td> <td style="text-align: center;">76</td> <td style="text-align: center;">1st</td> </tr> <tr> <td style="text-align: center;">East Palo Alto</td> <td style="text-align: center;">58</td> <td style="text-align: center;">3rd¹⁷</td> </tr> <tr> <td style="text-align: center;">South San Francisco</td> <td style="text-align: center;">16</td> <td style="text-align: center;">N/A</td> </tr> <tr> <td style="text-align: center;">Daly City</td> <td style="text-align: center;">14</td> <td style="text-align: center;">N/A</td> </tr> </tbody> </table> <p>San Mateo topped the list this inspection period, switching places with Redwood City. East Palo Alto's position remained unchanged. South San Francisco and Daly City re-joined the list at 4th and 5th place respectively. The city of San Bruno, dropped down to 6th and off the list.</p>	City of Residence	2022-2023	2021-2022	San Mateo	86	2nd	Redwood City	76	1st	East Palo Alto	58	3rd ¹⁷	South San Francisco	16	N/A	Daly City	14	N/A
City of Residence	2022-2023	2021-2022																				
San Mateo	86	2nd																				
Redwood City	76	1st																				
East Palo Alto	58	3rd ¹⁷																				
South San Francisco	16	N/A																				
Daly City	14	N/A																				
Out-of-County Youth: County of Residence	X	<input type="checkbox"/>	<input type="checkbox"/>	<p style="text-align: center;">Top 5 Counties of Residence</p> <table border="1" style="width: 100%; border-collapse: collapse; margin-bottom: 10px;"> <thead> <tr> <th style="width: 50%;">2022-2023</th> <th style="width: 50%;">2021-2022</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">Santa Clara</td> <td style="text-align: center;">San Francisco</td> </tr> <tr> <td style="text-align: center;">San Francisco</td> <td style="text-align: center;">Contra Costa</td> </tr> <tr> <td style="text-align: center;">Contra Costa</td> <td style="text-align: center;">Santa Clara</td> </tr> <tr> <td style="text-align: center;">Alameda</td> <td style="text-align: center;">Sacramento</td> </tr> <tr> <td style="text-align: center;">Sonoma</td> <td style="text-align: center;">Sonoma¹⁸</td> </tr> </tbody> </table>	2022-2023	2021-2022	Santa Clara	San Francisco	San Francisco	Contra Costa	Contra Costa	Santa Clara	Alameda	Sacramento	Sonoma	Sonoma ¹⁸						
2022-2023	2021-2022																					
Santa Clara	San Francisco																					
San Francisco	Contra Costa																					
Contra Costa	Santa Clara																					
Alameda	Sacramento																					
Sonoma	Sonoma ¹⁸																					

¹⁷ East Palo Alto tied with San Bruno for third during the 2021-2022 inspection period.

¹⁸ The Probation Department was in a contract with the county of Sonoma during this inspection period.



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
 JUVENILE HALLS AND CAMP
 HILLCREST JUVENILE HALL
 2022-2023**

Race	X	<input type="checkbox"/>	<input type="checkbox"/>	<table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th style="text-align: center;">Race</th> <th style="text-align: center;">Percentage</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">Hispanic</td> <td style="text-align: center;">75 %</td> </tr> <tr> <td style="text-align: center;">Black</td> <td style="text-align: center;">11 %</td> </tr> <tr> <td style="text-align: center;">White</td> <td style="text-align: center;">5.5 %</td> </tr> <tr> <td style="text-align: center;">Pacific Islander</td> <td style="text-align: center;">3.7 %</td> </tr> <tr> <td style="text-align: center;">Native American</td> <td style="text-align: center;">1.8 %</td> </tr> <tr> <td style="text-align: center;">Asian</td> <td style="text-align: center;">1.8 %</td> </tr> <tr> <td style="text-align: center;">Other</td> <td style="text-align: center;">0.93 %</td> </tr> <tr> <td style="text-align: center;">Unknown</td> <td style="text-align: center;">0.93 %</td> </tr> </tbody> </table> <p style="margin-left: 40px;">Approximately 95% of the youth incarcerated during this period were youth of color.</p>	Race	Percentage	Hispanic	75 %	Black	11 %	White	5.5 %	Pacific Islander	3.7 %	Native American	1.8 %	Asian	1.8 %	Other	0.93 %	Unknown	0.93 %
Race	Percentage																					
Hispanic	75 %																					
Black	11 %																					
White	5.5 %																					
Pacific Islander	3.7 %																					
Native American	1.8 %																					
Asian	1.8 %																					
Other	0.93 %																					
Unknown	0.93 %																					
Dual System Youth	<input type="checkbox"/>	X	<input type="checkbox"/>	We are unable to report out on how many dual-system youth were incarcerated in San Mateo County during this inspection period.																		
Disabled Youth	<input type="checkbox"/>	X	<input type="checkbox"/>	We are unable to report on the number of disabled youth who were detained at this facility during this inspection period. Youths with physical, cognitive, and developmental disabilities require individualized educational plans and may require assisted or adaptive programming, additional treatment and services, and emotional support. Without this data, we are unable to determine if the needs of all youth are being appropriately met during their incarceration at this facility.																		



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
JUVENILE HALLS AND CAMP**

HILLCREST JUVENILE HALL

2022-2023

Age: Incarcerated Youth	X	<input type="checkbox"/>	<input type="checkbox"/>	<table border="1"> <thead> <tr> <th>Month</th> <th>Juvenile Hall</th> <th>Camp Kemp</th> </tr> </thead> <tbody> <tr> <td>August</td> <td>18.5</td> <td>15.3</td> </tr> <tr> <td>September</td> <td>15.5</td> <td>15.4</td> </tr> <tr> <td>October</td> <td>15.9</td> <td>15.3</td> </tr> <tr> <td>November</td> <td>16.4</td> <td>15.6</td> </tr> <tr> <td>December</td> <td>16.5</td> <td>15.7</td> </tr> <tr> <td>January</td> <td>16.3</td> <td>15.3</td> </tr> <tr> <td>February</td> <td>16.4</td> <td>15.3</td> </tr> <tr> <td>March</td> <td>16.8</td> <td>16</td> </tr> <tr> <td>April</td> <td>16.9</td> <td>16.3</td> </tr> <tr> <td>May</td> <td>16.3</td> <td>16.3</td> </tr> <tr> <td>June</td> <td>16.5</td> <td>16.3</td> </tr> <tr> <td>July</td> <td>16.6</td> <td>15.5</td> </tr> <tr> <td>Average</td> <td>16.6</td> <td>15.7</td> </tr> </tbody> </table>	Month	Juvenile Hall	Camp Kemp	August	18.5	15.3	September	15.5	15.4	October	15.9	15.3	November	16.4	15.6	December	16.5	15.7	January	16.3	15.3	February	16.4	15.3	March	16.8	16	April	16.9	16.3	May	16.3	16.3	June	16.5	16.3	July	16.6	15.5	Average	16.6	15.7
				Month	Juvenile Hall	Camp Kemp																																								
				August	18.5	15.3																																								
				September	15.5	15.4																																								
				October	15.9	15.3																																								
				November	16.4	15.6																																								
				December	16.5	15.7																																								
				January	16.3	15.3																																								
				February	16.4	15.3																																								
				March	16.8	16																																								
				April	16.9	16.3																																								
				May	16.3	16.3																																								
				June	16.5	16.3																																								
				July	16.6	15.5																																								
Average	16.6	15.7																																												



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
JUVENILE HALLS AND CAMP**

HILLCREST JUVENILE HALL

2022-2023

Electronic Monitoring Program	X	<input type="checkbox"/>	<input type="checkbox"/>	EMP ¹⁹ Placements				
				Total Placements	1st Placement	2nd Placement	Fourth Placement	
				94	86	7	1	
				Zero youths who were placed on EMP for the 3rd time.				
				Length of Placement				
				Average Length of EMP Placements		Median Length of EMP Placements		
				69 days		44 days		
				EMP Participants				
				Residence	Participants	Percentage of Bookings		
				San Mateo County	94	45%		
Out-of-County	0	N/A						
<p>The San Mateo County Probation Department is one of the few in the region that does not provide Electronic Monitoring services to Out-of-County youth. Probation Department protocols actually prohibit staff from making an EMP recommendation for eligible youth who reside outside of San Mateo County. Out-of-County youth did not have equitable access to the EMP program and were required to stay in custody longer than their counterparts who resided in San Mateo County.</p>								

¹⁹ EMP-Electronic Monitoring Program: Offers an alternative to detention by use of GPS enabled ankle monitor that is monitored by the Probation Department.



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
JUVENILE HALLS AND CAMP**

HILLCREST JUVENILE HALL

2022-2023

<p>Juvenile Arrest Data</p>	<p align="center"><input type="checkbox"/></p>	<p align="center">X</p>	<p align="center"><input type="checkbox"/></p>	<p>Juvenile arrest data is critical to delinquency prevention in San Mateo County. Juvenile arrest data for San Mateo County is currently unavailable.</p> <p>Juvenile arrest data is required to:</p> <ul style="list-style-type: none"> ● Pinpoint where delinquency prevention efforts are needed ● Identify grants and potential funding sources ● Identify the programs and services producing results ● Duplicate successful programs countywide ● Identify crime trends throughout the county ● Track and reduce recidivism ● Measure outcomes and success of current programs <p>Juvenile arrest data should include:</p> <ul style="list-style-type: none"> ● Name of law enforcement agency²⁰ ● City where the arrest(s) occurred ● Name of the city/county where the youths resides ● Law violation(s) associated with each arrest. ● Known gang affiliation and probation status of the youth ● General Co-Defendant²¹ data where applicable ● Data on school related arrests ● Total number of juvenile arrests are made ● Number of arrests resulting in youth being booked into the Juvenile Hall.
<p>Utilization of Facility: Areas currently in use</p>	<p align="center">X</p>	<p align="center"><input type="checkbox"/></p>	<p align="center"><input type="checkbox"/></p>	<p>Facilities In Use</p> <p>Lobby, admissions, control room, admissions, administrative offices, meeting, storage, and breakrooms medical and dental clinics, school building, gym, outdoor recreational area and gardens, Pine 5 programming room, visiting rooms. There are storage rooms and offices located in the Dining Hall / Kitchen building that are also in use.</p>

²⁰ Police Department, Sheriff Department, California Highway Patrol, BART Police, Gang Task Force

²¹ Co-Defendant Data: Number and ages of individuals associated with each arrest.



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
JUVENILE HALLS AND CAMP**

HILLCREST JUVENILE HALL

2022-2023

				<p>Facilities In Alternative Use The Dining Hall is being used as a multi-purpose room where religious services and special events are held. The large commercial kitchen is being utilized for storage and delivery of daily staff meals, special events, and an 8-week cooking class. The cooking class is expected to repeat again in the Fall.</p> <p>Housing Units In Use The facility operated between 1-2- housing units during this inspection period. The Forrest 3 housing unit was also used as an intake unit and generally was where the younger short term youths are housed. The Pine 4 housing unit generally houses older, long term, and Secure Track youths.</p> <ul style="list-style-type: none"> From August 2022 - June 2023, youths were housed in two Housing Units, Pine 4 and Forrest 3. In July 2023²², the Pine 4 housing unit was closed. All youths at the facility were placed together in the Forrest 3 housing unit.
Utilization of Facility: Areas Not in Use	X	<input type="checkbox"/>	<input type="checkbox"/>	<ul style="list-style-type: none"> Elm housing unit Portion of the Forrest housing unit Areas in and around the kitchen.
Comments	<p>Electronic Monitoring Program - EMP</p> <p>All of the 94 youths who participated in the EMP program were residents of San Mateo County. None of the 61 Out-of-County youth booked into the facility during this inspection period received a recommendation from the Probation Department for release on EMP or participated in the program. On October 8, 2023 Governor Newsom signed SB448 into law prohibiting counties from excluding youth from participating in an Electronic Monitoring Program solely based upon where they live. This new law will reduce the amount of time Out-of-County youths are incarcerated in San Mateo County.</p>			

²² It should be noted that youths have been moved at least three times since this inspection



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
 JUVENILE HALLS AND CAMP
 HILLCREST JUVENILE HALL
 2022-2023**

	<p>Staffing</p> <p>BSCC²³ notified the Commission in August 2023 that the staffing levels at the facility were “borderline out of compliance”. While the facility was technically in compliance at the time of the BSCC inspection, the representative was concerned that all of the youths had been moved to one housing unit due to staffing limitations. BSCC explained that the current housing situation was “a temporary Band-Aid” that was “not sustainable”. We concur. The facility is currently operating three housing units.</p>
<p>Recommendations</p>	<p>Electronic Monitoring Program: In light of the passage of SB448, the Commission recommends the following:</p> <ul style="list-style-type: none"> ● Create an Electronic Monitoring Program for Out-of-County youth. ● Suspend any policies, protocols, and/or practices that may limit or prohibit Out-of-County youths from being recommended or participating in the EMP²⁴ program. ● Update all EMP related policies and protocols related to the Electronic Monitoring Program and Out-of-County youths to comply with the new law. ● Inform all employees of the SB448 related changes in state law and internal policies, protocols, and procedures. <p>Data Collection: Admissions</p> <ul style="list-style-type: none"> ● Racial Data for each youth needs to be documented. Leaving the category blank or entering “unknown” prohibits accurate statistical data from being aggregated and reported. Youth who’s current racial data reflects a blank space or is categorized as “unknown” should be captured as soon as possible. Care should be taken to capture all statistical data going forward.

²³ BSCC: Board of State and Community Corrections

²⁴ EMP: Electronic Monitoring Program



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
JUVENILE HALLS AND CAMP
HILLCREST JUVENILE HALL
2022-2023**

Establish & Maintain Higher Staffing Ratios

- We recommend the Probation Department establish and maintain minimum staffing levels that are **above** the state mandated minimums. Operating the facility at state minimums is not conducive to the treatment or rehabilitation of youth and creates unnecessary hardships and stress on staff. Increasing staffing levels will allow:
- house youths based upon their classifications and rehabilitation needs
- allow for the development of a comprehensive treatment plan for each youth
- ensure youths can participate programming, treatment, and therapies
- staff has the time needed to mentor and counsel youth
- reduce the amount of time youths spend in locked confinement
- improve internal communications and coordination with system partners
- increase employee morale
- reduce work related stress and injuries
- create a more therapeutic environment for youth
- provide youths with the best possible chance for long term success
- improve public safety by reducing recidivism.

DOCUMENT REVIEW

INSPECTIONS - HEALTH SAFETY CODES

REVIEWED	YES	NO	N/A	COMMENTS
San Mateo County Building/ Facility Safety Inspection	X	<input type="checkbox"/>	<input type="checkbox"/>	During this inspection period alternative “Quarterly Self Inspections” were conducted due to COVID-19. County Inspections resumed in September 2023
Fire Safety	X	<input type="checkbox"/>	<input type="checkbox"/>	Fire Authority Safety Reports are conducted every two years. Facility records indicate the San Mateo Cal Fire inspected the facility on July 12, 2022. Inspector: Mike Wischer Deputy Fire Marshall



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
JUVENILE HALLS AND CAMP**

HILLCREST JUVENILE HALL

2022-2023

Board of State & Community Corrections Inspection	X	<input type="checkbox"/>	<input type="checkbox"/>	2023 BSCC Inspection occurred in July 2023. The Inspection Report is pending public release. Inspector: Craigus Thompson Prior Inspection Date: April 13, 2021 Date of Inspection Report: September 22, 2021 Inspector: Mike Bush
Probation Chief: Letter to BSCC	X	<input type="checkbox"/>	<input type="checkbox"/>	Letter dated August 11, 2022 attests that juvenile detention facility employees are hired and trained according to standards.
Public Health-Medical Mental Health	X	<input type="checkbox"/>	<input type="checkbox"/>	Medical and Mental Health provide services to both Camp Kemp and the Juvenile Hall and produce one inspection report. Inspection dated: June 14, 2023
Environmental Health	X	<input type="checkbox"/>	<input type="checkbox"/>	Evaluation Date: October 19, 2022 Evaluator: Aris Veloso
Nutritional Health/Retail Food Inspection	X	<input type="checkbox"/>	<input type="checkbox"/>	Inspection Date: on November 10, 2022 Inspector: Joanna Jarin
Food Services: Juvenile Menu Analysis for T15	X	<input type="checkbox"/>	<input type="checkbox"/>	Inspection Date: May 5, 2022 Analyst: Denise Chu R.D., Dietician San Mateo County Correctional Health Dietician
County Superintendent of Schools: Education Inspection	X	<input type="checkbox"/>	<input type="checkbox"/>	The County Superintendent of School's inspection now requires an independent 3rd-party evaluation per Title 15. This inspection was pending at the time this report was written.
Juvenile Court Judge Inspection	X	<input type="checkbox"/>	<input type="checkbox"/>	Inspection Date: Completed on December 9, 2022. The Honorable Susan Etezadi
San Mateo County Security Review	X	<input type="checkbox"/>	<input type="checkbox"/>	This facility has not been inspected since the COVID-19 pandemic began in March 2020. Prior Inspector: Scott Grosso



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
 JUVENILE HALLS AND CAMP
 HILLCREST JUVENILE HALL
 2022-2023**

Natural Disaster: Fire Drill Logs	<input type="checkbox"/>	<input type="checkbox"/>	X	Not viewed during our inspection.
Natural Disaster: Wildfire Evacuation Plan and Procedures	X	<input type="checkbox"/>	<input type="checkbox"/>	Mutual Aid agreements with local jurisdictions are in place should the facility and/or area need to be evacuated.
Air Quality Indoors/Outdoors	X	<input type="checkbox"/>	<input type="checkbox"/>	The Department of Public Works maintains this facility. A new ventilation system was installed in 2021.

DOCUMENTATION

REVIEWED	YES	NO	N/A	COMMENTS
TITLE 15: § 1340. Reporting of Legal Actions ²⁵ Each facility shall submit to the Board a letter of notification on each legal action, pertaining to conditions of confinement, filed against persons or legal entities responsible for juvenile facility operation.	<input type="checkbox"/>	X	<input type="checkbox"/>	The Probation Department is in the process of determining if they are legally required to notify the BSCC of the 15 civil lawsuits that were filed during this inspection period. The Probation Department will make a formal notification to the BSCC of each lawsuit if deemed to be required by their legal team. The Probation Department will notify the Commission when the final notification determinations are made.

²⁵ Board of State and Community Corrections, Title 15, Article 4, § 1340; Welfare and Institutions Code, §§ 209, 210 & 885.



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
JUVENILE HALLS AND CAMP**

HILLCREST JUVENILE HALL

2022-2023

Annual Budget: Juvenile Detention Facilities	<input type="checkbox"/>	X	<input type="checkbox"/>	The Commission continues to be denied access to the budget for the Juvenile Hall and Camp Kemp facilities. Attempts to obtain this information through the California Public Records Act have also been repeatedly unsuccessful. It is difficult for the Commission to advocate and evaluate programs and services when we do not know who, where, and how much monies are already being directed for these purposes.																																			
Website: Juvenile Services & Institutions Division	<input type="checkbox"/>	X	<input type="checkbox"/>	The Juvenile and Institutions Division webpages on the Probation Department's website needs updating. There are several broken or misdirected links i.e., GIRLSs Program, Education, BHRS, and Food and Health.																																			
Facility Rules	X	<input type="checkbox"/>	<input type="checkbox"/>	Rules need to be updated to include Youth Bill of Rights																																			
Weekly Programming Schedule(s)	X	<input type="checkbox"/>	<input type="checkbox"/>	Programming schedules are attached.																																			
Facility: Staffing: Is there an adequate number of personnel sufficient to carry out the overall facility operation and its programming, to provide for the safety and security of youth and staff, and meet established standards and regulations.	<input type="checkbox"/>	X	<input type="checkbox"/>	<p>After their July 2023 inspection, BSCC informed the Commission that staffing levels at this facility were "borderline out of compliance".</p> <table border="1"> <thead> <tr> <th>Positions</th> <th>2023</th> <th>2021²⁶</th> <th>Difference</th> <th>%</th> </tr> </thead> <tbody> <tr> <td>GS1</td> <td align="center">5</td> <td align="center">11</td> <td align="center">-6</td> <td align="center">-54.5%</td> </tr> <tr> <td>GS2</td> <td align="center">22</td> <td align="center">39</td> <td align="center">-17</td> <td align="center">-43.6%</td> </tr> <tr> <td>GS3</td> <td align="center">19</td> <td align="center">26</td> <td align="center">+2</td> <td align="center">-26.9%</td> </tr> <tr> <td>Extra Help</td> <td align="center">13</td> <td align="center">34</td> <td align="center">-24</td> <td align="center">-54.4%</td> </tr> <tr> <td>Total</td> <td align="center">68</td> <td align="center">110</td> <td align="center">-42</td> <td align="center">-38.2%</td> </tr> <tr> <td>Vacancies</td> <td align="center">30</td> <td align="center">9</td> <td></td> <td></td> </tr> </tbody> </table>	Positions	2023	2021 ²⁶	Difference	%	GS1	5	11	-6	-54.5%	GS2	22	39	-17	-43.6%	GS3	19	26	+2	-26.9%	Extra Help	13	34	-24	-54.4%	Total	68	110	-42	-38.2%	Vacancies	30	9		
Positions	2023	2021 ²⁶	Difference	%																																			
GS1	5	11	-6	-54.5%																																			
GS2	22	39	-17	-43.6%																																			
GS3	19	26	+2	-26.9%																																			
Extra Help	13	34	-24	-54.4%																																			
Total	68	110	-42	-38.2%																																			
Vacancies	30	9																																					

²⁶ BSCC 2021 Inspection report



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
JUVENILE HALLS AND CAMP
HILLCREST JUVENILE HALL
2022-2023**

Staffing: Is there a sufficient number of supervisory staff to ensure adequate supervision of all staff.	X	<input type="checkbox"/>	<input type="checkbox"/>	
Overtime	X	<input type="checkbox"/>	<input type="checkbox"/>	The total amount of money spent on staff overtime is unknown. The Commission has been unable to obtain a copy of the facility budget for 2+ years. It should be noted that Deputy Probation Officers are no longer allowed to work overtime at any Juvenile Detention Facility in San Mateo County.
Grievance Forms	X	<input type="checkbox"/>	<input type="checkbox"/>	Grievance forms are available in Admissions and at the “Staff Desk” on the Forrest 3 & Pine 4 housing units.
Grievance Logs	X	<input type="checkbox"/>	<input type="checkbox"/>	Every grievance filed during this inspection period was reviewed. The majority of grievances general categories: <ul style="list-style-type: none"> ● Not having access to computers needed to complete college assignments and mid-terms that impacted their grades. ● Staff taking away good behavior points ● The temperature on the housing unit, cells, and water in the shower was too cold.
Medical, Dental, BHRS Request Forms.	X	<input type="checkbox"/>	<input type="checkbox"/>	Request forms for medical, dental and mental health care services are readily available. Youth report having timely access to urgent medical care and mental health services.
Audio and Video Recording: Storage	X	<input type="checkbox"/>	<input type="checkbox"/>	Videos are stored for a minimum of 1 year on a server. Institutional Services Managers and above have access to this footage.



JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
JUVENILE HALLS AND CAMP
HILLCREST JUVENILE HALL
2022-2023

Serious Incident Reports: Including Use of Force	X	<input type="checkbox"/>	<input type="checkbox"/>	<table border="1"> <thead> <tr> <th>Type of Incident</th> <th>Incidents</th> <th>Comparison</th> <th>Prior Year</th> </tr> </thead> <tbody> <tr> <td>Major Disturbance: Injury to Youth.</td> <td align="center">0</td> <td align="center">No Change</td> <td align="center">0</td> </tr> <tr> <td>Major Disturbance: Involving Multiple Youth</td> <td align="center">0</td> <td align="center">100% Decrease</td> <td align="center">1</td> </tr> <tr> <td>New Charges Filed</td> <td align="center">1</td> <td align="center">66.7% Decrease</td> <td align="center">3</td> </tr> <tr> <td>Assaults Between Youth</td> <td align="center">7</td> <td align="center">40% Increase</td> <td align="center">5</td> </tr> <tr> <td>Safety Room Placements:</td> <td align="center">0</td> <td align="center">200% Decrease</td> <td align="center">2</td> </tr> <tr> <td>Use of Force: Mechanical Restraints Incidents</td> <td align="center">13</td> <td align="center">13.3% Decrease</td> <td align="center">15</td> </tr> <tr> <td>*Mechanical Restraints per Youth</td> <td align="center">14</td> <td align="center">21.4% Increase</td> <td align="center">11</td> </tr> <tr> <td>Assault on Staff by Youth</td> <td align="center">1</td> <td align="center">100% Increase</td> <td align="center">0</td> </tr> <tr> <td>Threats to Staff</td> <td align="center">2</td> <td align="center">33.3% Decrease</td> <td align="center">3</td> </tr> <tr> <td>Staff Injuries While Responding</td> <td align="center">2</td> <td align="center">33.3% Decrease</td> <td align="center">3</td> </tr> <tr> <td>Youth on Special Program (OAA)</td> <td align="center">31</td> <td align="center">24% Increase</td> <td align="center">25</td> </tr> <tr> <td>Reportable Incidents or Other</td> <td align="center">113</td> <td align="center">94.8% Increase</td> <td align="center">58</td> </tr> <tr> <td>Property Destruction</td> <td align="center">3</td> <td align="center">300% Increase</td> <td align="center">0</td> </tr> </tbody> </table>	Type of Incident	Incidents	Comparison	Prior Year	Major Disturbance: Injury to Youth.	0	No Change	0	Major Disturbance: Involving Multiple Youth	0	100% Decrease	1	New Charges Filed	1	66.7% Decrease	3	Assaults Between Youth	7	40% Increase	5	Safety Room Placements:	0	200% Decrease	2	Use of Force: Mechanical Restraints Incidents	13	13.3% Decrease	15	*Mechanical Restraints per Youth	14	21.4% Increase	11	Assault on Staff by Youth	1	100% Increase	0	Threats to Staff	2	33.3% Decrease	3	Staff Injuries While Responding	2	33.3% Decrease	3	Youth on Special Program (OAA)	31	24% Increase	25	Reportable Incidents or Other	113	94.8% Increase	58	Property Destruction	3	300% Increase	0
				Type of Incident	Incidents	Comparison	Prior Year																																																					
				Major Disturbance: Injury to Youth.	0	No Change	0																																																					
				Major Disturbance: Involving Multiple Youth	0	100% Decrease	1																																																					
				New Charges Filed	1	66.7% Decrease	3																																																					
				Assaults Between Youth	7	40% Increase	5																																																					
				Safety Room Placements:	0	200% Decrease	2																																																					
				Use of Force: Mechanical Restraints Incidents	13	13.3% Decrease	15																																																					
				*Mechanical Restraints per Youth	14	21.4% Increase	11																																																					
				Assault on Staff by Youth	1	100% Increase	0																																																					
				Threats to Staff	2	33.3% Decrease	3																																																					
				Staff Injuries While Responding	2	33.3% Decrease	3																																																					
				Youth on Special Program (OAA)	31	24% Increase	25																																																					
				Reportable Incidents or Other	113	94.8% Increase	58																																																					
Property Destruction	3	300% Increase	0																																																									



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
JUVENILE HALLS AND CAMP**

HILLCREST JUVENILE HALL

2022-2023

Serious Incident Reports: Suicide Attempts, Suicidal Statements & Self-Mutilation	X	<input type="checkbox"/>	<input type="checkbox"/>	<table border="1"> <thead> <tr> <th>Type</th> <th>Incidents</th> <th>Comparison</th> <th>Prior Year</th> </tr> </thead> <tbody> <tr> <td>Suicide Attempts</td> <td align="center">0</td> <td align="center">100% Decrease</td> <td align="center">1</td> </tr> <tr> <td>Suicidal Statements</td> <td align="center">4</td> <td align="center">40% Decrease²⁷</td> <td align="center">6</td> </tr> <tr> <td>Self-Mutilation</td> <td align="center">4</td> <td align="center">75% Decrease²⁸</td> <td align="center">16</td> </tr> </tbody> </table>	Type	Incidents	Comparison	Prior Year	Suicide Attempts	0	100% Decrease	1	Suicidal Statements	4	40% Decrease ²⁷	6	Self-Mutilation	4	75% Decrease ²⁸	16
				Type	Incidents	Comparison	Prior Year													
				Suicide Attempts	0	100% Decrease	1													
				Suicidal Statements	4	40% Decrease ²⁷	6													
Self-Mutilation	4	75% Decrease ²⁸	16																	
Prison Rape Elimination Act Reporting	X	<input type="checkbox"/>	<input type="checkbox"/>	While Juvenile Halls are not legally required to comply with the PREA reporting, best practices throughout the state are to report this data. The BSCC is anticipating legislative changes that will expand PREA reporting requirements to include Juvenile Halls. The Commission recommends posting all PREA data on the Probation Department website. Zero data is still data to report and demonstrates the efforts the Probation Department is taking to address these issues.																
Secure Youth Treatment Facility: Secure Track Plan ²⁹	X	<input type="checkbox"/>	<input type="checkbox"/>	A copy of the San Mateo County Plan (2021) and plan addendum (2022) can be found in the attachments.																
Phoenix/Prep Program: Pre-Release	X	<input type="checkbox"/>	<input type="checkbox"/>	Approximately 8 youths participated in the Phoenix or PREP program during this inspection period. Youth outcomes and recidivism data are needed. Program data should be tracked and measured for efficacy.																

²⁷ Quarantine time and isolation time reduced during this inspection period.

²⁸ Self mutilation incidents for the prior year were isolated incidents.

²⁹ San Mateo County Juvenile Justice Realignment Block Grant Annual Plan



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
JUVENILE HALLS AND CAMP**

HILLCREST JUVENILE HALL

2022-2023

Post Release: Reentry Services	X	<input type="checkbox"/>	<input type="checkbox"/>	Re-entry services are currently contracted out to FLY ³⁰ Case managers for FLY report that re-entry services are limited to 9 months. Youth are not allowed to re-enroll in the program. Parents and youth report that 9 months is not enough time for stabilization in the community after an extended period of incarceration. This is especially true for youths who are rearrested or return to the Juvenile Hall for violating probation during this time period. Extending re-entry services from 9 months to 12 months is highly recommended.
Juvenile Hall Parent/Youth Handbook	X	<input type="checkbox"/>	<input type="checkbox"/>	The Parent/Youth Handbook needs to be updated to reflect the passage of AB2417, the Youth Bill of Rights.
Parent Educational Handbook	<input type="checkbox"/>	X	<input type="checkbox"/>	This County Office of Education produces an Educational Handbook that should be provided to parents through the Probation Department.
Intake & Admission Forms	X	<input type="checkbox"/>	<input type="checkbox"/>	The intake and assessment packet covers medical history, mental health, family relations, education, employment, substance use/abuse, gang involvement, insight, and future goals.
Institutional Case Plan	<input type="checkbox"/>	X	<input type="checkbox"/>	Institutional Case Plans (ICP's) are created for youth who are incarcerated for 30 Days or more. We did not have the opportunity to review a sample ICP during our inspection.
Ohio Youth Assessment System (OYAS)	X	<input type="checkbox"/>	<input type="checkbox"/>	In November of 2022, the Probation Department implemented the use of the Ohio Youth Assessment System (OYAS)
Resource Review Board	<input type="checkbox"/>	<input type="checkbox"/>	X	We did not review any recommendations made by the Resource Review Board during this inspection period.

³⁰ FLY: Fresh Lifelines for Youth



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
 JUVENILE HALLS AND CAMP
 HILLCREST JUVENILE HALL
 2022-2023**

Approved Magazine & Books List	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Staff maintains the discretion to deny any item on the approved list based on its content. The Commission recommends updating this list annually to ensure it is current.
Recommendations	<p>Probation Department Website</p> <ul style="list-style-type: none"> ● Provide all PREA information and data on the Probation Department’s website. Zero data is still data to report and demonstrates the efforts the Probation Department is taking to address these issues. ● Provide information and links in Spanish. ● Update and maintain the Juvenile Services & Institutions Division portions of the Probation Department’s website to ensure parents, family members, and the general public can access information, The links to the GIRLS program, County Office of Education, BHRS, and Food and Health are currently broken or misdirect users. <p>ReEntry Services</p> <ul style="list-style-type: none"> ● Pre-Release: Phoenix Prep Program. Approximately 8 youths participated in this program during this inspection period. Youth outcomes and recidivism data for this program are needed. Data should be tracked and measured for efficacy. ● Post Release: Extend services from 9 to 12 months. <p>Providing Equitable Information and Services to Youth & Families</p> <ul style="list-style-type: none"> ● Documents: Most of the information, legal mail, and notices from the Probation Department youths and families receive are in English. Youth Grievance Forms are also only available in English. The Commission recommends providing all information, forms, letters, and notices in both English and Spanish. ● Update the Parent/Youth Handbook to reflect AB2417-Youth Bill of Rights. 			



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
JUVENILE HALLS AND CAMP
HILLCREST JUVENILE HALL
2022-2023**

POLICIES & PROCEDURES				
REVIEWED	YES	NO	N/A	COMMENTS
Policy & Procedure Manual Juvenile Hall	X	<input type="checkbox"/>	<input type="checkbox"/>	The facility Policy and Procedure Manual was updated in June 2020.
Has the Policy and Procedure Manual been updated to adhere to amendments, additions, and/or changes to state and local laws?	<input type="checkbox"/>	X	<input type="checkbox"/>	<p>Policy and Procedural Manual needs to be updated to include the items covered in the Youth Bill of Rights that went into effect on January 1, 2023, including:</p> <ul style="list-style-type: none"> ● Visiting Policies ● Telephone Calls ● Programming ● Education
Request Forms: Medical, Dental, & BHRS	X	<input type="checkbox"/>	<input type="checkbox"/>	Requests forms are readily available.
Use of Force Policy	X	<input type="checkbox"/>	<input type="checkbox"/>	
Behavior Policy	X	<input type="checkbox"/>	<input type="checkbox"/>	
Anti-Harassment and Bullying Policies	X	<input type="checkbox"/>	<input type="checkbox"/>	
Sexual Abuse Prevention	X	<input type="checkbox"/>	<input type="checkbox"/>	Sexual Abuse Prevention Posters and OYCR Ombudsman flyers are posted up throughout the facility.



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
JUVENILE HALLS AND CAMP**

HILLCREST JUVENILE HALL

2022-2023

Safety Check Logs	X	<input type="checkbox"/>	<input type="checkbox"/>	Staff checks each cell every 15 minutes. Each cell has an individualized barcode that is scanned during each safety check. Group Supervisors must sign off on late safety checks.
Separation of Youth: Are youth separated for medical and mental health conditions, assaultive behavior, disciplinary consequences, and protective custody or in consideration of positive youth development and trauma-informed care?	<input type="checkbox"/>	X	<input type="checkbox"/>	During this inspection period, there were one-two housing units in operation. At one point, all of the youth detained at this facility were housed together in a single housing unit. This include males and females, Secure Track and Non-Secure Track, children and adults, youths with non-association orders, youth with histories of assaultive behaviors, varying degrees of criminal sophistications, cognitive abilities, and medical, mental health, and trauma histories.
Step Program: Behavioral Modification System	X	<input type="checkbox"/>	<input type="checkbox"/>	<p>The facility uses a 2-Step incentive based behavioral modification program.</p> <p>Step 1</p> <ul style="list-style-type: none"> ● MP3 Player privileges revoked ● No canteen snacks or special food items are allowed ● No alternative hygiene products are allowed ● Restricted recreational activities <p>Step 2</p> <ul style="list-style-type: none"> ● Can use their assigned MP3 Player ● Can receive snacks for the canteen on Sundays ● Can have additional or special foods ● Can use alternative³¹ hygiene products ● Can participate in special programming with staff ● Can serve as a helper on the housing unit

³¹ An alternative hygiene products is any product not issued to all youths at the facility.



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
JUVENILE HALLS AND CAMP**

HILLCREST JUVENILE HALL

2022-2023

				<p>It should be noted that:</p> <ul style="list-style-type: none"> • The MP3 players were intended to be used as a therapeutic tool for long term youth, rather than a privilege that could be taken away if the youth was not a Step 2. In fact, the program was designed to help redirect and calm youth who were struggling with their behavior. • The use of alternative hygiene products are protected under the Youth Bill of Rights.
Do youth have the necessary space to store their personal items?	<input type="checkbox"/>	X	<input type="checkbox"/>	Youth still do not have anywhere to store personal belongings in their cells. Storage units have been on order for approximately 10 months that will be mounted to the walls of each cell. Each storage unit will provide 4-5 shelves for storing personal items. Personal property inventoried at the time of booking is held in the Admissions Department.
Personal Items: Allowed in cells	X	<input type="checkbox"/>	<input type="checkbox"/>	Photos, drawings, paperback books, magazines, letters, short pencils, journals, and paper. All items are subject to limits.
Personal Items: Prohibited in cells	X	<input type="checkbox"/>	<input type="checkbox"/>	Chromebooks, hardcover books, alternative hygiene products, and any item(s) that exceeds the approved limits are held at the staff desk on the housing unit.
Visiting Policies	X	<input type="checkbox"/>	<input type="checkbox"/>	During this inspection period, visitors were required to present their ID and proof of vaccination to enter the facility. The Superintendent of the facility, Probation Officer, and Juvenile Courts can approve visits for youth. With the exception of most parents/guardians, visitors must pass a background screening. Zoom Visiting Policy is attached.
Telephone Policy and Approval Procedures	X	<input type="checkbox"/>	<input type="checkbox"/>	Telephone calls are approved by the Superintendent, Probation Officers, and Juvenile Courts.
Physical Mail Policy	X	<input type="checkbox"/>	<input type="checkbox"/>	No changes noted from the previous inspection.



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
 JUVENILE HALLS AND CAMP
 HILLCREST JUVENILE HALL
 2022-2023**

Electronic Mail Policy	<input type="checkbox"/>	X	<input type="checkbox"/>	Some of the policies related to the Youth Bill of Rights are still being drafted.
Educational & CTE Computer Access Policy	<input type="checkbox"/>	X	<input type="checkbox"/>	It is unclear if a policy exists.
Tablet Policy	<input type="checkbox"/>	<input type="checkbox"/>	X	<p>Tablets are expected to be implemented at the facility by December 31, 2023.</p> <ul style="list-style-type: none"> • The Probation Department has entered into a contract with a service provider who will be providing tablets to the Juvenile Hall/Camp Kemp facilities. • The policy relating to the care and use of these tablets by youth is currently under development.
MP3 Player Policy	X	<input type="checkbox"/>	<input type="checkbox"/>	The MP3 policy was drafted by youth, with the assistance of staff and members of the Commission. The MP3 players are intended to be used as therapeutic tools for youths. The program seeks to reduce sensory deprivation during periods of locked confinement, reduce stress and anxiety, elevate mood, and assist in the treatment of insomnia. Long-term and Secure Track youths have access to their assigned MP3 players from 3:00 pm - 8:00 am each day.
Implementation of Court Orders	X	<input type="checkbox"/>	<input type="checkbox"/>	Court Orders are generally conveyed to the Probation Department via a standardized form that is completed by the Court Officer, who is also a Probation Officer. Court's Orders are handwritten onto the form and entered into the electronic records system within 24 hours. The original forms are then placed into the youth's physical file. Court orders are conveyed verbally to staff members. Notifications that involve system partners are made either verbally or via email.



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
JUVENILE HALLS AND CAMP**

HILLCREST JUVENILE HALL

2022-2023

Court Clothing	X	<input type="checkbox"/>	<input type="checkbox"/>	<p>The Court Clothing program began back in 2021 and has been extremely successful. Members of the Commission provide court clothing to all youth upon request. Court clothing consists of a suit, or pants, sweater or sports coat, shirt, tie, and pair of dress shoes. Youths are given the clothing to keep so they can return to their communities with professional clothing to wear to formal events, job, and school related interviews, and special celebrations. The program improves self esteem and helps to teach the youth the importance of dressing for success. Youth's often report that the court clothing is the first time they have ever worn a formal outfit.</p> <p>Court clothing and shoes are stored inside a large room in Admissions. All items are placed in a blue zip up garment bag that is labeled with a number and the youth's name. Each garment bag hangs on a motorized commercial garment conveyor. Each youth is allowed to have 1-2 suits, 2 shirts, and a tie. A suit can be substituted for pants, sweater or sports coat. Commissioner Rasmussen coordinates the program with Probation staff. Dry Cleaning is also provided as part of the program.</p>
Electronic Monitoring Program: EMP	X	X	<input type="checkbox"/>	<p>The Electronic Monitoring Program is only available to youth who are residing in San Mateo County. 61 Out-of-County Youth were unable to participate in this program during this inspection period.</p>
Wrap Around Services: Turning Point Program	<input type="checkbox"/>	<input type="checkbox"/>	X	<p>None of the children or parents we spoke to had been offered Wrap Around Services.</p>
Release: Deportation ICE Cooperation/ Notification Policies	X	<input type="checkbox"/>	<input type="checkbox"/>	<p>In 2023, the Board of Supervisors approved a resolution prohibiting the use of county funds to provide notifications to ICE.</p>



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
 JUVENILE HALLS AND CAMP
 HILLCREST JUVENILE HALL
 2022-2023**

<p>Notifications: Juvenile Justice Commission</p>	<ul style="list-style-type: none"> ● Scheduling Annual Inspections. Annual inspections are conducted in August. In an attempt to overcome the challenges and obstacles that arose when attempting to schedule inspections this year, the Commission is requesting that the Probation Department confirm future inspection dates by July 15th each year. ● General Notifications: The Commission wishes to be notified whenever a significant change occurs that impacts operations, policies, programming, or education. The Commission is requesting the Probation Department include these updates in their oral report provided at our monthly commission meetings. ● Serious Incidents, Closure of Housing Unit, and Legal Actions: The Commission wishes to be notified of serious incidents, the closures of a housing unit(s), cancellation of a program, and any relevant legal issues within 7 days.
<p>Comments</p>	<p>On October 8, 2023, Governor Newsom signed SB448, The Equity for Youth in Detention Act into law, removing a youth’s county of residence as a determining factor for detention. The new law requires a minor be given equal consideration for release on home supervision and grants the court the authority to order the minor to be placed on home supervision, with or without electronic monitoring.</p>
<p>Recommendations</p>	<p>Electronic Monitoring Program</p> <ul style="list-style-type: none"> ● Eliminate policies and practices prohibiting a Probation Department employee from recommending eligible Out-of-County youths be released from custody on EMP. ● Provide training to all relevant Probation Department employees on the SB448 related changes to policies, practice, and procedures. <p>Step Program: Incentive Based Behavioral Modification System</p> <ul style="list-style-type: none"> ● Criteria outlining how daily points are accrued and removed is needed. The criteria needs to be clear and based on objective measures that both the staff and youth understand. Inconsistencies in how points are awarded or removed undermine the overall effectiveness of the program and can create mistrust between youth and staff. Grievances filed over this inspection period indicate there were a series of inconsistent and subjective decisions made to remove points from several that were overturned by a Supervisor, in the youth’s favor. Clarifying the Step Program criteria will ensure the program is being consistently run in a non-subjective, structured, and equitable manner.



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
JUVENILE HALLS AND CAMP**

HILLCREST JUVENILE HALL

2022-2023

- Court Orders & Electronic Records: Streamlining the data entry process for court orders will ensure staff members have immediate access to updated and accurate information for every youth.
- Removal of MP3 Players: When probation staff, youth, and members of the commission developed the MP3 program for long-term and Secure Track youth it was designed to be therapeutic in nature and not simply a privilege for these youth. Long-term and Secure Track youth are often frustrated by program redundancy and the MP3 players were viewed as means for enhancing their programming at no cost to the facility and with minimal staff time required. The MP3 players offer a variety of music (including Native American flute and Spanish music), meditations, sleep sounds, and webinar discussions on topics of mental health and self improvement. The MP3 players were intended to be used as therapeutic tools that were not subject to being taken away as a punishment or behavioral step level. In fact, one of their purposes was to help redirect and calm youths who were struggling with behavior. Members of the commission invested significant sums of money to purchase the technology and equipment for this program and it is our hope that the youth will be afforded the opportunity to use them as intended.
- Zoom Visits. The Commission continues to recommend expanding the length and frequency of Zoom visits. Virtual visits eliminate the need for child care and transportation, are essential in maintaining familial bonds, and assist the Probation Department in providing youths with the expanded visiting opportunities afforded to them under the new Youth Bill of Rights. A copy of the Zoom visiting policy can be found in the attachments.
- Pencils: Allow long-term and Secure Track youth to keep one pencil in their cell at all times. This will provide them the opportunity to participate in prosocial activities such as homework, creative writing, journaling while they are locked inside their cells. Youths are currently required to turn in their pencil each night at 8:30 pm.
- Scheduling Annual Inspections: Annual inspections are conducted in August. Due to the difficulties encountered while trying to schedule our mandated inspections this year, the Commission is respectfully requesting that the Probation Department confirm all future inspection dates by July 15th.



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
JUVENILE HALLS AND CAMP**

HILLCREST JUVENILE HALL

2022-2023

	<ul style="list-style-type: none"> ● General Notifications: The Commission wishes to be notified whenever a significant change occurs that impacts operations, policies, programming, or education. The Commission is requesting the Probation Department include these updates in their oral report provided at our monthly commission meetings. ● Serious Incidents, Closure of Housing Unit, and Legal Actions: The Commission wishes to be notified of serious incidents, the closures of a housing unit(s) or program, and any relevant legal issues within 7 days.
--	--

YOUTH BILL OF RIGHTS				
REVIEWED	YES	NO	N/A	COMMENTS
Are youth provided a copy of the Youth Bill of Rights during the admissions process?	<input type="checkbox"/>	X	<input type="checkbox"/>	The Youth Bill of Rights should be added to the Youth/Parent Handbook and orientation materials and provided at the time of admission.
Are copies of the Youth Bill of Rights posted in a visible location on the housing unit(s) or commons areas?	<input type="checkbox"/>	X	<input type="checkbox"/>	The Commission provided staff with a copy of the Youth Bill of Rights provided by OYCR to post up in the intake unit. However, when we returned to the unit it had been taken down. The Commission recommends posting a copy of the Youth Bill of Rights in the following areas: housing units, admissions, administration building hallways, Hillcrest school building, dining hall, medical clinic, the professional and family visiting rooms, and the lobby of the Juvenile Hall.
Are Parents/Guardians provided a copy of the Youth Bill of Rights?	<input type="checkbox"/>	X	<input type="checkbox"/>	The Youth Bill of Rights can be provided to parents via the Youth/Parent Handbook at the time of their child's admission.



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
JUVENILE HALLS AND CAMP**

HILLCREST JUVENILE HALL

2022-2023

Have all staff members been trained on the Youth Bill of Rights?	<input type="checkbox"/>	X	<input type="checkbox"/>	Training on the Youth Bill of Rights has not been conducted at this facility.
W&I Code 224.71: It is the policy of the state that all youth confined in a juvenile facility shall have the following rights, which are established by existing law and regulation:	X	<input type="checkbox"/>	<input type="checkbox"/>	
a) To live in a safe, healthy, and clean environment conducive to treatment, positive youth development, and healing and where they are treated with dignity and respect.	X	<input type="checkbox"/>	<input type="checkbox"/>	<ul style="list-style-type: none"> ● Youth report that they feel respected by most staff members. ● Additional training is needed for staff to better understand how to provide trauma informed care and therapeutic services to youth who have been diagnosed with a mental health and/or trauma related disorder(s).
b) To be free from physical, sexual, emotional, or other abuse, or corporal punishment.	X	<input type="checkbox"/>	<input type="checkbox"/>	It should be noted that 15 civil cases were filed against the County of San Mateo and the Probation Department during this inspection period for alleged Sexual Abuse that occurred prior to 2016. There have been no other reported allegations of abuse since this time.



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
JUVENILE HALLS AND CAMP**

HILLCREST JUVENILE HALL

2022-2023

<p>c) To receive adequate and healthy meals and snacks, clean water at any time, timely access to toilets, access to daily showers, sufficient personal hygiene items, clean bedding, and clean clothing in good repair, including clean undergarments on a daily basis, and new underwear that fits. Clothing, grooming, and hygiene products shall be adequate and respect the child’s culture, ethnicity, and gender identity and expression.</p>	<p align="center"><input type="checkbox"/></p>	<p align="center">X</p>	<p align="center"><input type="checkbox"/></p>	<ul style="list-style-type: none"> ● Clothing is worn out, fraying and has holes. The current stock is at the end of its usefulness and should be replaced. ● Hygiene items remain an issue. Providing hygiene items that are conducive for the care and treatment of ethnic skin and hair has been formally requested for 3 years. ● Youth did not always have access to water in the dayroom of the housing units. The water faucets were turned off due to the COVID-19 pandemic. At the Commission’s request, water coolers were placed in the day rooms to provide youths access to fresh water throughout the day. Unfortunately, the water coolers are often empty.
<p>d) To receive adequate, appropriate, and timely medical, reproductive, dental, vision, and mental health services provided by qualified professionals and consistent with current professional standards of care.</p>	<p align="center"><input type="checkbox"/></p>	<p align="center">X</p>	<p align="center"><input type="checkbox"/></p>	<p>Timely access to vision care continued to be a problem during this inspection period. One child reported going without glasses for almost three months before a pair could be provided. The child’s vision was so poor that he could not fully participate in his education or complete a large portion of his schoolwork without eyeglasses.</p>



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
 JUVENILE HALLS AND CAMP
 HILLCREST JUVENILE HALL
 2022-2023**

<p>e) To refuse the administration of psychotropic and other medications consistent with applicable law or unless immediately necessary for the preservation of life or the prevention of serious bodily harm.</p>	X	<input type="checkbox"/>	<input type="checkbox"/>	
<p>f) To not be searched for the purpose of harassment or humiliation, a form of discipline or punishment, or to verify the youth's gender. To searches that preserve the privacy and dignity of the person and to have access to a written search policy at any time, including the policy on who may perform searches.</p>	X	<input type="checkbox"/>	<input type="checkbox"/>	<p>There were no strip searches reported during this inspection period. There are very specific policies and procedures in place for all searches, including those related to gender.</p>



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
JUVENILE HALLS AND CAMP**

HILLCREST JUVENILE HALL

2022-2023

<p>g) To maintain frequent and continuing contact with parents, guardians, siblings, children, and extended family members, through visits, telephone calls, and mail. Youth may be provided with access to computer technology and the internet for maintaining relationships with family as an alternative, but not as a replacement for in-person visiting.</p>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<ul style="list-style-type: none"> ● Weekly visiting time was reduced during this inspection period by one visit per visit. There was no notice or reason given for the sudden change in the number of visits youth are allowed to receive each week. The Commission urges the Probation Department to restore the amount of time youths are allowed to visit with their families each week. ● With the implementation of tablets, we are hopeful youths will be able to have electronic communicates as outlined here. ● The telephone policy also needs to be updated to reflect the changes in law that expand the list of individuals and organizations a youth can contact, communicate, and visit with during their incarceration.
<p>h) To make and receive confidential telephone calls, send and receive confidential mail, and have confidential visits with attorneys and their authorized representatives, ombudspersons, including the Division of the Ombudsperson of the Office of Youth and Community Restoration, and other advocates, holders of public office, state and federal court personnel, and legal service organizations.</p>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<ul style="list-style-type: none"> ● Youth must ask staff to make their confidential phone calls. It is critically important to add an additional layer of anonymity and security to the reporting process. Confidence in the reporting process is key to the prevention of abuse. ● Confidential mail procedures were not reviewed with staff during our inspection.



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
JUVENILE HALLS AND CAMP**

HILLCREST JUVENILE HALL

2022-2023

<p>i) To have fair and equal access to all available services, housing, care, treatment, and benefits, and to not be subjected to discrimination or harassment on the basis of actual or perceived race, ethnicity, ancestry, national origin, language, color, religion, sex, sexual orientation, gender identity, gender expression, mental or physical disability, immigration status, or HIV status.</p>	X	<input type="checkbox"/>	<input type="checkbox"/>	
<p>j) To have daily opportunities for age-appropriate physical exercise and recreation, including time spent outdoors and access to leisure reading, letter writing, and entertainment.</p>	X	<input type="checkbox"/>	<input type="checkbox"/>	<p>During a portion of this inspection period, Large Muscle Activity was substituted with PE class offered by the Hillcrest High School on weekdays. No explanation was given for the sudden and unexpected change. LMA has since been resumed.</p>
<p>k) To contact attorneys, ombudspersons, including the Division of the Ombudsperson of the Office of Youth and Community Restoration,</p>	<input type="checkbox"/>	X	<input type="checkbox"/>	<p>None of the youths we spoke with knew what OYCR was or what the role of Ombudsperson entailed. Ombudsperson posters are posted up throughout the facility in the common areas. Youths can ask Probation staff for permission to use the phone to call OYCR and/or the Ombudsperson. Youth are also provided access to contact their attorney.</p>



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
JUVENILE HALLS AND CAMP**

HILLCREST JUVENILE HALL

2022-2023

<p>and other advocates, and representatives of state or local agencies, regarding conditions of confinement or violations of rights, and to be free from retaliation for making these contacts or complaints.</p>				<p>Contact with other agencies and/or individuals is limited and in most cases, not possible without a court order. Youth have been denied phone calls to members of the Commission, which are allowed legally under this section.</p> <p>Posters advising youth of a sexual abuse reporting hotline are posted in common areas throughout the facility. The posters are in English and Spanish. The hotline number, 650-312-5220 and it rings to the Probation Department's PREA voicemail line that is monitored by Probation. The Commission recommends replacing the number with one that connects to an independent outside agency that is properly trained and equipped to process such reports.</p>
<p>l) To exercise the religious or spiritual practice of their choice and to participate in or refuse to participate in religious services and activities.</p>	<p align="center"><input type="checkbox"/></p>	<p align="center">X</p>	<p align="center"><input type="checkbox"/></p>	<p>Religious books, materials, and studies on the housing unit(s) are limited to the Christian faith. The only religious service offered at this facility is a Protestant Christian Service. Catholic religious services were halted during the pandemic and have not returned. Youths can refuse to attend religious services. The facility does not provide any religious books and materials or religious services to youth who practice any of the other religions, including:</p> <ul style="list-style-type: none"> ● Judaism ● Church of Jesus Christ of the Latter Day Saints ● Islam ● Hindu ● Buddhism



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
JUVENILE HALLS AND CAMP**

HILLCREST JUVENILE HALL

2022-2023

<p>m) To not be deprived of any of the following as a disciplinary measure: food, contact with parents, guardians, family, or attorneys, sleep, exercise, education, bedding, clothing, access to religious services, a daily shower, clean water, a toilet, hygiene products, medical services, reading material, or the right to send and receive mail; to not be subject to room confinement as a disciplinary measure; to access written disciplinary policies, including the right to be informed of accusations against them, have an opportunity to be heard, present evidence and testimony, and their right to appeal disciplinary decisions.</p>	<input type="checkbox"/>	X	<input type="checkbox"/>	<ul style="list-style-type: none"> ● Hygiene products. Currently, alternative hygiene products are not allowed to be used by youth who are on Step 1. ● Education: Please see section N below.
--	--------------------------	---	--------------------------	--



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
JUVENILE HALLS AND CAMP**

HILLCREST JUVENILE HALL

2022-2023

<p>n) To receive a rigorous, quality education that complies with state law, and the abilities of students and prepares them for high school graduation, career entry, and postsecondary education; to attend appropriate level school classes and vocational training; to have access to postsecondary academic and career technical education courses and programs; to have access to computer technology and the internet for the purposes of education and to continue to receive educational services while on disciplinary or medical status; and to have access to information about the educational options available to youth.</p>	<p align="center"><input type="checkbox"/></p>	<p align="center">X</p>	<p align="center"><input type="checkbox"/></p>	<ul style="list-style-type: none"> ● Institutional Service Managers and Group Supervisors 1-3 need to be formally trained on the basic educational rights of youth in detention. Threats to take educational opportunities away from youths as a form of punishment and limiting the number of courses a youth can enroll in due to staffing limitations are prohibited by law. Writing a youths up or “staff manipulation” or deducting behavioral points from a youth who repeatedly asks staff for access to the computer to complete their school assignments is concerning and must be addressed. ● The facility must establish basic guidelines and parameters for institutions staff and supervisors to rely upon when making a decision and/or issue a punishment that could potentially impact a youth’s educational rights. ● Youths and families should also be receiving the Educational Handbook produced by the County Office of Education, as required by Title 1.
---	--	-------------------------	--	--



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
JUVENILE HALLS AND CAMP**

HILLCREST JUVENILE HALL

2022-2023

<p>o) To information about their rights as parents, including available parental support, reunification advocacy, and opportunities to maintain or develop a connection with their children; to access educational information or programming about pregnancy, infant care, parenting, and breast-feeding, and childhood development; to proper prenatal care, diet, vitamins, nutrition, and medical treatment; to counseling for pregnant and postpartum youth; to not be restrained by the use of leg irons, waist chains, or handcuffs behind the body while pregnant or in recovery after delivery; to not be restrained during a medical emergency, labor, delivery, or recovery unless deemed necessary for their safety and security, and to have restraints removed when a medical professional determines removal is medically necessary; and to access written policies about pregnant, postpartum, and lactating youth.</p>	<p align="center"><input type="checkbox"/></p>	<p align="center"><input type="checkbox"/></p>	<p align="center">X</p>	
---	--	--	-------------------------	--



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
 JUVENILE HALLS AND CAMP
 HILLCREST JUVENILE HALL
 2022-2023**

p) To attend all court hearings pertaining to them.	X	<input type="checkbox"/>	<input type="checkbox"/>	
q) To have counsel and a prompt probable cause hearing when detained on probation violations.	X	<input type="checkbox"/>	<input type="checkbox"/>	
r) To make at least two free telephone calls within an hour after initially being placed in a juvenile facility following an arrest.	X	<input type="checkbox"/>	<input type="checkbox"/>	
Background	<p>Assembly Bill 2417- "Youth Bill of Rights" (Ting, D-San Francisco), became law on January 1, 2023. California's first "Bill of Rights" for incarcerated minors was enacted in 2008 and limited to juvenile facilities operated by the state. The legislation guaranteed such basic rights as "a safe, healthy and clean environment," the right to refuse medications, access to legal counsel and religious services, and freedom from improper searches, abuse and corporal punishment, but did not extend these rules to county probation departments.</p> <p>The new "Youth Bill of Rights" extends the state rules to all juvenile facilities and adds several new rights, including the right to parental education, internet use, snacks, and vocational training. The new law also gives the Office of Youth and Community Restoration (OYCR) the authority to "[d]ecide, in its discretion, whether to investigate complaints from youth who are detained in, or committed to, juvenile facilities, [and from] families, staff, and others about harmful conditions or practices, violations of laws and regulations governing facilities, and circumstances presenting an emergency situation, or refer complaints to another body for investigation."</p> <p>In 2020, California enacted SB 823 / AB 1868, which phases the closure of California's Department of Juvenile Justice (DJJ) and instead provides resources to counties for supervision and service delivery to youth in conflict with the law. OYCR was created by Senate Bill 823, the Juvenile Justice Realignment Act.</p>			



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
 JUVENILE HALLS AND CAMP
 HILLCREST JUVENILE HALL
 2022-2023**

Comments	<p>The Commission wishes to partner with Probation to ensure every youth can exercise their right to participate in the religious services and practices of their choosing, and has equitable access to religious books and materials. For example, a list can be compiled of local religious groups and organizations, leaders, and spiritual advisors who can contribute religious books, teachings, and study materials to the libraries at the facility, and be cleared to provide religious services to youth upon request.</p>
Recommendations	<ul style="list-style-type: none"> ● The Commission urges the Probation Department to restore the amount of time youths are allowed to visit with their families each week. ● Religious Practice & Services: In order to comply with the Youth Bill of Rights and meet the spiritual needs of youth, the Commission recommends the following: ● Intake Forms: Add a section on the intake form for the youth’s religion or spiritual practice. Capturing this data will assist the facility and staff meet the religious needs of each youth. ● Religious Services: Due to the low population of youth at the facility, the commission recommends the Probation Department identify and arrange for a representative from the local church, synagogue, mosque, temple, and to attend to youth spiritual needs on an on-call basis. Representatives should be identified and cleared to enter the facility as soon as possible to prevent unnecessary delays in the future.. The Commission is available to assist the Probation Department in creating a list of local religious and spiritually based organizations. ● Religious/Spiritual Books and Materials: Supply each housing unit with at least one copy of the following religious books for each of the following major religions: <ul style="list-style-type: none"> ○ Christian denominations ○ Judaism ○ Islam ○ Native American religious traditions and tribal practices. ○ Hindu ○ Buddhism



JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
JUVENILE HALLS AND CAMP
HILLCREST JUVENILE HALL
2022-2023

	<ul style="list-style-type: none"> • Youths who practice a religion or spiritual practice not listed above can be best served by contacting the locally affiliated organization to provide books, materials, study, and services for the youth upon request.
--	---

DUE PROCESS				
REVIEWED	YES	NO	N/A	COMMENTS
Grievance Process	X	<input type="checkbox"/>	<input type="checkbox"/>	<p>The majority of youth understand how the grievance process works. Grievances records indicate a wide range of authors and topics throughout this inspection period. Notes indicate a great deal of time is spent with youths to find a positive resolution to the issue in question. Every grievance was remarked as being reviewed by the supervisor and resolved during this inspection period.</p> <p>One youth reported the following: While filling out a grievance he was instructed by a staff member to stop filling out the form and to “take it in”. When the youth requested permission to complete the grievance form the staff member threatened to “pull a code” on him. A nearby staff member overheard the comment and intervened on the youth’s behalf, preventing the code. The intervening staff member then counseled his counterpart on the appropriate use of codes.</p>
Educational Related Grievances	X	<input type="checkbox"/>	<input type="checkbox"/>	
Behavioral Modification / Incentive Loss of Points/Status	X	<input type="checkbox"/>	<input type="checkbox"/>	<p>Youth currently advocate for themselves using the grievance process. This issue was grieved by multiple youth throughout this inspection period.</p>



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
JUVENILE HALLS AND CAMP**

HILLCREST JUVENILE HALL

2022-2023

Grievance Outcomes	X	<input type="checkbox"/>	<input type="checkbox"/>	<p>Outcomes are almost always positive and often result in a ruling in the youth’s favor. The youth report that they often check the box on the grievance form to speak directly to the Institutional Services Manager (ISM) or Superintendent of the facility. Several youth stated that the Superintendent is very responsive and consistently addresses their concerns. They trust her judgment and consider her to be both knowledgeable and fair.</p> <p>Staff are teaching youths the life skills such as trust, patience, and delayed gratification needed to effectively use the grievance process to communicate their needs and concerns. Staff are to be commended for the seriousness in which they handle the grievance process at this facility.</p>
--------------------	---	--------------------------	--------------------------	--

APPEARANCE OF YOUTH / PERSONAL HYGIENE

	YES	NO	N/A	COMMENTS
Appearance	X	<input type="checkbox"/>	<input type="checkbox"/>	
Showers	X	<input type="checkbox"/>	<input type="checkbox"/>	Youth appeared clean and had access to daily showers.
Outdoor Wear	X	<input type="checkbox"/>	<input type="checkbox"/>	Our inspection occurred in late August and early September when the weather was hot. We did not observe youth wearing coats or jackets. Youth did confirm they had access to outdoor wear.
Clothing	X	<input type="checkbox"/>	<input type="checkbox"/>	<ul style="list-style-type: none"> The clothing was clean, suitable for the weather and indoor temperature, and appropriately sized. However, the youth’s clothing all showed extensive signs of wear, holes, tears, and fading. New clothing is warranted as the current stock has reached the end of its useful life.



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
JUVENILE HALLS AND CAMP**

HILLCREST JUVENILE HALL

2022-2023

				<ul style="list-style-type: none"> Discontinue the use of bras that do not provide adequate support. Care should be taken to provide youth with bras that can provide enough support during Physical Education Classes and Large Muscle Activities.
Shoes: Athletic	X	<input type="checkbox"/>	<input type="checkbox"/>	<p>During this inspection period, one youth broke their foot and another suffered a knee injury requiring a brace for a period of time. Both injuries occurred during Large Muscle Activity and both youths attribute their injury to their athletic shoes. Youths reported having blisters, ankle injuries, and soreness on the arches of their feet, that routinely interfere with their ability to participate in large muscle activity and cause unnecessary pain and discomfort. The facility has authorized the use of the New Balance 813 athletic shoe. There are eight long term youths currently wearing the alternative athletic shoes that were purchased by their parents or advocates. Youths wearing the New Balance athletic shoes reported that their orthopedic issues and/or foot pain resolved once they stopped wearing the standard issue athletic shoes. These youths have also not reported any new injuries. As in our prior two inspection reports, we continue to urge the Probation Department to provide New Balance 813 athletic shoes to all youths who are expected to be detained at this facility for 30 days or more.</p>
Shoes: Shower	X	<input type="checkbox"/>	<input type="checkbox"/>	
Hair Cuts	X	X	<input type="checkbox"/>	<p>The facility is in the process of entering a contract with a barber who will donate their time and talent to cut the youth's hair and teach barbering skills to interested youth.</p> <p>We support the youth's recommendation to allow youth 18 and over to sign a waiver allowing the youths who are in training to cut their hair. This will allow youth to maintain and practice their skills they have learned and provide much needed haircuts to youths at this facility.</p>



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
 JUVENILE HALLS AND CAMP
 HILLCREST JUVENILE HALL
 2022-2023**

Nails	X	<input type="checkbox"/>	<input type="checkbox"/>	
Skin	X	<input type="checkbox"/>	<input type="checkbox"/>	There have been no changes to body soap, shampoo, conditioner, or the lotion that irritate the youth's skin and scalp. Youth report dry and itchy skin and scalps, irritation, bumps, and discomfort from using these products. Issues related to the personal hygiene products at this facility have been well documented for decades and result in multiple visits to the medical clinic each year.
Shaving	X	<input type="checkbox"/>	<input type="checkbox"/>	The number of youths who shave has increased during this inspection period. Youth are allowed to shave daily using disposable razors. For safety reasons, the choice of razors is limited. The current razors are very poor quality and often irritate the youth's skin. Introducing electric razors will alleviate these issues, increase safety, more sufficiently meet the unique cultural and ethnic hygiene needs of youth, and reduce the amount of plastic and hazardous waste being produced by this facility.
Hygiene Products	X	<input type="checkbox"/>	<input type="checkbox"/>	The hygiene products continue to be an issue at this facility. The Youth Bill of Rights supports the commission's continued recommendation to discontinue the use of all hygiene product(s) that are contrary to the care and maintenance of ethnic hair and skin. Almost all youth detained at this facility during this inspection period were youth's of color.
Feminine Hygiene	X	<input type="checkbox"/>	<input type="checkbox"/>	The Commission recommends providing pads that correspond with a youth's menstrual flow (light, normal, heavy). Tampons that account for menstrual flow are already provided.



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
 JUVENILE HALLS AND CAMP
 HILLCREST JUVENILE HALL
 2022-2023**

<p>Comments</p>	<p>The Commission continues to urge the Probation Department to issue suitable athletic shoes to all youths who are expected to be detained for 30 days or more. The athletic shoes that are currently being provided are of inferior quality, offer little support, and prematurely wear out after only 30-45 days of use. While youths can request a new pair of shoes, this policy fails to address the orthopedic issues and injuries that derive from their continued use. Additionally, replacing athletic shoes every 4-6 weeks is neither financially prudent or environmentally responsible.</p>
<p>Recommendations</p>	<ul style="list-style-type: none"> ● Clothing: The youth’s clothing showed extensive signs of wear, fraying, fading, and holes. New clothing is warranted as the current stock has reached the end of its usefulness. ● Athletic Shoes: The current athletic shoe is not suitable for youth being detained for more than 30 days. One youth broke their foot during this inspection period and another suffered a knee injury, both injuries occurred during state mandated Large Muscle Activity and both youth’s attribute their injuries to their shoes. Youths continue to report blisters and soreness on the arches of their feet; which significantly limit their ability to walk, exercise, and are a source of unnecessary pain and discomfort. The Commission continues to urge the Probation Department to provide the New Balance 813 athletic shoe that has already been approved and is in use by some of the youths at the facility. The current athletic shoes are of inferior quality and prematurely wear out after 30-45 days. While youth can request a new pair of shoes at any time, this policy fails to address the injuries and health equity issues deriving from their continued use. ● Haircuts: Allow youth who are 18 and over to sign a waiver allowing the youths being trained in barbering, to provide haircuts while the facility secures a licensed barber to provide these basic essential services. ● Hygiene Products continue to be an issue at this facility. Almost all youth detained at this facility during this inspection period are youth of color. The Youth Bill of Rights supports the Commission's repeated requests to discontinue the use of all hygiene product(s) that are contrary to the care and maintenance of ethnic hair and skin.



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
JUVENILE HALLS AND CAMP**

HILLCREST JUVENILE HALL

2022-2023

	<ul style="list-style-type: none"> • Electric Razors: Issuing an electric razor to long-term youth will eliminate skin irritation caused by plastic razors, increase safety, help meet the unique cultural and ethnic hygiene needs of the youth, and greatly reduce the amount of plastic and hazardous waste being produced by this facility. The youth we interviewed were also in favor of implementing electric razors.
--	---

INTERVIEWS

YOUTH INTERVIEWS

INTERVIEWED	YES	NO	N/A	COMMENTS
Do you have any immediate needs, general questions, or concerns?	X	<input type="checkbox"/>	<input type="checkbox"/>	Not being allowed to enroll in full time classes, not having access to computers or school supplies. Not having a haircut for two months. Not being able to visit with siblings and extended family members, neighbors, or adult family friends.
Have you seen a doctor, nurse, dental, or behavioral health staff?	X	<input type="checkbox"/>	<input type="checkbox"/>	Youth have timely access to medical care and behavioral health services. They report extensive delays in visiting the eye doctor and obtaining eyeglasses.
Did you go through orientation when you arrived at the facility?	X	<input type="checkbox"/>	<input type="checkbox"/>	Orientation included going over the daily schedule, rules, visiting and telephone policies, how to report abuse, request help from staff, contact your lawyer, get medical, dental, and mental health care.
Do you know the rules at this facility and understand the consequences for not following them?	X	<input type="checkbox"/>	<input type="checkbox"/>	More than half of the youths had been incarcerated for more than 30 days. They appeared to have a solid understanding of the rules and expectations of staff.



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
 JUVENILE HALLS AND CAMP
 HILLCREST JUVENILE HALL
 2022-2023**

Understanding of the Legal Process	X	<input type="checkbox"/>	<input type="checkbox"/>	<p>The majority of the youth's knew:</p> <ul style="list-style-type: none"> ● the name of their attorney ● how to contact their attorney ● the name of the staff member assigned to write their Behavioral Summary Report(s) for the court. ● the date of next court hearing
Do you know what a grievance is and how to file one if needed?	X	<input type="checkbox"/>	<input type="checkbox"/>	Yes, several had used it during this inspection period.
Youth Bill of Rights	<input type="checkbox"/>	X	<input type="checkbox"/>	Most youths were unfamiliar with the Youth Bill of Rights.
Do you have an IEP	X	<input type="checkbox"/>	<input type="checkbox"/>	Four of the youths interviewed had an IEP in place.
College Programming: Are you currently enrolled in a college?	X	<input type="checkbox"/>	<input type="checkbox"/>	<p>Six youths are enrolled in the Project Change Program. This program assists youths as they take online college courses at Skyline Community College. The youths are very excited about their educational goals and are enthusiastically participating in this program and their studies.</p> <p>The youth report that they are currently in need of:</p> <ul style="list-style-type: none"> ● Consistent access to computers ● Tutors ● Software that will allow access to websites needed to complete assignments and coursework. ● Basic school supplies ● Access to calculators and flash drives ● Binders and accordion folders ● Book holders <p>Policy changes are needed to accommodate post secondary education, Including:</p>



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
JUVENILE HALLS AND CAMP
HILLCREST JUVENILE HALL
2022-2023**

				<ul style="list-style-type: none"> ● Allowing hardcover textbooks in cells. ● Access to email to complete online registration and communicate with teachers). ● Access to computers to accommodate midterms, finals, and assignments. ● Access to materials such as calculators and flash drives and basic school supplies such as pencils and pens.
Are you currently participating in a Career and Technical Education (CTE) program?	<input type="checkbox"/>	X	<input type="checkbox"/>	This facility does not offer any CTE or Vocational programs.
Have you received any of the following assessments? <ul style="list-style-type: none"> ● mental health ● substance abuse ● educational 	X	X	<input type="checkbox"/>	Children receive a variety of assessments. Recommendations for mental health services and educational support were generally followed. BHRS recommendations for inpatient substance abuse treatment were denied.
Have received any therapeutic aids offered by BHRS? i.e. stress balls, weighted blanket	X	<input type="checkbox"/>	<input type="checkbox"/>	Therapeutic tools are being utilized by and are reported to be very beneficial. These tools include stress balls, weighted blankets, journals, and sleep logs.
How many hours do you spend locked inside of your cell on an average day?	X	<input type="checkbox"/>	<input type="checkbox"/>	The children report being locked in their cells from 9 pm to 8 am, after breakfast, before lunch, during staff breaks, and after showers.
Emergency Call Lights	X	<input type="checkbox"/>	<input type="checkbox"/>	Youths are familiar with the call light system. Staff perform safety checks every 15 minutes. Safety checks are performed by scanning the barcode on each cell with a handheld scanner.



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
 JUVENILE HALLS AND CAMP
 HILLCREST JUVENILE HALL
 2022-2023**

<p>Have you participated in natural disaster drills or been instructed on what to do in an emergency?</p>	<p align="center">X</p>	<p align="center"><input type="checkbox"/></p>	<p align="center"><input type="checkbox"/></p>	<p>Participation in routine fire drills was reported.</p>
<p>Describe a typical day at the facility.</p>	<p>A typical day generally begins around 8 am and ends around 9 pm. On weekdays, children attend school and court during the day, and have programming in the evenings. On weekends, youth perform chores on the unit after breakfast and participate in open recreation. Christian church services are offered on Sunday mornings. Afternoon and evening programming varies on weekends. Youths shared that “taking it in” for the day at 9:00 pm was hard for them. Especially during Daylight Savings Time when it is still light outside.</p>			
<p>What programs do you look forward to participating in most/least?</p>	<p>Popular Regular Programming</p> <ul style="list-style-type: none"> ● Beats Program, ● The Beat Within, ● Large Muscle Activity (LMA). <p>Popular Intermittent Programming</p> <ul style="list-style-type: none"> ● The Omega Program was the most popular ● The 8-week Cooking Course (not available to all youth). <p>Youths also enjoy participating in special events, individual and team sports, and contests such as Poetry Out Loud. The Arts Program was the least popular program.</p>			
<p>Which programs and services help:</p> <ul style="list-style-type: none"> ● you change the thinking patterns and behaviors that brought you into the criminal justice system? ● your parents, siblings, extended family? ● prevent others from entering into the system? 	<ul style="list-style-type: none"> ● Vocational Programs ● Motivational Speakers: Expand the Omega Program: Youths want to hear from more inspirational speakers on a routine and ongoing basis. ● Technology: Individual Chromebooks and tablets ● Increased Physical Activity: To help release stress and improve sleep. ● Parent Education & Support ● Mentors: “Mentors who understand how we grew up. We can share our stories too, maybe go to schools and tell them what we’ve been through and what can happen to them if they stay in the streets”. ● Immigration: Helping youth without legal status get jobs so they had the opportunity to earn money by working. Lots of kids want to work but they cannot legally become employed and therefore have no legal way to earn money or help support their families. 			



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
 JUVENILE HALLS AND CAMP
 HILLCREST JUVENILE HALL
 2022-2023**

Describe interactions between staff and youth.	Interactions with most of the staff are professional and mutually respectful.
Staff: Use of Emergency Codes	One youth reported the following: While filling out a grievance form, he was instructed by a staff member to stop filling out the form and to “take it in”. When the youth requested permission to complete the grievance form the staff member threatened to “pull a code” on him if he did not go to his cell. A nearby staff member overheard the comment and intervened on the youth’s behalf, preventing the code. The intervening staff member then counseled his counterpart on the appropriate use of codes.
Food & Nutrition: Describe the meals at this facility	All youth report that food is a top concern. “The food is terrible”. “We have hot dogs all the time”, “No more oatmeal”, “the french toast is good”. Dinner is served at 4:30 pm. Eating dinner so early can cause some youth to go to bed hungry. Several youths meet weekly with the dietician so they can receive a peanut butter sandwich or two to help offset their hunger.
Visiting Telephone Calls & Mail	Zoom provides younger siblings and extended family members an opportunity to participate in visits. Zoom also removes economic barriers by eliminating the need for transportation, childcare, and travel time away from work—which benefit the whole family.
Comments	The youth we interviewed were engaged, respectful, and appeared to be invested in their rehabilitation. They all reported doing well in school, some for the very first time.
Recommendations	<ul style="list-style-type: none"> ● Ensure youth receive large muscle activity in addition to the physical education class offered by the school as part of the curriculum. ● Extend the programming day to account for Daylight Savings Time. ● Serve dinner at 5:00 pm to help alleviate the ongoing issues with nighttime hunger that results from eating dinner too early. ● Ensure all staff are trained on the appropriate use of codes. <p>Youth Exit Survey</p> <ul style="list-style-type: none"> ● Create an exit survey for youths to evaluate the treatment services and care they received while at the facility. Survey data should be used to identify treatment needs, evaluate programming, and obtain input to help measure and improve outcomes.



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
JUVENILE HALLS AND CAMP
HILLCREST JUVENILE HALL
2022-2023**

PARENT INTERVIEWS				
QUESTIONS	YES	NO	N/A	COMMENTS
Do you or your child have any immediate needs or concerns?	X	<input type="checkbox"/>	<input type="checkbox"/>	Parents are concerned about the lack of programs available to their children, the reduction in visiting time, and their children's inability to complete their schoolwork on time.
Initial Notification: What information was provided to you?	X	<input type="checkbox"/>	<input type="checkbox"/>	Parents were informed of their child's arrest, detention, and court date.
Have you received a copy of the Youth Bill of Rights?	<input type="checkbox"/>	X	<input type="checkbox"/>	Of the six parents we interviewed, none of them had received a copy of the Youth Bill of Rights or been informed of the rights the new law afforded to their children and families.
How often do you speak with staff at the Juvenile Hall?	X	<input type="checkbox"/>	<input type="checkbox"/>	Communication varies from very rarely to once a week.
Notification of Court Proceedings	X	<input type="checkbox"/>	<input type="checkbox"/>	All families reported receiving a telephone notification regarding their child's first court appearance. They also receive a notice in the mail after court is held that explains what took place in court. These notices are in English.
When was your first contact with your child's lawyer?	X	<input type="checkbox"/>	<input type="checkbox"/>	Most parents speak to their child's attorney just before court.
Do you know which staff member prepares your child's reports for court?	X	X	<input type="checkbox"/>	Not all parents knew who was assigned to write their child's court report.
Has your child's needs been brought to the Resource Review Board?	<input type="checkbox"/>	<input type="checkbox"/>	X	Parents were not familiar with the Resource Review Board. Deputy Probation Officers are responsible for presenting cases to the Resource Review Board. Currently, the process does not allow for institutions staff to add their input on the treatment and services of the youth in their care.



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
JUVENILE HALLS AND CAMP**

HILLCREST JUVENILE HALL

2022-2023

Do you know how and who to contact with questions or concerns regarding your child?	X	<input type="checkbox"/>	<input type="checkbox"/>	Most of the parents knew they could reach someone by calling the main number.
Do you receive Medical, Dental, Behavioral Health, and Education related notifications from staff?	X	X	<input type="checkbox"/>	Parents report that notifications are intermittent and not always timely. One parent obtained a court order to receive notifications if their child becomes ill or is injured while at the incarcerated at this facility.
Have you attended an IEP meeting with your child?	<input type="checkbox"/>	X	<input type="checkbox"/>	None of the parents we spoke to had attended an IEP meeting.
Have you spoken to a member of the Correctional Health, or BHRS staff?	X	<input type="checkbox"/>	<input type="checkbox"/>	Parents report positive interactions with BHRS and Correctional Health staff, especially with Nurse Pam Isaac.
Have you visited your child while at this facility?	X	<input type="checkbox"/>	<input type="checkbox"/>	Parents participate in Zoom and in-person visiting. Parents were very disappointed to have had one Zoom visiting limited to one time per week. When comparing the programming schedules for 2022 and 2023, it appears as though Zoom visiting was reduced on the Pine 4 Housing Unit.
Telephone & Zoom: Quality and Ease of Use	X	<input type="checkbox"/>	<input type="checkbox"/>	Parents report that it is sometimes difficult to hear on the telephone due to echos and static.
What forms of transportation do you use to get to and from the Juvenile Hall/Court.	X	<input type="checkbox"/>	<input type="checkbox"/>	Personal car or through the UBER program operated by Re-Evolution. There are no public transportation options available to get youths and families to and from the Court, Probation Offices, Juvenile Hall, Camp Kemp, Girls Empowerment Program, Community Care Program, and Gateway school.
Is there anything else you would like to share or discuss?	X	<input type="checkbox"/>	<input type="checkbox"/>	Parents are concerned about the inconsistencies among staff members. "Staff are not always on the same page."



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
 JUVENILE HALLS AND CAMP
 HILLCREST JUVENILE HALL
 2022-2023**

Comments	<p>Parents are concerned about the reduction in visiting time, the limited programming being offered to their children while in therapeutic detention and the obstacles their children are encountering trying to enroll and complete college courses and Career Technical Education online. Inconsistencies in how the behavioral point system known as “Step” is being managed by particular staff members are also of considerable concern. A separate report documenting the specifics of these concerns will be forwarded to the Probation Department for further investigation.</p>
Recommendations	<ul style="list-style-type: none"> ● Provide parents with the name and contact information for their child’s Probation Officer within 24 hours of their admission. ● Provide parents with a copy of their child's Behavior Summary court report and court-ordered assessments or evaluations. ● Provide information and forms in Spanish. ● Provide parents copies of their child's COVID-19 immunization card and medical records upon release. ● Ensure parents receive notification when their child requires medical, dental, and educational assistance and/or treatment. ● Exit Survey for Families: Create an exit survey for parents/guardians to evaluate the services received while their child participated in the program. Survey data should be used to identify service gaps, evaluate programming, and obtain input to help support families and improve outcomes. ● Provide parents/guardians, institution staff, service providers, and advocates the opportunity to provide input and information to the Resource Review Board. The current system is limited to a core group of individuals who may not have the information and data needed to make informed decisions on the treatment needs of youths and their families. Oftentimes, critical information and experiences are missing from a youth’s records, making it extremely difficult to identify and address the underlying issues contributing to the youth's criminal activity, negative thinking patterns, and behaviors.

STAFF INTERVIEWS



JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
JUVENILE HALLS AND CAMP
HILLCREST JUVENILE HALL
2022-2023

QUESTIONS	YES	NO	N/A	COMMENTS
Do you have the tools, training, and staffing needed to perform your duties?	<input type="checkbox"/>	X	<input type="checkbox"/>	<ul style="list-style-type: none"> ● Answer: No. “We do not have enough staff and we need more mental health related training”. ● Training: “Our job duties have totally changed over the past 5 years. We’ve gone from being guards to counselors. Which isn’t a bad thing, it just takes a lot more time and effort to talk with the youth and counsel them”. ”Before we just put them in a cell. We can’t do that anymore”. “A lot of what we do now, wasn’t isn’t our training when we started”. “We try very hard, but we don’t have the support, staff, and mental health training we need to always do our jobs the way we would like to.” ● Youth Bill of Rights: One staff member stated that they believed the new laws and changes in existing laws are actually harmful for the children because they allow them too many privileges. ● Staffing: It is challenging to adequately staff the facility because: <ul style="list-style-type: none"> ● Management continues to make cuts to justify the budget. ● The population is low so staff are pulled to cover vacant shifts in different locations. ● Several employees have retired, promoted out, or have left due to low morale and working poor conditions. ● Working with so few staff means there are extra overtime shifts to cover when a coworker is sick, injured, on vacation or family leave and less time to spend with family.



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
 JUVENILE HALLS AND CAMP
 HILLCREST JUVENILE HALL
 2022-2023**

				<ul style="list-style-type: none"> ● Morale is really low. “We worked very hard during the pandemic. We are tired and don’t feel appreciated.” ● It is difficult to compete with neighboring agencies who pay more. ● Applicants can not pass a background process.
Do you have any suggestions or ideas on how to improve the daily operations or maintenance of this facility?	X	<input type="checkbox"/>	<input type="checkbox"/>	<ul style="list-style-type: none"> ● A program that allows staff to follow-up with youth after they are released from the program. ● More funding for staff to create programs. The current process is cumbersome and time consuming. ● Family Support & Education: Many families have unresolved generational trauma and would benefit from education and support. ● Group Supervisor 1-2’s who work on the housing unit would like to be included in the bi-weekly MDT meetings on a rotating basis to give them access to information and the opportunity to discuss and provide input on the treatment needs and rehabilitative progress of each youth.
Court Reports	X	<input type="checkbox"/>	<input type="checkbox"/>	Group Supervisor 3’s assign which staff members are responsible for writing court reports for their assigned youth.
How is critical information communicated to staff and service partners? i.e., BHRS, school, attorney.	X	<input type="checkbox"/>	<input type="checkbox"/>	Most information is exchanged orally. Court and legal related information is computerized. BHRS, Correctional Health, Courts, and the School all use different systems. Staff reported that the elimination of 4-day 10-hour work week significantly limited their ability to communicate key information at the beginning and end of each shift.



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
 JUVENILE HALLS AND CAMP
 HILLCREST JUVENILE HALL
 2022-2023**

Is there a protocol for identifying youth with cognitive or developmental disabilities?	<input type="checkbox"/>	X	<input type="checkbox"/>	Answer: “There are none. We need to be trained on this”.
Has staff been trained on the Youth Bill of Rights	<input type="checkbox"/>	X	<input type="checkbox"/>	Staff need to be trained on the educational rights of youths. Threats to take educational opportunities away from youth as punishment, limiting course registration due to staffing levels, denying computer access needed to complete midterms, finals, and homework assignments, and writing youth up for “staff manipulation” for asking more than one staff member for permission to complete their schoolwork during a shift are all alarming and of serious concern.
Are the individual therapeutic plan goals and recommendations tracked and measured against actual outcomes?	<input type="checkbox"/>	X	<input type="checkbox"/>	While probation reports document individual progress, there is no system in place to capture data that can be used to measure a youth's progress and the overall effectiveness of specific programming, treatment, and the services being provided to them. The Commission recommends Probation capture this critical data moving forward.
What are the protocols for searching a youth, their belongings, or cell?	X	<input type="checkbox"/>	<input type="checkbox"/>	Random routine searches are conducted of the facility, youth’s cells, and their person or whenever contraband is suspected.
Do you have any suggestions or ideas on how to improve internal or external communications?	X	<input type="checkbox"/>	<input type="checkbox"/>	Several staff stated that the internal communications and management of the youth at this facility would improve significantly if the 4-day 10-hour work week was reinstated. The elimination of 4/10 work weeks significantly limited their ability to timely and effectively communicate key information at the beginning and end of each shift.
Are there any programs or services you would like to see implemented at this facility?	X	<input type="checkbox"/>	<input type="checkbox"/>	<ul style="list-style-type: none"> ● Bring back the SAI Special Education class ● Substance Abuse Treatment ● Intensive Mental Health ● Competitive Sports



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
 JUVENILE HALLS AND CAMP
 HILLCREST JUVENILE HALL
 2022-2023**

				<ul style="list-style-type: none"> ● Extend the length of the new Cooking Classes ● Purchase a Foosball Table for indoor recreation
Serious Incident Support	X	<input type="checkbox"/>	<input type="checkbox"/>	Support services are available to staff. There are no stigmas attached to utilizing supportive services.
Staff Meals	X	<input type="checkbox"/>	<input type="checkbox"/>	The Probation Department offers each staff one meal during each as they are prohibited from leaving the facility during their breaks. Staff pre order their meals online. The Sheriff’s Department provided 668 meals to Camp Kemp and Juvenile Hall staff in fiscal year 2022-2023. A cost breakdown for these meals was not available.
What is the process and criteria for staff promotions?	X	<input type="checkbox"/>	<input type="checkbox"/>	<ul style="list-style-type: none"> ● Annual performance reviews cover attendance, training, creating programs, meeting annual goals, and standards. ● Promotions to Group Supervisor 2 and 3 positions require a 4-year degree. Changing this policy to allow current employees to substitute the degree requirement with professional experience and length of service with the Department will increase equity in the workplace and help retain highly valued employees..
Comments	Staffing levels are variable and have impacted programming during this inspection period. Aggressive retention and recruitment efforts must be undertaken to appropriately staff this facility. Improving working conditions by increasing staffing levels and reinstating the 4/10 work week will help retain valuable employees and will help San Mateo County compete with surrounding agencies for qualified applicants.			
Staff Commendations	As the population of the facility continues to drop, budgets were cut and staffing levels were reduced. These conditions required staff to work much harder, for less. Throughout it all, the institutions staff have remained solid in their commitment to serving our youth and supporting their colleagues. The Commission wishes to acknowledge the personal sacrifices and the professionalism with which they continue to carry out their duties			
Recommendation	<ul style="list-style-type: none"> ● Staff requested additional staff training in the following areas: <ul style="list-style-type: none"> ○ Teen Mental Health-Including Mental Health First Aid ○ Impacts of trauma and abuse 			



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
JUVENILE HALLS AND CAMP
HILLCREST JUVENILE HALL
2022-2023**

- Effective communication
 - Adverse Childhood Experiences
 - Identifying cognitive and developmental disabilities
 - Substance abuse, dependency, and withdrawals.
 - Trauma Informed Practices
- Allow the GS 1-2's the opportunity to participate in MDT meetings.
 - Ensure staff receive the on-going support needed to manage their work related stress and trauma.
 - Fill all vacant Group Supervisor positions as soon as possible.
 - Staff retention is key to being able to staff the facility with well qualified and experienced staff members. Allowing GS-1's the opportunity to promote to a GS-2 or GS-3 by substituting four-year degree requirement with their lived experience and time with the Probation Department would increase equity in the workforce and help retain employees.
 - Longevity Pay and Lived Experience: Longevity pay should be offered to staff with 5+ years of service to help retain qualified staff and acknowledge the value these dedicated and seasoned employees bring to the organization.
 - Annual Review of Master Training Log(s): Conduct a formal annual review of the master training log(s) to ensure all employees have participated in the training throughout the year. There were significant discrepancies on whether or not employees had participated in related to Teen Mental Health and Trauma Informed Care during this inspection period. We encourage the Probation Department to provide the training requested by the institution's staff in this report and to ensure all employees are trained to proficiency.
 - Reinstate 4/10 weekly work schedule. Staff feel strongly that reinstating 4 day/10 hour shifts will help:
 - increase their ability to meet the immediate therapeutic needs of youth
 - increase the safety of youth and staff
 - improve communications
 - Improve operations within the facility
 - the overall security of the facility
 - improve employee morale
 - reduce work related stress



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
 JUVENILE HALLS AND CAMP
 HILLCREST JUVENILE HALL
 2022-2023**

Special Recognition & Commendation	<p>Several service retirements were announced during this inspection period. The commission would like to specifically recognize the following individuals:</p> <ul style="list-style-type: none"> ● Frankie Gonzales ● Christopher Bussey ● Chadie Galera <p>The Commission is grateful for their dedicated service and wishes each of them a happy and healthy retirement.</p>
------------------------------------	---

ANCILLARY SERVICES

CORRECTIONAL HEALTH

INTERVIEWED	YES	NO	N/A	COMMENTS
Medical Records System	X	<input type="checkbox"/>	<input type="checkbox"/>	Correctional Health expects the county’s new electronic medical records system to be implemented in 2024.
Medical Care	X	<input type="checkbox"/>	<input type="checkbox"/>	<ul style="list-style-type: none"> ● Hours of Operation: 8:00 am - 10:00 pm ● All youth receive a physical exam upon entering the facility. Medical histories are obtained from parents/guardians, primary care, and mental health providers, when applicable. Continuity of care and treatment are prioritized, particularly with regards to medications.
Emergency and Specialized Care	X	<input type="checkbox"/>	<input type="checkbox"/>	Nurses triage care. When necessary, youths are examined by the Nurse Practitioner, or transported to San Mateo Medical Center for care.
Medical Equipment	X	<input type="checkbox"/>	<input type="checkbox"/>	Medical equipment is provided by the San Mateo Medical Center. This typically consists of: Wheelchairs, crutches, knee braces, orthopedic boots, splints, etc.



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
JUVENILE HALLS AND CAMP**

HILLCREST JUVENILE HALL

2022-2023

Pharmacy Services	X	<input type="checkbox"/>	<input type="checkbox"/>	<ul style="list-style-type: none"> Pharmacy services are provided by the county hospital, the San Mateo County Medical Center. Prescriptions are sent electronically Parents/Guardians are allowed to bring their child's prescription medication(s) to the facility, when applicable. 7-Day Rule: If a child has been off of medication for 7 days or more, the medication must be prescribed by a doctor, prior to dispensing the medication. The Pharmacy delivers medication to the facility daily.
Medication Logs	X	<input type="checkbox"/>	<input type="checkbox"/>	Doctors are notified whenever a youth requests changes to their medication(s) or if they refuse to take their medication three or more times in a row.
Medication: Labeling and Storage	X	<input type="checkbox"/>	<input type="checkbox"/>	All medication is labeled and stored in a secure location.
Continuum of Care Upon Release: Medication	X	<input type="checkbox"/>	<input type="checkbox"/>	Youth typically receive a 30 day supply of medication upon their release.
Are all youth screened alcohol and/or substance use?	X	<input type="checkbox"/>	<input type="checkbox"/>	Youth are pre-screened by the arresting agency prior to booking. Institutions staff screen youth during the admissions process. BHRS performs drug and alcohol assessments upon request.
Substance Abuse: Withdrawal Protocols	X	<input type="checkbox"/>	<input type="checkbox"/>	Youths actively experiencing withdrawals from opioids or alcohol are treated by the Correctional Health staff using the established protocols. The protocols call for close monitoring and the dispensing of medications to help manage withdrawal symptoms. There was at least one youth who required transport to the hospital for treatment of opioid related withdrawals during this inspection period.



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
JUVENILE HALLS AND CAMP**

HILLCREST JUVENILE HALL

2022-2023

Substance Abuse Treatment Services	<input type="checkbox"/>	X	<input type="checkbox"/>	San Mateo County does not offer or provide inpatient or residential substance abuse treatment services to youth in detention or in the community.
Drug and Alcohol Education	X	<input type="checkbox"/>	<input type="checkbox"/>	The Correctional Health team put together an Educational Campaign that focused on teen health issues. Youths from the Juvenile Hall and Camp Kemp facilities were educated on the health risks associated with drug and alcohol use, vaping, STD's and the importance of maintaining a healthy lifestyle.
Dental Care	X	<input type="checkbox"/>	<input type="checkbox"/>	The dentist visits the facility once a month to provide youth dental services. Dental services include routine exams, cleanings, fillings, root canals, and crowns. An oral surgeon is available to perform oral surgery when needed.
Orthodontic Care	X	<input type="checkbox"/>	<input type="checkbox"/>	Orthodontics: Youth who come into the facility wearing orthodontic braces are transported to and from their orthodontist to receive care The cost of the orthodontic care is covered by the parents or guardians.
Vision Care & Optical Services	X	<input type="checkbox"/>	<input type="checkbox"/>	Correction Health conducts vision screening for all youth. Youth requiring an eye exam typically wait up to 6 months to receive an eye exam and additional 3-6 weeks for their eyeglass prescription to be filled. The delay is excessive and can significantly interfere with a youth's ability to participate in their education, recreational activities, and programming. Untreated vision problems can cause unnecessary eye strain, headaches, poor academic performance, low self esteem, anxiety, and depression.
Audiology	X	<input type="checkbox"/>	<input type="checkbox"/>	Correctional Health conducts hearing screenings inside the medical clinic inside the facility.



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
JUVENILE HALLS AND CAMP**

HILLCREST JUVENILE HALL

2022-2023

Reproductive Health Care & Education	X	<input type="checkbox"/>	<input type="checkbox"/>	The medical staff provide reproductive health care, STD & HIV education, testing, and treatment. Condoms and various forms of birth control are also provided.
Prenatal Care	X	<input type="checkbox"/>	<input type="checkbox"/>	Pregnant youths receive prenatal care and supportive services.
Diagnostic Testing & Laboratory Services	X	<input type="checkbox"/>	<input type="checkbox"/>	The facility provides medical screenings and testing.
Immunizations: Administration, Records and Consent	X	<input type="checkbox"/>	<input type="checkbox"/>	Immunizations are provided to youth. Parental consent is required for youth under the age of 18.
COVID-19: Health Directives	X	<input type="checkbox"/>	<input type="checkbox"/>	The Medical Director is responsible for developing and maintaining the COVID-19 Medical Directives for this facility.
Communicable Disease Protocols & Notifications	X	<input type="checkbox"/>	<input type="checkbox"/>	Parents, staff, teachers, BHRS, service providers and county health officials are notified as applicable.
Other: Correctional Health Budget	X	<input type="checkbox"/>	<input type="checkbox"/>	All medical care and costs are covered under the Correctional Health Budget.
Comments	The lack of available substance abuse treatment programs at the Juvenile Hall and for youth in the community is alarming. Especially considering the sharp rise in the number of youths using Fentanyl, Lean, Xanax, and the increase in the number of youth entering our facilities who are experiencing withdrawal systems.			



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
 JUVENILE HALLS AND CAMP
 HILLCREST JUVENILE HALL
 2022-2023**

Recommendations	<ul style="list-style-type: none"> ● Contracting with an on-call dentist who can respond to dental emergencies within 4 hours. A dental emergency includes pain, infection, lost or broken teeth, and any additional condition(s) deemed urgent by Correctional Health or Probation staff. ● Secure the services of an additional ophthalmologist(s) who can provide non emergency eye exams and fill eyeglass prescriptions within 30 days.
-----------------	--

MEALS AND NUTRITION				
	YES	NO	N/A	COMMENTS
Dietary Food Services	X	<input type="checkbox"/>	<input type="checkbox"/>	Food services are currently contracted with the San Mateo County Sheriff's Department's Maple Street Correctional Facility.
Cost of Food Services	X	<input type="checkbox"/>	<input type="checkbox"/>	The cost of each individual meal is \$89.94. The annual food services costs for fiscal year 2022-2023 was \$1,705,714.36 ³² for an average daily population of 27 ³³ .
Subsidized Meals	X	<input type="checkbox"/>	<input type="checkbox"/>	The facility's food costs are offset by funding ³⁴ provided by federal and state school based breakfast and lunch programs.

³² San Mateo County Probation Department figures for FY 22-23

³³ Average Population is combined for both Juvenile Hall and Camp Kemp.

³⁴ Please see attachments for a detailed breakdown of food costs.



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
JUVENILE HALLS AND CAMP**

HILLCREST JUVENILE HALL

2022-2023

Food Service Preparation & Meal Service	X	<input type="checkbox"/>	<input type="checkbox"/>	The Sheriff's Department's Dietary Services staff is responsible for delivering pre-made single-serving meals in reusable plastic containers. Each meal is typically provided in two containers, one for hot foods and one for cold foods to the Juvenile Hall and Camp Kemp twice a day, 7 days a week. They also collect and clean the used food containers. Probation Staff is responsible for the refrigeration, heating, and distribution of the meals and snacks. Youth eat their meals at the tables inside their housing units. Youth help clean up after meals by clearing and wiping down the tables.
Are meals heated and cooled properly?	X	<input type="checkbox"/>	<input type="checkbox"/>	Youths reported receiving cold, undercooked entrees, raw meat, and overcooked or burnt food on multiple occasions.
What time are meals and snacks served?	X	<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 staff present and supervising during meals?	X	<input type="checkbox"/>	<input type="checkbox"/>	Staff are present on the unit during mealtime. There were no choking-related incidents reported during this inspection time.
Time youth are allotted to eat	X	<input type="checkbox"/>	<input type="checkbox"/>	The children are given 20 minutes to eat.
Are youth allowed to speak during meals?	X	<input type="checkbox"/>	<input type="checkbox"/>	Talking is prohibited for the first five minutes of each meal.
Are meal servings ample?	X	X	<input type="checkbox"/>	Technically, the meals are calorically sufficient according to the federally established school lunch program guidelines. However, due to the food's poor quality, texture, and taste, the youth consume limited portions of each meal, which, in turn, reduces their caloric intake and causes them to go hungry..



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
JUVENILE HALLS AND CAMP**

HILLCREST JUVENILE HALL

2022-2023

Are the meal servings nutritious?	X	<input type="checkbox"/>	<input type="checkbox"/>	Meals meet established nutritional guidelines for state and federal food programs. However, many opportunities exist to improve the nutritional quality of each meal. The Commission recommends eliminating canned fruits and frozen vegetables, whenever possible and substituting them with a variety of fresh fruits, vegetables, and salads. Offering additional sources of protein such as nuts and seeds are also recommended.
Are the meals appetizing?	<input type="checkbox"/>	X	<input type="checkbox"/>	<p>No. There is consensus among youth, institutions staff, and dietary staff at the Sheriff's Department that the food is awful. Many of the issues related to food quality and texture stem from the process in which the meals are provided to the facility. Meals are prepared and packaged a day in advance, stored, delivered, and then reheated before serving them the following day.</p> <ul style="list-style-type: none"> Youth who've been detained in nearby counties consistently report that San Mateo County's food is the worst. Lunch on the day of our inspection consisted of hot dogs, frozen sweet potato fries, applesauce, and coleslaw. The hot dog buns and sweet potato fries were soggy. The cole slaw and applesauce were served in a separate cold tray. Almost every cold tray was thrown away in its entirety. Most youths ate the hot dog(s), and about ¼ of them ate the sweet potato fries after they were given a packet of hot sauce to put on them.
Beverages	X	<input type="checkbox"/>	<input type="checkbox"/>	<ul style="list-style-type: none"> Regular and lactose-free milk are provided with meals. Water is not available at mealtime or consistently available on the housing unit. Youths typically get water from the stainless steel combination toilet/sink unit inside of their cells. Youth stated that the igloo coolers placed on the housing units at the request of the Commission, to provide youth with access to ice water throughout the day were often empty.



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
JUVENILE HALLS AND CAMP**

HILLCREST JUVENILE HALL

2022-2023

Are meal menus posted in the dayroom?	X	<input type="checkbox"/>	<input type="checkbox"/>	
Are snacks provided?	X	<input type="checkbox"/>	<input type="checkbox"/>	Snacks are provided twice a day, at 10:25 am & 8:30 pm Youths describe snacks as "small" and "not enough". Snacks meet nutritional federal school lunch guidelines.
Is food available outside of designated meal and snack times?	X	<input type="checkbox"/>	<input type="checkbox"/>	Fruit is provided through the food services contract with the San Mateo County Jail. Fruit typically consists of apples, bananas, or oranges.
Other Food Related Programs	X	<input type="checkbox"/>	<input type="checkbox"/>	<ul style="list-style-type: none"> • College Students: Each youth participating in the Project Change college program receives a monthly \$150 food stipend. The snacks are stored at the school building. Each youth must consume their snacks during the school day while inside of the school building. • The Step Program: A behaviorally based incentive program that is utilized by staff at this facility. Youth who have maintained their Step 2 points and status for the week are given 2 extra snacks each Sunday.
Is there a protocol for youth who miss meals due to court and/or unforeseen events?	X	<input type="checkbox"/>	<input type="checkbox"/>	Meals are saved and reheated for youth for when they return. Extra meals are ordered each day to cover accidents and new admissions. Staff can also call the county jail to request additional meals.
Foodborne Illness: Incidents	<input type="checkbox"/>	X	<input type="checkbox"/>	There have been no reported cases of foodborne illness during this inspection period.



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
 JUVENILE HALLS AND CAMP
 HILLCREST JUVENILE HALL
 2022-2023**

<p>Comments</p>	<p>In the Spring of 2021, the onsite food services program at the facility ended and the Probation Department entered into a MOU³⁵ with the San Mateo County Sheriff’s Department to prepare meals for youth detained in the Juvenile Hall and Camp Kemp at the San Mateo County Maple Street Jail. Since this time, the poor quality of food provided under the contract has been a persistent problem, resulting in countless grievances and an inquiry from the juvenile court. Youth routinely report that they are “always hungry”. Several receive daily peanut butter and jelly sandwiches to help offset their hunger. Parents also expressed serious concerns regarding the quality and quantity of food being provided to their children. The ongoing food-related issues at this facility must be adequately addressed as soon as possible.</p> <p>Research has shown that a child's brain development, physical growth, and overall well-being depend on adequate nutrition. Hunger, poor nutrition, and food insecurity can cause physical discomfort, create preventable toxic stress, and contribute to long-term health disparities.</p>
<p>Recommendations</p>	<p>Food Service Contract:</p> <p>The cost of Food Services for fiscal year 2022-2023 was \$1,705,714.36 to provide meals to approximately 27 children per day.</p> <ul style="list-style-type: none"> ● Audit Food Services Contract & Expenditures: A formal audit needs to be conducted to determine how, where, and why the annual Food Services contract with the Sheriff’s Department is costing \$1,705,714.36³⁶. If the data provided by the Probation Department is accurate, the county is currently spending \$179.88³⁷ per child, per day for meals that are, in large part, so unappealing that they are routinely dumped into the trash, uneaten.

³⁵ MOU: Memorandum of Understanding

³⁶ See the Probation Department’s Food and Nutrition cost analysis and data attached.

³⁷ Cost per Breakfast/Lunch only. The Probation Department does not maintain data for dinner and snacks. Meal costs are also subsidized by State and Federal School Breakfast/Lunch Nutrition Programs.



JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
JUVENILE HALLS AND CAMP
HILLCREST JUVENILE HALL
2022-2023

	<ul style="list-style-type: none"> • Terminate the current Food Services contract with the San Mateo County Sheriff’s Department. \$89.94 per individual meal is an unreasonable sum of money to pay for the Food Services being provided to our youth. • Resume in-house food services or obtain a new food services vendor: Preparing meals at the Juvenile Hall and serving them fresh daily will eliminate the issues that are stemming from having to prepare and store them a day in advance. It will also eliminate the need for the institutions staff to reheat the meals in the housing unit. If the current dietary staff cannot return to the Juvenile Hall to prepare meals, a new food services vendor is needed. • Change dinnertime to 5:00 p.m. Eating too early causes youth to become hungry before bedtime. A later dinnertime will also help youth maintain the healthy routines they have established during their incarceration upon their release. • Eliminate canned fruits and frozen vegetables, whenever possible and substitute them with fresh fruits, vegetables, and salads. • Offer additional sources of protein such as nuts and seeds are also recommended to offset hunger.
--	---

BEHAVIORAL HEALTH & RECOVERY SERVICES - BHRS

	YES	NO	N/A	COMMENTS
Behavioral Health & Recovery Services offered at this facility.	X	<input type="checkbox"/>	<input type="checkbox"/>	Services are variable and based upon the real time needs of the youth and their families. BHRS services include:



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
JUVENILE HALLS AND CAMP**

HILLCREST JUVENILE HALL

2022-2023

				<ul style="list-style-type: none"> • Individual trauma focused Cognitive Behavioral Treatment (CBT), Dialectical Behavior Therapy (DBT), Eye Movement Desensitization and Reprocessing (EMDR), family therapy, art therapy, play therapy, crisis intervention and counseling, emergency services, psychotropic medication management, sleep health education and insomnia treatment. • Case management services and attendance at biweekly MDT³⁸ meetings. • Mental Health and Drug & Alcohol Screenings and Assessments.
Intensive Mental Health Treatment	<input type="checkbox"/>	X	<input type="checkbox"/>	No, youth typically meet with their assigned clinician once a week for between 30-50 minutes a session.
Caseload Ratios: Clinicians	X	<input type="checkbox"/>	<input type="checkbox"/>	Current caseload ratios are 10:1. Clinicians provide services to youth at the Juvenile Hall, Camp Kemp, and to youth in the community. Youth report very positive interactions with their clinicians.
Does BHRS have a designated therapeutically designed space(s) to provide mental health services?	<input type="checkbox"/>	X	<input type="checkbox"/>	No, BHRS does not have a therapeutically designed designated space to provide mental health services to youth in. Clinicians are use the programming room or ISM's ³⁹ office on the housing unit to provide services. However, neither space is adequate. The programming room offers almost no privacy and the ISM's office is stark and cramped.
Frequency of Treatment	X	<input type="checkbox"/>	<input type="checkbox"/>	Services are typically provided once a week or as agreed upon by the client and their clinician.

³⁸MDT: Multidisciplinary Team Meeting

³⁹ ISM: Institutional Services Manager



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
JUVENILE HALLS AND CAMP**

HILLCREST JUVENILE HALL

2022-2023

Communication: Is information easily conveyed to Probation staff and service providers?	X	<input type="checkbox"/>	<input type="checkbox"/>	Information is typically shared verbally via probation staff during MDT and school meetings, and interactions with the youth and their families. Written information consists of emails, assessments, court reports, IEP and educational records. reports.
Translation Services: Clients and Families?	X	<input type="checkbox"/>	<input type="checkbox"/>	Most clinicians speak Spanish. The team uses a contracted service to provide translation services in other languages, such as Tongan.
Mental Health Screenings & Assessments	X	<input type="checkbox"/>	<input type="checkbox"/>	A member of the BHRS team screens every youth when they enter the facility. Assessments are done on a case by case basis.
Does BHRS assess youth for ACE's-Adverse Childhood Experiences?	<input type="checkbox"/>	X	<input type="checkbox"/>	Having a youth's ACEs score can assist Probation in identifying their therapeutic needs and rehabilitative goals. This information can provide valuable insight to the Multidisciplinary Team on how best to treat the youth, and assist the court in determining which programs and services might be the most beneficial to youths and their families.
Psychotropic Medications	X	<input type="checkbox"/>	<input type="checkbox"/>	
Does BHRS conduct court ordered mental health evaluations?	<input type="checkbox"/>	X	<input type="checkbox"/>	Formal evaluations are performed by doctors that are assigned through the courts.
Is there a protocol for youths suspected of having cognitive or developmental differences?	<input type="checkbox"/>	X	<input type="checkbox"/>	There is no set protocol. If cognitive differences are suspected they are brought to the attention of probation staff or the educational team.



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
 JUVENILE HALLS AND CAMP
 HILLCREST JUVENILE HALL
 2022-2023**

Psychiatric Emergencies and Hospitalizations	X	<input type="checkbox"/>	<input type="checkbox"/>	Youths experiencing a psychiatric emergency are transported by ambulance to the San Mateo County Medical Center.
Self-Harm Protocols	X	<input type="checkbox"/>	<input type="checkbox"/>	
Drug & Alcohol Assessments	X	<input type="checkbox"/>	<input type="checkbox"/>	While BHRS performs the drug & alcohol assessment, providing the youths with the services identified in assessments is the responsibility ⁴⁰ of the Probation Department.
Substance Abuse Treatment	<input type="checkbox"/>	X	<input type="checkbox"/>	BHRS does not provide substance abuse treatment.
Family Reunification and Counseling	X	<input type="checkbox"/>	<input type="checkbox"/>	Services are provided as needed.
Is the BHRS team at this facility fully staffed?	<input type="checkbox"/>	X	<input type="checkbox"/>	No, the team consists of 1.5 Clinicians, 1 Case Manager, 1 Supervisor who work full time. There is also a Psychiatrist and Psychologist who work part time.
Are staffing levels adequate to meet the level of care clients need?	<input type="checkbox"/>	X	<input type="checkbox"/>	No, aside from being short 1.5 clinicians, there were also two team members out on temporary leave at the time of the interview.
Vacant Positions	X	<input type="checkbox"/>	<input type="checkbox"/>	There is one full-time clinician position open. There is also a need for one full-time family partner. A part-time “extra help” clinician has been brought in to help support the team while they attempt to fill the vacant position.

⁴⁰ Per Jei Africa Director San Mateo County Health & Human Services Agency



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
 JUVENILE HALLS AND CAMP
 HILLCREST JUVENILE HALL
 2022-2023**

What are the biggest challenges for BHRS staff at this facility?	X	<input type="checkbox"/>	<input type="checkbox"/>	Probation staff need more training on trauma-informed practices and issues surrounding teen mental health.
How can BHRS services be improved?	X	<input type="checkbox"/>	<input type="checkbox"/>	Having a fully staffed team is key to offering a variety of high-quality services to clients and their families.
Therapeutic tools and aids available at the Juvenile Hall	A variety of therapeutic tools, including journals, weighted blankets, stress balls, games, aroma therapy, and sleep logs, are utilized to assist youth in their therapy and therapeutic goals. Long-term youths also have MP3 players that they can utilize during periods of locked confinement.			
How might mental and behavioral health treatment and services be improved at this facility?	<ul style="list-style-type: none"> ● Having a designated therapeutically designed mental health space. ● Probation staff shortages impact the delivery of mental health services as two staff members must be on the unit in order for a clinician to come onto the unit to provide services. 			
Comments	The facility currently lacks a dedicated therapeutically designed mental health for clinicians to conduct therapy in. Trauma-informed counseling rooms have therapeutic layouts, soft furnishings, and floor coverings that help to provide clients with a sense of safety and comfort. Clinicians currently conduct therapy in programming rooms or in the ISM ⁴¹ office located on the housing unit. Neither room provides an environment that is conducive for healing childhood trauma and promoting personal growth. The use of programming rooms also creates conflicts with programming schedules, which can interfere with or delay mental health services.			

⁴¹ ISM: Institutional Services Manager



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
 JUVENILE HALLS AND CAMP
 HILLCREST JUVENILE HALL
 2022-2023**

Recommendations	<ul style="list-style-type: none"> ● Adverse Childhood Experiences-ACEs: Formally assess each youth for Adverse Childhood Experiences. Having a youth’s ACE;s score can assist Probation staff in managing the youth and identifying their therapeutic needs and rehabilitative goals. This information can provide valuable insight to the MDT team on how best to treat the youth, and assist the court in determining which programs and services might be most beneficial to youth and their families. ● Therapeutically Design the Designated Mental Health Space: We recommend the Probation Department allocate five thousand dollars to therapeutically design, furnish, and equip the dedicated Mental Health Space identified on Pine 4 housing unit. ● Provide additional training to the Probation staff in the following areas: <ul style="list-style-type: none"> ○ Providing trauma-informed care to vulnerable youth populations. ○ Managing youth with mental health needs. ○ Impacts of trauma and abuse on the developing brain ○ Adverse Childhood Experiences ○ Identifying youth with cognitive and developmental differences. ○ Effective communication skills
-----------------	---

INTAKE AND ADMISSIONS				
REVIEWED	YES	NO	N/A	COMMENTS
Classification & Housing	<input type="checkbox"/>	X	<input type="checkbox"/>	Youth are classified according to Title 15. However, youths are not always housed by these classifications. During a portion of this inspection period, all youths were housed in a single housing unit. Including, male, female, transgender, medically fragile, mentally incompetent, cognitively disabled, mentally ill, and drug dependent youths. Secure Track youth were also housed in the general population.



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
JUVENILE HALLS AND CAMP**

HILLCREST JUVENILE HALL

2022-2023

<p>Admissions: Youth Orientation & General Information Packet</p>	<p align="center">X</p>	<p align="center"><input type="checkbox"/></p>	<p align="center"><input type="checkbox"/></p>	<p>We recommend the following items be added:</p> <ul style="list-style-type: none"> • Youth Bill of Rights • Information on how to request religious services and materials. • Name and contact information for the youth’s Attorney Probation Officer, and the name of the Group Supervisor assigned to write the youth’s Behavioral Summary court reports.
<p>Parent/Guardian Information Packet</p>	<p align="center">X</p>	<p align="center"><input type="checkbox"/></p>	<p align="center"><input type="checkbox"/></p>	<p>We recommend adding the following items in English and Spanish</p> <ul style="list-style-type: none"> • The Youth Bill of Rights • Contact information for the Juvenile Hall • Name and contact information for the youth’s Probation Officer, Attorney, Behavioral Health and Recovery Services, Correctional Health, and Hillcrest School.
<p>Orientation: Ensuring youth comprehend the rules, procedures, and what is expected of them.</p>	<p align="center">X</p>	<p align="center"><input type="checkbox"/></p>	<p align="center"><input type="checkbox"/></p>	<p>Youth are given an orientation by staff who orally go over the rules of the facility and expectations of the youth. Staff also review the program schedule, visiting, and telephone policies, and answer any questions the youth may have. Youth are provided a copy of the Parent/Youth Handbook.</p>
<p>Posted Notices Posters & Information</p>	<p align="center">X</p>	<p align="center">X</p>	<p align="center"><input type="checkbox"/></p>	<p>There are OYCR⁴² Ombudsmen and Sexual Abuse Prevention posters, and Grievance forms available. The Youth Bill of Rights is not posted.</p>
<p>Recommendations</p>	<p>Intake Forms</p> <ul style="list-style-type: none"> • Add a section on the intake form to document a youth’s religious or spiritual beliefs. This will assist the staff in meeting the religious and spiritual needs of every youth. • Update intake forms to include a space to document a youth’s ACEs score. 			

⁴² OYCR: Office of Youth and Community Restoration



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
JUVENILE HALLS AND CAMP
HILLCREST JUVENILE HALL
2022-2023**

	<p>Orientation Packet for Youth</p> <ul style="list-style-type: none"> ● Include a copy of the Youth Bill of Rights ● Information on how to request religious services and materials. ● Include the name and contact information for the youth’s attorney Probation Officer, and name of the Group Supervisor assigned to write the youth’s Behavioral Summary court reports. ● Create an informational form outlining how youth can request religious services and materials. <p>Orientation Packet for Parents/Guardians</p> <ul style="list-style-type: none"> ● Include a copy of the Youth Bill of Rights ● General contact information for the Juvenile Hall. ● Name and contact information for the youth’s Probation Officer, Attorney, Behavioral Health and Recovery Services, Correctional Health, and Hillcrest School.
--	--

ACTIVITIES AND PROGRAMMING				
REVIEWED	YES	NO	N/A	COMMENTS
Telephone Calls	X	<input type="checkbox"/>	<input type="checkbox"/>	Youth are generally permitted to make phone calls 4 days a week. Days 1-3 are 10-minute calls. Day 4 is a 20-minute phone call. Phone calls are limited to approved individuals.
Written Correspondence & Mail	X	<input type="checkbox"/>	<input type="checkbox"/>	There is no limit on the amount of mail a youth can send or receive Anyone who does not have a “non-association” classification can send and receive mail to and from the youth.
Visiting: 2-hours per week	X	<input type="checkbox"/>	<input type="checkbox"/>	Youths are allowed two hours of visiting per week. Approved visitors may visit either in person or by Zoom. Zoom visits must be scheduled in advance with the Admission Department.



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
JUVENILE HALLS AND CAMP**

HILLCREST JUVENILE HALL

2022-2023

				<p>Visitors who have not been officially cleared or who are deemed a potential security risk must pass through glass.</p> <p>Additional Zoom and in-person visits are allowed by court order, or upon the approval of the youth's Deputy Probation Officer, or Superintendent of the facility.</p>
Educational Programs: High School and Post-Secondary College Programs	X	<input type="checkbox"/>	<input type="checkbox"/>	<ul style="list-style-type: none"> • High School Weekly Schedule: Monday, Tuesday, Thursday & Fridays: 8:45 am - 2:40 pm. Wednesdays: 9:00 am - 12:30 pm.. • School Year: School is offered year round school with breaks ranging from 1-2 weeks in the Winter, Spring, and Summer. • College Courses: Online college classes are available each fall, spring and summer semesters. College students go to a separate room within the School Building to attend online classes and complete coursework and assignments during school hours. Homework and studying are done in the Housing Unit. • Please refer to the 2023 Juvenile Justice Commission's Educational Inspection Report for detailed information and formal recommendations.
Career Technical Education and Vocational Training	<input type="checkbox"/>	X	<input type="checkbox"/>	Career Technical Education & Vocational training continues to be under development at this facility. Vocational programs have not been offered at this facility since 2015.
Programming Schedule	X	<input type="checkbox"/>	<input type="checkbox"/>	Please see the weekly programming schedule located in the attachment section of this report.
Unscheduled Activities	X	<input type="checkbox"/>	<input type="checkbox"/>	Youth have 60+ minutes of unscheduled activity each day.



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
JUVENILE HALLS AND CAMP**

HILLCREST JUVENILE HALL

2022-2023

Daily Exercise: Large Muscle Activity - LMA	X	<input type="checkbox"/>	<input type="checkbox"/>	Youth traditionally receive one hour of LMA conducted by institution staff after school. LMA was eliminated on weekdays during a portion of this inspection period and substituted with the PE class taught by Mr. John Bordagaray, a teacher at Hillcrest School. As PE is part of the high school curriculum, it is not available to high school graduates and/or college students (6+ youth). LMA has since been restored and is now being conducted by institution staff seven days per week.
Religious Activities	X	X	<input type="checkbox"/>	Please see the Youth Bill of Rights section beginning on page 51 for detailed information.
Recreation: Indoor Activities	X	<input type="checkbox"/>	<input type="checkbox"/>	Each housing unit has a programming room with board games, puzzles, desktop computers, and a video game console. There is a television capable of streaming movies, educational videos, and sports games, a small library with a variety of paperback books, and a ping pong table. The programming unit located on Pine 5 has a pool table, foosball table, board and card games. The gymnasium and adjoining work out room are used for a variety of activities, including volleyball and basketball.
Outdoor Recreation	X	<input type="checkbox"/>	<input type="checkbox"/>	The outdoor recreation area includes: A running track, basketball courts, and a turf field where ball games such as soccer, kickball, and flag football are conducted. Each housing unit has its own cement patio that is equipped with a basketball court. However, there are no court lines painted on the cement. When weather permits, yoga and other classes and activities are conducted in this area.
Substance Abuse Education & Support	X	<input type="checkbox"/>	<input type="checkbox"/>	Mandatory Alcoholic Anonymous meetings are offered on the Pine 4 housing unit. Youths explained that they do not believe the meetings are relevant as none of the youths on the unit had alcohol related issues or dependence. They stated voluntarily Narcotics Anonymous meetings would be more appropriate and should be offered to all youths at the facility.



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
 JUVENILE HALLS AND CAMP
 HILLCREST JUVENILE HALL
 2022-2023**

Tattoo Removal Program	X	<input type="checkbox"/>	<input type="checkbox"/>	During this inspection period, the Commission assisted the Probation Department in identifying two programs that provide free tattoo removal services. The first program provides tattoo removal services to youth at the Juvenile Hall, while the second program offers tattoo removal services to all San Mateo County youth at the PAL building in Redwood City.
Parenting Classes: Youth	<input type="checkbox"/>	X	<input type="checkbox"/>	The facility currently does not offer parenting classes to youth. Parenting classes for parents and expectant parents were offered in the past and were well received and viewed as highly beneficial to program participants.
Multisensory De-escalation, Calming and Art Therapy Room	<input type="checkbox"/>	X	<input type="checkbox"/>	The room is anticipated to open in November 2023.
Comments	Contracted Services: The way in which programs and services are provided to youth have changed considerably over the last 5 years. The traditional models for providing programs and treatment treatment services are no longer sustainable given the low population and the intensive treatment needs of the youth served at this facility.			
Recommendations	<ul style="list-style-type: none"> ● Contracted Services: Switching to a pay-per-service model will allow the facility to have greater control over the specific services they contract and pay for, based on the immediate needs of the detained youth. This model will require effective monitoring and coordination to ensure that the contracted services are of high quality and meet the necessary standards. ● Change service delivery model from the current contracted services model to an individualized fee for service model. 			



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
 JUVENILE HALLS AND CAMP
 HILLCREST JUVENILE HALL
 2022-2023**

	<ul style="list-style-type: none"> ● The Commission continues to advocate for all of our long-term⁴³ youth to receive the following evidence based programming and services: <ul style="list-style-type: none"> ○ Intensive Mental Health Care ○ Comprehensive Substance Abuse Treatment ○ Substance Abuse Education ○ Anger Management ○ Gang Intervention ○ Victim Impact & Awareness ○ Restorative Justice ○ Life Skills ○ Comprehensive Re-Entry Services ● Replace the mandatory bi-monthly Alcohol Anonymous meetings currently being offered to youths on the Pine 4 housing unit with voluntary Narcotics Anonymous meetings that can be offered to all youth at the facility.
--	---

**SECURE YOUTH TREATMENT FACILITY
 SECURE TRACK - S.O.A.R.R. PROGRAM**

	YES	NO	N/A	COMMENTS
Secure Track / S.O.A.R.R. Plan ⁴⁴	X	<input type="checkbox"/>	<input type="checkbox"/>	A copy of these plans can be found in the attachments.
Population	X	<input type="checkbox"/>	<input type="checkbox"/>	The population was one youth. The facility is expecting this number to rise significantly in the next year.
Youth Returning from the Department of Juvenile Justice-DJJ	X	<input type="checkbox"/>	<input type="checkbox"/>	None. However, there was one youth who had returned from DJJ when we inspected the facility in August 2023.

⁴³ Long Term is defined as a period of incarceration that lasts or is expected to last 60 days or more.

⁴⁴San Mateo County Probation Department: Juvenile Justice Realignment Block Grant Annual Plan



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
JUVENILE HALLS AND CAMP**

HILLCREST JUVENILE HALL

2022-2023

Classification & Housing	X	X	<input type="checkbox"/>	Youth are classified according to Title 15. However, Secure Track youth were not always housed based upon their classifications. At one point during this inspection period, the entire population of the facility was housed together in one unit. This included: male, female, and transgendered youth of all ages, medically fragile, cognitively and developmentally disabled, and youths suffering from a mental illness and/or drug addiction..
Secure Track Housing Unit	<input type="checkbox"/>	X	<input type="checkbox"/>	San Mateo County does not have a separate housing unit for Secure Track youth. During this inspection period, youth were placed on the Pine 4 and Forrest 3 housing units with non-Secure Track youth.
Staff Training: Secure Track Program	<input type="checkbox"/>	X	<input type="checkbox"/>	Aside from the training previously recommended in this report, Newly promoted ISM's and all Group Supervisors need to undergo CPOC training on SB823 and SB92 to understand the intent and purpose of California's Juvenile Justice Realignment, and the rights and responsibilities associated with the rehabilitation of Secure Track Youth. Secure Track youths are entitled to an individualized rehabilitation plan that includes programs and services that are not available to non-secure track youths..
Juvenile Justice Realignment Block Grant Funding Received	X	<input type="checkbox"/>	<input type="checkbox"/>	The county has received approximately 6 million dollars in Realignment Block Grants and related funding from the State of California to create our Secure Track Program and modify the existing Juvenile Hall facility to accommodate Secure Track youths. An audit of the Juvenile Justice Realignment Block Grant funding and expenditures is needed to ensure compliance with the current plans and to determine the amount of funding that remains to: <ul style="list-style-type: none"> ● make facility modifications and improvements ● implementing new programs and services



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
 JUVENILE HALLS AND CAMP
 HILLCREST JUVENILE HALL
 2022-2023**

Secure Track: Facility Modifications / Capital Improvements	<input type="checkbox"/>	X	<input type="checkbox"/>	There were no facility modifications or known capital improvements made to accommodate the Secure Track population, during this inspection period.
Furniture	X	X	<input type="checkbox"/>	Aside from the shelving units purchased to install in all of the housing units for the entire facility, furniture purchases reported during this inspection period.
Juvenile Justice Realignment Block Grant Plan: Programming	<input type="checkbox"/>	X	<input type="checkbox"/>	The majority of programming outlined in the 2021 Juvenile Justice Realignment Block Grant Plan and 2022 Plan Addendum were not in place during this inspection period.
Juvenile Justice Realignment Block Grant Plan: Gender Specific Programming	<input type="checkbox"/>	X	<input type="checkbox"/>	The gender specific programs listed are programs offered at the Camp Kemp facility. Secure Track youths are housed at the Juvenile Hall.
Secure Track: General Programming	X	<input type="checkbox"/>	<input type="checkbox"/>	Programming is basically the same for all youth at this facility. There are few distinctions between the programming offered to the Secure Track and Non-Secure Track populations.
Gender Specific Programming	<input type="checkbox"/>	X	<input type="checkbox"/>	The gender specific programs listed in the 2021 Juvenile Justice Realignment Block Grant Annual Plan and the 2022 Addendum are programs offered at the Camp Kemp facility. Secure Track youths are housed at the Juvenile Hall.
Family Engagement Programming	X	X	<input type="checkbox"/>	<ul style="list-style-type: none"> ● Family Nights are scheduled to begin for Secure Track Youth. ● Siblings visits have also begun for youths who have siblings under the age of 18. ● The Parent Project, Staying Connected with Your Teen, and the Positive Parenting programs were not offered at this facility during this inspection period.



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
JUVENILE HALLS AND CAMP**

HILLCREST JUVENILE HALL

2022-2023

Career Technical Education–CTE / Vocational Services	<input type="checkbox"/>	X	<input type="checkbox"/>	Currently, there are no Career Technical Education or Vocational programs in place at this facility.
Post-Secondary Education	X	<input type="checkbox"/>	<input type="checkbox"/>	Post Secondary Education is being provided by Project Change ⁴⁵ in partnership with Skyline Community College in San Bruno and the College of San Mateo.
Mental Health Treatment	X	X	<input type="checkbox"/>	Mental Health services are the same for all youth at this facility. There are no distinctions between the mental health services offered to the Secure Track and non Secure Track populations.
Substance Abuse Treatment	<input type="checkbox"/>	X	<input type="checkbox"/>	Substance abuse treatment is not offered at this facility.
Rehabilitation & Treatment Goals: Are goals regularly reviewed and measured for progress?	X	<input type="checkbox"/>	<input type="checkbox"/>	<ul style="list-style-type: none"> Monthly MDT meetings are held to monitor and further develop the youth’s treatment goals. Youths attend meetings with their parents/guardians, probation staff, BHRS clinicians, and other relevant stakeholders. Once the Juvenile Court approves a youth’s initial individual treatment plan, hearings are held every six months to review the youth’s rehabilitative progress
Religious Services	X	X	<input type="checkbox"/>	Secure Track youth attend services with the general population.
Clothing: Uniforms	X	<input type="checkbox"/>	<input type="checkbox"/>	Youths in the Secure Track / S.O.A.R.R. programs are provided sweatshirts that have a S.O.A.R.R. logo on the front.
Release Notification: ICE	<input type="checkbox"/>	X	<input type="checkbox"/>	San Mateo County prohibits the use of county resources for this purpose.

⁴⁵ The Project Change college program is available to long term youths who have obtained a High School Diploma or GED.



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
 JUVENILE HALLS AND CAMP
 HILLCREST JUVENILE HALL
 2022-2023**

Comments	San Mateo County continues to fall significantly behind our neighboring counties in developing and implementing Secure Track programming. San Francisco and Santa Clara Counties have been operating their programs for 18+ months.
Recommendations	<ul style="list-style-type: none"> ● Housing: Due to their rehabilitation needs, Secure Track youths should be housed away from the general population and with youths who are expected to be detained for 6 months or more Long-term and Secure Track youth tend to be more stable, cohesive, and capable of working together as a group to achieve common goals. Housing these populations together will reduce program redundancy and limit the number of times a youth is moved between housing units. ● An audit of the Juvenile Justice Realignment Block Grant funding and expenditures is needed to ensure compliance with the current plans and to determine the amount of funding that remains to: <ul style="list-style-type: none"> ○ make facility modifications and improvements ○ implementing new programs and services ● ISM's⁴⁶ and Group Supervisors need to be trained on SB823 and SB92 to understand the intent, and purpose of California's Juvenile Justice Realignment, and the rights and responsibilities associated with the rehabilitation of Secure Track Youth. ● The commission continues to advocate for the development and implementation of the following programs and services that are outlined in the Juvenile Justice Realignment Block Grant Annual Plan.⁴⁷ <ul style="list-style-type: none"> ● Substance Abuse Education and Treatment ● Gang Intervention ● Vocational/Career Technical Education & Certification ● Building Trade Programs ● Career Navigation Workshops ● Success Centers ● Job Readiness & Training ● Life Skills ● Anger Management & Conflict Resolution ● Cognitive Skills

⁴⁶ ISM: Institutional Services Manager

⁴⁷SMC Juvenile Justice Realignment Block Grant Annual Plan is in the attachments.



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
 JUVENILE HALLS AND CAMP
 HILLCREST JUVENILE HALL
 2022-2023**

	<ul style="list-style-type: none"> ● Victim Impact and Awareness ● Restorative Justice ● Parenting Classes & Support ● Peer Mentorship ● Council for Boys and Young Men ● ReEntry Services & Housing Services <ul style="list-style-type: none"> ● Clothing: Provide uniforms to Secure Track youth. similar to the ones being issued to Secure Track youth in Santa Clara County.⁴⁸ ● In Addition, we believe Secure Track youths would benefit from <ul style="list-style-type: none"> ○ Intensive Mental Health Care ○ Step Down Program prior to Re-Entry into the community. ● Mental Health Recommendations: <ul style="list-style-type: none"> ○ Implement a Group Therapy Program ○ Assess youth for ACE's-Adverse Childhood Experiences. ○ Design an Intensive Mental Health Treatment program.
--	---

LOCKED CONFINEMENT	
REVIEWED	COMMENTS
Total hours in locked confinement per day.	During this inspection period, youth were locked inside of their cells between 12.5-14.5 hours each day.
What time are cells locked and unlocked throughout each day?	Youths are locked in their cells during sleeping hours 9:00 pm - 8:00 am and between 5:00 - 6:00 pm each day—which is the protected break time of staff.

⁴⁸ The Santa Clara County Secure Track uniform consists of khaki pants, white polo shirt, and a sweatshirt.



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
JUVENILE HALLS AND CAMP
HILLCREST JUVENILE HALL
2022-2023**

Conditions impacting locked confinement time?	Staffing levels,, holidays, special events, court, legal, professional, and personal visits, meetings, and codes ⁴⁹ on the unit.
How can locked cell confinement times be reduced?	<ul style="list-style-type: none"> ● Adjust the sleeping hours to start at 9:30 pm. This will be especially helpful during Daylight Savings Time when it is still light outside. ● Increase programming and activities on weekends. ● Increase staffing levels to accommodate these recommendations and provide coverage for any unforeseen situations that may arise.
Recommendations	<ul style="list-style-type: none"> ● Provide all youth with books, puzzles, and Chromebooks (for schoolwork) during periods of locked confinement irregardless of behavioral status or their Step status. ● Ensure all staff are aware of the policy changes related to hardcover books. Youths can now allowed to keep hardcover books inside cells unless they pose a safety risk to themselves or others. ● Install chalkboards or chalkboard paint on the wall of each cell to reduce sensory deprivation.

TRAUMA INFORMED CARE				
	YES	NO	N/A	COMMENTS
Are youth screened for trauma?	X	<input type="checkbox"/>	<input type="checkbox"/>	Youth are screened for trauma as part of the intake process.

⁴⁹ A “code” is the term used when a member of the Probation staff puts a call out over the radio for immediate assistance. A code can be triggered by a fight or any other situation deemed to be an immediate threat to the safety of youth and staff, or the security of the institution. During a code all youths are required to lay face down on the ground with their hands behind their backs. Youths must remain silent and still while they await instructions from staff. Once the immediate threat has been contained, youths are placed in their cells so staff can attend to the persons and/or circumstances involved with the code.



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
JUVENILE HALLS AND CAMP**

HILLCREST JUVENILE HALL

2022-2023

Housing Units	<input type="checkbox"/>	X	<input type="checkbox"/>	Youths of all genders and varying trauma histories are housed together.
Gender-Responsive Programming	<input type="checkbox"/>	X	<input type="checkbox"/>	Programming is the same for all genders.
Rape Trauma Services	<input type="checkbox"/>	X	<input type="checkbox"/>	
Trauma-Informed Care Staff Training	X	X	<input type="checkbox"/>	Staff requested additional education and training on the impacts of complex trauma on children and youth.

Recommendation	<p>Probation staff requested training in the following areas:</p> <ul style="list-style-type: none"> • Adverse Childhood Experiences: Childhood trauma and abuse play a significant role in child development, behavior, and learning. Understanding the impacts of Adverse Childhood Experiences, the ACE’s assessment and ACE’s scores, will assist staff in approaching, interacting, speaking, teaching, guiding, and mentoring the youths they are tasked with rehabilitating. • Trauma-Informed Care: Basic Principals, Interventions, Safety Plans, Management of Secondary Traumatic Stress (STS), Cross System Collaboration, Programming, creating trauma-informed spaces and cultures, approaches to partnering with youths and families5 • Separate Housing Units: Male and female youth expressed concerns about being placed together in the same housing unit(s). Mixed gender housing can be triggering for youth with trauma histories. We recommend providing a separate housing unit for youths who identify as female.
----------------	---

CULTURALLY AND LINGUISTICALLY APPROPRIATE

	YES	NO	N/A	COMMENTS
Meals & Food	<input type="checkbox"/>	X	<input type="checkbox"/>	The inability to access culturally appropriate nutrition and dietary services is a form of social inequity. Meal planning and preparation should be viewed through a culturally competent lens.



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
JUVENILE HALLS AND CAMP**

HILLCREST JUVENILE HALL

2022-2023

Religion and Spirituality	X	X	<input type="checkbox"/>	Catholic, Jewish, Mormon, Native American, and Muslim youth were detained at this facility during this inspection period. These youths did not have access to religious services, books or materials.
Books and Reading Materials	X	<input type="checkbox"/>	<input type="checkbox"/>	Providing a variety of books and reading materials in different formats is key to increasing literacy. Graphic illustrative novels and multilingual audiobooks can assist youths who speak a language other than English and youths of all learning abilities. The Commission continues to encourage the facility to utilize the free resources available through the San Mateo County Libraries System.
Art & Music	X	<input type="checkbox"/>	<input type="checkbox"/>	<ul style="list-style-type: none"> ● Youths participated in the Poetry Out Loud Program and Contest. ● There is a large collection of art created by the youth on display in the hallway of the Administration building. ● Youth has access to Spanish music on the MP3 players.
Observances	X	<input type="checkbox"/>	<input type="checkbox"/>	The facility expanded their culturally relevant observances during this inspection period. The facility held two events in May to celebrate Cinco De Mayo and AAPI Heritage Month. Food, art, music, and dance were at the center of each celebration. Youth were encouraged to read essays they had written about their cultural traditions and what culture means to them.
Therapeutic Tools	X	<input type="checkbox"/>	<input type="checkbox"/>	Youth have access to meditations, sleep sounds, and music via their MP3 players.
Comments	The five aspects of culture are values and beliefs, language, symbols, rituals, and norms.			
Recommendations	<ul style="list-style-type: none"> ● Expand religious services and materials. ● Develop a Drumming Circle program using the drums at the facility. 			



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
JUVENILE HALLS AND CAMP**

HILLCREST JUVENILE HALL

2022-2023

	<ul style="list-style-type: none"> ● Continue to explore partnership opportunities with the Art Commission to expand culturally relevant activities, events, and programming. ● Provide culturally and historically relevant books and reading materials, including magazines, and newspapers, by utilizing the resources that are available at no cost via the San Mateo County Libraries System. ● Providing a variety of books and reading materials in different formats⁵⁰ is key to increasing literacy. Graphic illustrative novels and multilingual audiobooks can assist youths who speak a language other than English and youths of all learning abilities. ● Continue to make culturally competent adjustments to the food menu while the facility secures a new food service provider.
--	---

LGBTQ				
	YES	NO	N/A	COMMENTS
Classification and Housing Unit Assignments	X	<input type="checkbox"/>	<input type="checkbox"/>	During this inspection period there were considerable changes to the how and where the youth were housed at this facility. From August 2022 - June 2023 youths were housed in Pine 4 or Forrest 3. The criteria used to place youth on housing unit were: <ul style="list-style-type: none"> ● Anticipated length of incarceration ● Behavior ● Non-Association Orders
Staff Education, Training & Best Practices	X	<input type="checkbox"/>	<input type="checkbox"/>	Staff have been trained on how to conduct 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 and must be justified and documented in writing.

⁵⁰ Formats: Audible, Kindle or tablet, multiple languages, and graphic novels.



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
JUVENILE HALLS AND CAMP**

HILLCREST JUVENILE HALL

2022-2023

Clothing and Hygiene	X	<input type="checkbox"/>	<input type="checkbox"/>	Items are issued according to gender. For example: Female youth are given pink clothing.
Institutional Forms: Gender Neutral Language	X	<input type="checkbox"/>	<input type="checkbox"/>	
Gender Neutral Restrooms & Showers	X	<input type="checkbox"/>	<input type="checkbox"/>	
LGBTQ Inclusive Healthcare	X	<input type="checkbox"/>	<input type="checkbox"/>	
LGBTQ Inclusive Literature and Media	X	<input type="checkbox"/>	<input type="checkbox"/>	
Recommendations	Provide LGBTQ inclusive literature to the book shelves on each housing unit.			

TECHNOLOGY

	YES	NO	N/A	COMMENTS
School Building and Classrooms	X	<input type="checkbox"/>	<input type="checkbox"/>	Chromebooks and desktop computers with internet access are available in the school building and classrooms.
Housing Unit	X	<input type="checkbox"/>	<input type="checkbox"/>	Access to technology on the housing unit is limited and inconsistent. The number of long-term youth entering college has grown significantly during this inspection period. Access to the computers fluctuates daily, making it difficult for youth to complete assignments, study for tests, and complete projects in a timely manner. Missed or late assignments or lack of preparation for tests impact the grades, potential for future scholarships, and grants, and have FAFSA ⁵¹ implications.

⁵¹ FAFSA: Free Application for Federal Student Aid



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
 JUVENILE HALLS AND CAMP
 HILLCREST JUVENILE HALL
 2022-2023**

				<ul style="list-style-type: none"> • Allowing youth access to their Chromebooks on the housing unit(s) would help ensure there were enough computers for the youth to use. Youth participating in the Project Change should also be allocated time each day to complete their schoolwork. • Additional computers are needed. There are not enough computers on the housing unit(s) to accommodate the number of youth who need to use them. • Each housing unit has a computer that is designated for Zoom visits.
Zoom Visiting ⁵²	X	<input type="checkbox"/>	<input type="checkbox"/>	Zoom visiting is available on Saturday's and Sunday's and must be scheduled in advance. Technology is available to conduct one Zoom visit at a time on each housing unit. Providing additional technology to allow for more than one visit would provide additional opportunities for youths to visit with family members on Zoom without encroaching upon other scheduled programming.
Telephones	X	<input type="checkbox"/>	<input type="checkbox"/>	There is only one telephone available in each housing. Providing an additional telephone on each housing unit will help staff maintain programming schedules and allow more youth the opportunity to stay connected to their family.
Cable Services	-	-	-	It is unclear if the facility has cable. The Superintendent stated Comcast bills the facility monthly for cable services. However, staff reported that the cable services were disconnected during the pandemic to cut costs.

⁵² The San Mateo County Juvenile Hall Zoom Visiting Policy and Information sheet is attached.



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
JUVENILE HALLS AND CAMP**

HILLCREST JUVENILE HALL

2022-2023

Internet Services & Security	X	<input type="checkbox"/>	<input type="checkbox"/>	<ul style="list-style-type: none"> ● Comcast provides internet services to the facility. ● Go Guardian software controls the content and websites youths can access. The software is designed for youth under the age of 18. ● Youth who are participating in college courses require alternative software to complete their coursework and studies. Go Guardian often blocks links and websites provided by professors and content that is needed to complete assignments, projects, and prepare for tests.
College Programs Career Technical Education / Vocational Courses	X	<input type="checkbox"/>	<input type="checkbox"/>	<ul style="list-style-type: none"> ● There were 6+ youths enrolled in the Project Change Community College program. The majority of youth have applied for FAFSA, have opened bank accounts, and are actively working towards associates degrees. ● Parent(s) have also purchased books and online training modules for their child(ren) to participate in a trade program. ● Youths who are enrolled in college need access to email to register for classes, communicate with Professors and advisers, and to complete and manage their financial aid.
Educational Rights	<input type="checkbox"/>	X	<input type="checkbox"/>	<ul style="list-style-type: none"> ● Institutional Service Managers and Group Supervisors 1-3 need to be formally trained on the Educational Rights of Youth in Detention. Threats to take educational opportunities away from youths as a form of punishment and limiting the number of courses a youth can enroll in due to staffing limitations are prohibited by law. Writing youths up for “staff manipulation” or deducting behavioral points from a youth who has repeatedly asked staff members for access to the computer to complete their coursework is concerning and must be addressed.



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
JUVENILE HALLS AND CAMP
HILLCREST JUVENILE HALL
2022-2023**

				<ul style="list-style-type: none"> The facility must set up guidelines and parameters for staff to rely upon when making decisions and issuing punishments that relate to or impact the educational rights of a youth.
E-Mail - Electronic Communications	<input type="checkbox"/>	X	<input type="checkbox"/>	The Youth Bill of Rights affords youths the right to utilize e-mail.
Online Programming	X	<input type="checkbox"/>	<input type="checkbox"/>	Online Victim Impact and Awareness classes are available by court order. Family therapy can also be conducted via Zoom or Microsoft Teams.
MP3 Players	X	<input type="checkbox"/>	<input type="checkbox"/>	Approximately 25 MP3 players, headphones, and chargers for the long-term and Secure Track were donated for use at this facility.
Fitbits: Running Program	X	<input type="checkbox"/>	<input type="checkbox"/>	During this inspection period, members of the Commission purchased Fitbits, running shoes, and water bottles for the new running program.
Website: Probation Department	X	<input type="checkbox"/>	<input type="checkbox"/>	<p>The Probation Department's website⁵³ needs regular updating to ensure parents, guardians, and members of public receive timely and accurate information on the following:</p> <ul style="list-style-type: none"> General Information How to contact the Juvenile Hall Visiting and Telephone Policies Available Programs and Services Parent Resources
Comments	The Commission remains committed to helping the Probation Department implement a robust technology program for youth at the Juvenile Hall.			

⁵³ www.smcgov.org/probation/youth-services-center-juvenile-hall



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
JUVENILE HALLS AND CAMP**

HILLCREST JUVENILE HALL

2022-2023

Recommendations

- Educational Rights of Youth in Detention: Institutional Service Managers and Group Supervisors 1-3 need to be formally trained on the basic educational rights of youth in detention. Threats to take educational opportunities away from youth as punishment, and limiting the number of courses a youth can enroll in due to staffing limitations are prohibited by law. Writing a youth up for “staff manipulation” or deducting behavioral points from a youth for repeatedly asking staff for access to the computer to complete their school assignments is also concerning. Training will help reduce incidents such as these from reoccurring in the future.
- Policies and Procedures: The facility must set up guidelines and procedures for staff to rely upon when making decisions or issuing punishments that can potentially impact or infringe upon the educational rights of youth in their care. Staff also expressed a need to receive timely notification and formal instruction/ training whenever there are changes made to existing laws or departmental policies and procedures.
- Computer Access: Youth enrolled in Project Change, the online Community College program report significant issues trying to obtain access to the computers and technology needed to complete assignments, take exams, and study during non school hours. Lack of access has caused youth to miss exams, assignment deadlines, and perform poorly on exams which inturn, negatively impacted their grades. Financial Aid and scholarship opportunities often require a minimum grade point average. Denying or limiting access to computers and software places these youth at risk for academic failure.
- Computer Equipment & Software: Additional computers or Chromebooks are needed on the housing units for youth enrolled in Project Change, an online Community College program. Allowing youth access to their school issued Chromebooks on the housing unit(s) will help ensure there are enough computers for the youth to use without incurring any additional costs. Additionally, alternative software be installed on the computers in the school building. The current software, “Go Guardian” is blocking websites, content, and links that are provided by their college professors and are needed to complete assignments and prepare for exams. Go Guardian software is designed for High School students under the age of 18.



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
JUVENILE HALLS AND CAMP
HILLCREST JUVENILE HALL
2022-2023**

- Study Time & School Assignments: Youth participating in the Project Change, the online Community College program need time allocated each day to study and complete their homework and assignments, during non school hours.
- Zoom Visiting: Provide additional technology⁵⁴ to allow for more than one Zoom visit at a time to increase the amount of time youths can spend with family without encroaching upon other scheduled programming.
- Youth Bill of Rights: to ensure youth are given the opportunity to telephone and visit with the individuals afforded to them under the new law. Electronic Communication: Youths need to be given the opportunity to create and maintain secure email accounts.
- Providing an additional telephone on each housing will allow more than one youth at a time to use the telephone and help staff maintain programming schedules.
- Explore opportunities to develop educational pilot programs by partnering with local technology companies, such as Google.
- Explore funding opportunities available through the Chan-Zuckerberg Foundation in Redwood City to expand technology programs.

**PHYSICAL INSPECTION
INTERIOR OF LOCKED FACILITY**

INDIVIDUAL CELLS

REVIEWED	YES	NO	N/A	COMMENTS
Cell Description	X	<input type="checkbox"/>	<input type="checkbox"/>	The facility contains single and double person cells.

⁵⁴ Desktops or laptop computers or tablets.



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
JUVENILE HALLS AND CAMP**

HILLCREST JUVENILE HALL

2022-2023

				<p>All youths were housed in single cells during this inspection period. There is a barcode attached to each of the cell doors that staff scan during safety checks. The door has a meal slot and a long rectangle shaped window that allows staff to see inside. Youth can cover up their windows when using the bathroom. Each cell is equipped with an emergency call light. Cells are constructed of white cement and gray cement floors. A steel combination toilet sink unit is located at the entrance of the cell. A student-sized desk is attached to the cell wall, with a stool attached to the floor in front. There are no built-in shelves, chest of drawers, trunks, storage containers, or bins. There is an ADA compliant cell located on the Pine 4 and Forrest 3 housing units.</p>
Walls	X	<input type="checkbox"/>	<input type="checkbox"/>	<p>The interior cell walls are stark white cement. Sensory deprivation when inside locked cells can be severe. Especially for youth who have a history of mental illness, trauma and abuse, or youth who are entering the Juvenile Hall for the first time. Youth are allowed to hang pictures and art work on their cell walls.</p>
Call Lights	X	<input type="checkbox"/>	<input type="checkbox"/>	<p>Staff respond to emergency call lights. Non-emergency calls are answered during routine safety checks which occur every 15 minutes.</p>
Beds	X	<input type="checkbox"/>	<input type="checkbox"/>	<p>The beds are standard prison beds attached to the wall.</p>
Mattresses	X	<input type="checkbox"/>	<input type="checkbox"/>	<p>The institutional foam mattresses are unusually thin, just 4-5 inches thick and covered in a plastic type material. When tested the hard base of the bed could be felt through the mattress. We continue to urge the Probation Department to invest in mattresses capable of protecting youths' backs/bodies from the hard base of the bed. Mattress related back pain has been one of the chief medical complaints over the years.</p>




**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
 JUVENILE HALLS AND CAMP
 HILLCREST JUVENILE HALL
 2022-2023**

Pillows	X	<input type="checkbox"/>	<input type="checkbox"/> ,	Every youth is issued a pillow.
Bedding & Blankets	X	<input type="checkbox"/>	<input type="checkbox"/>	Standard institutional sheets and blankets are provided.
Sink and Toilet	X	<input type="checkbox"/>	<input type="checkbox"/>	A steel sink/toilet combination sits at the entrance of each cell.
Toilet paper and hand towels	X	<input type="checkbox"/>	<input type="checkbox"/>	These items are provided by staff.
Mirror	X	<input type="checkbox"/>	<input type="checkbox"/>	Many of the mirrors are scratched or damaged which makes it difficult for youth to see their reflection.
Temperature: Room	X	<input type="checkbox"/>	<input type="checkbox"/>	Youth report that the cells tend to be hot in summer and cold in the winter. The air conditioning unit does not appear to be functioning properly. This is an issue throughout the entire Youth Services Center facility and not just the Juvenile Hall.
Temperature: Water	X	<input type="checkbox"/>	<input type="checkbox"/>	Tested no issues noted
Air Circulation	X	<input type="checkbox"/>	<input type="checkbox"/>	Unable to test with a closed door for any length of time.
Lighting	X	<input type="checkbox"/>	<input type="checkbox"/>	No issues were noted
Windows	X	<input type="checkbox"/>	<input type="checkbox"/>	Window sills are used to store and/or display personal items.
Desk & Stool	X	<input type="checkbox"/>	<input type="checkbox"/>	The desk is cemented to the wall. The stool is bolted to the cement floor. The distance between the desk and the stool is awkward for some youths, requiring them to lean over to reach the desk—which makes it difficult for them to utilize the desk as intended.
Drinking Cups	X	<input type="checkbox"/>	<input type="checkbox"/>	Youth are issued cups



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
 JUVENILE HALLS AND CAMP
 HILLCREST JUVENILE HALL
 2022-2023**

Storage of Personal Items	<input type="checkbox"/>	X	<input type="checkbox"/>	<p>There is no personal storage inside of the cells. Youths store their clothing and personal items on the bed, desk, floor, and window sill. During the inspection, the Probation reported that the institutional shelving that was recommended in the prior inspection report had been ordered and was expected to be installed in each cell by December 31, 2023.</p> 
Recommendations	<ul style="list-style-type: none"> ● Storage: Install institutional shelving in each cell. ● Install large chalkboards or chalkboard paint on a wall in each cell. Alameda County uses chalkboards to reduce sensory deprivation in cells.⁵⁵ ● Mattresses: Replace the mattresses with a more therapeutically appropriate mattress. The current institutional foam mattresses are very thin, just 4”- 5” inches thick. 			

⁵⁵ Alameda County Juvenile Hall installed chalkboards to reduce sensory deprivation in cells. They report that chalkboards are utilized by youth during periods of locked confinement and are beneficial overall.



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
JUVENILE HALLS AND CAMP**

HILLCREST JUVENILE HALL

2022-2023

HOUSING UNIT / LIVING AREAS				
	YES	NO	N/A	COMMENTS
General Condition & Cleanliness	X	X	<input type="checkbox"/>	The housing units are beginning to show signs of age and wear. Painting and new floorings are needed in both housing units. The floors do not appear to be clean due to extensive staining. Hampers or laundry carts are needed to contain soiled laundry so that it is not stored on the floors.
Air Circulation	X	<input type="checkbox"/>	<input type="checkbox"/>	
Flooring and Carpets	X	<input type="checkbox"/>	<input type="checkbox"/>	The carpets on both housing units need to be replaced. They are heavily stained and damaged beyond repair.
Walls	X	<input type="checkbox"/>	<input type="checkbox"/>	The paint on the pillars of the Pine 4 housing unit is peeling off. The walls in the common area of the Forrest 3 also need repainting.
Windows and Doors	X	<input type="checkbox"/>	<input type="checkbox"/>	Main doors inside both housing units need repainting.
Notifications and Signage	X	<input type="checkbox"/>	<input type="checkbox"/>	The Youth Bill of Rights is not posted in the Housing Units.
Furnishings	X	<input type="checkbox"/>	<input type="checkbox"/>	Institutional furnishings are made of metal and hard plastics. The facility's physical environment is critical in creating an atmosphere that is conducive to learning and personal growth. Facilities that evoke a stark correctional feel (e.g., sterile hallways and common areas, concrete beds, hard furniture) send a message to youth about how they are valued and the type of behavior expected from them. The Commission recommends replacing furnishings with institutional furniture that is more "home like" and therapeutically appropriate.



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
 JUVENILE HALLS AND CAMP
 HILLCREST JUVENILE HALL
 2022-2023**

Fixtures	X	<input type="checkbox"/>	<input type="checkbox"/>	
Restrooms	<input type="checkbox"/>	<input type="checkbox"/>	X	Youths use the restroom inside of their cells.
Showers	X	<input type="checkbox"/>	<input type="checkbox"/>	The showers are in need of a professional power washing.
Staff Desk	X	<input type="checkbox"/>	<input type="checkbox"/>	The staff desk serves as the central hub of the housing unit. The telephone the youth's use to make calls is located at the desk. Notices, menus, and information is posted on the front of the desk. Fruit is also stored on the desk.
First Aid, Emergency and Evacuation Supplies	X	<input type="checkbox"/>	<input type="checkbox"/>	Supplies are kept in the staff office behind the staff desk.
Fire Extinguishers	X	<input type="checkbox"/>	<input type="checkbox"/>	Fire extinguishers are kept in the back offices behind the staff desk.
Fire Alarms, Smoke and Carbon Monoxide Detectors	X	<input type="checkbox"/>	<input type="checkbox"/>	All systems are hard wired.
Security Cameras: Are all security cameras functioning and operable?	X	<input type="checkbox"/>	<input type="checkbox"/>	New cameras were installed on two housing units during this inspection period. Staff reported that all cameras were operational at the time of our inspection. We did not enter the control room to verify they were operational.
Programming Rooms	X	<input type="checkbox"/>	<input type="checkbox"/>	Update Programming Rooms: The programming rooms are dreary, distressed, sparsely equipped, and are dependent on indoor lighting. The Commission recommends making over the programming room on each housing. The makeover should include new carpet, paint, furnishings, equipment, shelving, and additional lighting. .



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
JUVENILE HALLS AND CAMP**

HILLCREST JUVENILE HALL

2022-2023

Indoor Recreation Equipment	X	<input type="checkbox"/>	<input type="checkbox"/>	Yoga mats, ping pong table, pool table, television set, board games, puzzles, and books.
Dining Tables	X	<input type="checkbox"/>	<input type="checkbox"/>	
Telephone Equipment	X	<input type="checkbox"/>	<input type="checkbox"/>	Each housing unit has a wireless hand held telephone that the youth use to make calls. Youth who are in the intake or quarantine process must make calls from inside of their cells. These youth and families report poor reception, dropped calls, and difficulty in hearing due to loud echoing. The cell walls are made of cement. Replacing the current telephone with one capable of maintaining a stronger signal is recommended.
Zoom Equipment	X	<input type="checkbox"/>	<input type="checkbox"/>	Zoom equipment is kept in the programming room or office of each housing unit.
Computers, Laptops, and Chromebooks & Headphones	X	<input type="checkbox"/>	<input type="checkbox"/>	Computers and headphones are located in the programming room.
TV, Audio and Video Equipment	X	<input type="checkbox"/>	<input type="checkbox"/>	Pine 4 and Forrest 3 housing units have a television, DVD player, modem, and speakers.
MP3 Equipment	X	<input type="checkbox"/>	<input type="checkbox"/>	MP3's are kept at the staff desk on each housing unit. Headphones and chargers are also kept behind the desks.
Pencils	X	<input type="checkbox"/>	<input type="checkbox"/>	Small sized pencils are issued to each youth. Pencils are stored in ziploc bags that are labeled with each youth's name and posted up on the wall behind the staff desk. Youths must turn in their pencils back to the staff desk by 8:30 pm.



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
JUVENILE HALLS AND CAMP**

HILLCREST JUVENILE HALL

2022-2023

Fresh Drinking Water/Water Fountains	X	<input type="checkbox"/>	<input type="checkbox"/>	Water faucets were turned off due to COVID-19 and the Igloo water coolers placed on the housing units were empty.
Cleaning & General Supplies / Equipment, & Secure Storage	X	<input type="checkbox"/>	<input type="checkbox"/>	Cleaners, mop, broom, sponges, and rags and other supplies are kept in a room that has a wash basin. The back half of the room sits behind a locked metal gate that is used for secure storage.
Dining Tables	X	<input type="checkbox"/>	<input type="checkbox"/>	Tables are octagon in shape and seat 5. They are made of metal with round metal seats attached.
Food Warming/Cooling Equipment	X	<input type="checkbox"/>	<input type="checkbox"/>	There is a refrigerator and portable oven/warming equipment located near the entrance of each housing unit.
Food Service Equipment: Carts, trays, and utensils	X	<input type="checkbox"/>	<input type="checkbox"/>	Items were observed on the unit.
Housing Unit Kitchen	X	<input type="checkbox"/>	<input type="checkbox"/>	The kitchen has a refrigerator, sink, and cabinets for storage.
Kitchen: Food and Beverage Storage	X	<input type="checkbox"/>	<input type="checkbox"/>	
Bookshelves	X	<input type="checkbox"/>	<input type="checkbox"/>	The bookshelves need to be sorted through and restocked. Outdated and damaged books should be replaced with books that are more linguistically and culturally appropriate for the population served at this facility. The bookshelves should also include legal and religious books, a dictionary, thesaurus, and an atlas.
Comments	Institutional furnishings: The current furnishings are made of metal and hard plastics and evoke a stark correctional feel and send a message to youth about how they are viewed, valued, and the behaviors that are expected of them while at the facility.			
Recommendations	<ul style="list-style-type: none"> • Soften the environment of the housing unit by replacing dayroom furnishings with institutional "home-like" furniture 			



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
JUVENILE HALLS AND CAMP**

HILLCREST JUVENILE HALL

2022-2023

	<ul style="list-style-type: none"> ● The carpets on Forrest 3 and Pine 4 housing units are stained and damaged beyond repair and need replacing. ● The walls in the common area of the Forrest 3 need repainting. ● The main doors and doorways on each of the housing units need repainting. ● The pillars of the Pine 4 housing need repainting. ● Update the programming rooms on each housing unit. ● The showers on the housing units need professional power washing. ● Provide legal, religious, and reference⁵⁶ books on each housing unit. ● New vacuums are needed on each of the housing units.
--	---

INTERIOR FACILITIES				
OBSERVATIONS	YES	NO	N/A	COMMENTS
Gym / Exercise Room	X	<input type="checkbox"/>	<input type="checkbox"/>	The gym floor needs routine maintenance and cleaning.
School: Classrooms	X	<input type="checkbox"/>	<input type="checkbox"/>	Classrooms were clean and well equipped. Please see the commission's 2023 Educational Inspection for additional information and recommendations.
Career Technical Education / Vocational Space	<input type="checkbox"/>	<input type="checkbox"/>	X	
Furniture: Desks & Workspace	X	<input type="checkbox"/>	<input type="checkbox"/>	
Equipment & Technology	X	<input type="checkbox"/>	<input type="checkbox"/>	

⁵⁶ Reference Books: Dictionary, Thesaurus, and Atlas



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
JUVENILE HALLS AND CAMP**

HILLCREST JUVENILE HALL

2022-2023

Main Library	X	<input type="checkbox"/>	<input type="checkbox"/>	<ul style="list-style-type: none"> • Create a Law Library section: Books should include updated copies of the following: Thomson Reuters California Juvenile Courts Practice and Procedure, the California Penal Code, Educational Code, and Vehicle Code, Immigration, Family Law, How To Guide for Conducting Legal Research, and and a Legal Dictionary. • Periodicals: Provide access to newspapers and magazines • Remove outdated and damaged books and replace them with books that are more linguistically and culturally appropriate for the population served. The San Francisco Youth’s Guidance Center has an outstanding library that offers books and magazines in just about every genre to appeal to youth with differing interests, reading abilities, and cultural backgrounds.
Dining Hall	X	<input type="checkbox"/>	<input type="checkbox"/>	The Dining Hall is used for religious services
Dining Hall: Restrooms	X	<input type="checkbox"/>	<input type="checkbox"/>	The restrooms are clean and operable. Youth are not permitted to use the restrooms inside the Dining Hall.
Dining Hall: Lighting	X	<input type="checkbox"/>	<input type="checkbox"/>	
Kitchen	X	<input type="checkbox"/>	<input type="checkbox"/>	Not currently in use.
Visiting Room: Main	X	<input type="checkbox"/>	<input type="checkbox"/>	Room is clean. There are 5 visiting tables of various sizes with chairs. There are
Visiting Room: Family	X	<input type="checkbox"/>	<input type="checkbox"/>	There is a small room adjacent to the main visiting room that is utilized for individual special family visits.
Visiting Room: Restroom	X	<input type="checkbox"/>	<input type="checkbox"/>	The gender neutral restrooms were closed.
Visiting Room: Water Fountain	X	<input type="checkbox"/>	<input type="checkbox"/>	The water fountain was turned off due to COVID-19.



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
 JUVENILE HALLS AND CAMP
 HILLCREST JUVENILE HALL
 2022-2023**

Visiting Room: Temperature	X	<input type="checkbox"/>	<input type="checkbox"/>	The visiting room was very warm. The air conditioning did not appear to be working properly.
-------------------------------	---	--------------------------	--------------------------	--

Recommendations	<p>Library</p> <ul style="list-style-type: none"> • Include a Law Library section: Books should include updated copies of the following: Thomson Reuters California Juvenile Courts Practice and Procedure, the California Penal Code, Educational Code, and Vehicle Code, Immigration, Family Law, How To Guide for Conducting Legal Research, and and a Legal Dictionary. • Periodicals: Provide access to newspapers and magazines • Remove outdated and damaged books and replace them with books that are more linguistically and culturally appropriate for the population served. The San Francisco Youth’s Guidance Center has an outstanding library that offers books and magazines in just about every genre to appeal to youth with differing interests, reading abilities, and cultural backgrounds. <p>Maintenance</p> <ul style="list-style-type: none"> • The air conditioning system in the Administration Building should be inspected to ensure it is operating properly.
-----------------	--

ENTRANCE & ADMINISTRATION BUILDING

AREA REVIEWED	YES	NO	N/A	COMMENTS
Entrance into the Youth Services Center	X	<input type="checkbox"/>	<input type="checkbox"/>	There are plants growing in the gutters along the roof. The plants are several feet high. See photos in the attachments.
Stairway and Elevators	X	<input type="checkbox"/>	<input type="checkbox"/>	The elevator and stairwell leading to the facility are clean, in good repair and working order.
Lobby Furnishings	X	<input type="checkbox"/>	<input type="checkbox"/>	The lobby is decorated with two banks of chairs with each with an end table. Furniture was clean and in good condition.



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
JUVENILE HALLS AND CAMP**

HILLCREST JUVENILE HALL

2022-2023

Lobby Restrooms	X	<input type="checkbox"/>	<input type="checkbox"/>	The restroom in the lobby is very clean, in good working order, and equipped with adequate supplies.
Lobby: Lockers	X	X	<input type="checkbox"/>	There is a bank of 24 lockers in the lobby. Lockers are clean and easy to operate. Visitors must secure personal items in a locker prior to entering the facility. Two lockers were out of order.
Lobby Carpet	X	<input type="checkbox"/>	<input type="checkbox"/>	No obvious issues were noted.
Lobby: Desk	X	<input type="checkbox"/>	<input type="checkbox"/>	The main lobby of the Juvenile Hall is not staffed. There is a telephone on the main desk that visitors use to call Admissions to for assistance. Next to the telephone are visiting logs, court documents, and a Sign-In binder that are open and visible to the public. Placing a basket or folder just inside the desk area to contain sensitive court documents and paperwork would help keep these documents confidential and out of the eyesight of the general public
Lobby Lighting	X	<input type="checkbox"/>	<input type="checkbox"/>	Lighting is dim, which can give visitors the impression the building is closed.
Lobby Temperature	X	<input type="checkbox"/>	<input type="checkbox"/>	The air conditioning in the lobby did not appear to be working.
Lobby Doors & Windows	X	<input type="checkbox"/>	<input type="checkbox"/>	
Lobby Information & Brochures	X	<input type="checkbox"/>	<input type="checkbox"/>	The Commission's guidebook: How to Help Your Child After Arrest is available in English and Spanish.
Lobby Signage & Notifications	X	<input type="checkbox"/>	<input type="checkbox"/>	There is a TV attached to the wall that displays messages and information.
Admissions Lighting	X	<input type="checkbox"/>	<input type="checkbox"/>	
Admissions: Hallways	X	<input type="checkbox"/>	<input type="checkbox"/>	



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
 JUVENILE HALLS AND CAMP
 HILLCREST JUVENILE HALL
 2022-2023**

Admissions: Drinking Fountains	X	<input type="checkbox"/>	<input type="checkbox"/>	The drinking faucets were turned off due to the COVID-19 pandemic. The facility anticipates they will be turned back on soon.
Admissions: Bathroom	X	<input type="checkbox"/>	<input type="checkbox"/>	The bathroom is in need of professional deep cleaning.
Admissions: Shower	X	<input type="checkbox"/>	<input type="checkbox"/>	The shower is in need of professional deep cleaning/power washing.
Admissions: Holding Cells	X	<input type="checkbox"/>	<input type="checkbox"/>	
Admissions: Legal / Professional Visiting Rooms	X	<input type="checkbox"/>	<input type="checkbox"/>	The rooms are furnished with a table and chairs. The rooms and furnishing are clean.
Admissions: Law Enforcement Entrance	X	<input type="checkbox"/>	<input type="checkbox"/>	No obvious issues noted
Administration: Hallways	X	<input type="checkbox"/>	<input type="checkbox"/>	Clean and clear free from clutter.
Administration: Lighting	X	<input type="checkbox"/>	<input type="checkbox"/>	
Signs & Notices	X	<input type="checkbox"/>	<input type="checkbox"/>	There are sexual abuse prevention posters and various notices and information posted.
Administration: Conference Rooms	X	<input type="checkbox"/>	<input type="checkbox"/>	Clean and well furnished.
Control Room:	<input type="checkbox"/>	<input type="checkbox"/>	X	We did not view the control room during our inspection.



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
JUVENILE HALLS AND CAMP
HILLCREST JUVENILE HALL
2022-2023**

Recommendations	<p>Front Entrance: Youth Services Center</p> <p>Lobby of the Juvenile Hall</p> <ul style="list-style-type: none"> ● Store confidential log books, court documents and paperwork, in an area or that cannot be viewed or photographed by the general public. ● Repair lockers in the lobby ● Turn on the lights during business hours. <p>Gutters:</p> <ul style="list-style-type: none"> ● Place a request into the Public Works asking that the plants growing inside of the gutters at the front of the Youth Services Center be removed ● Inspect and clean out the gutters throughout the facility.
-----------------	--

EXTERIOR OF LOCKED FACILITY				
REVIEWED	YES	NO	N/A	COMMENTS
Facility Perimeter	X	<input type="checkbox"/>	<input type="checkbox"/>	
Lawns & Gardens	X	<input type="checkbox"/>	<input type="checkbox"/>	The soccer field is made of artificial turf. The facility also has two small gardens.
Concrete, sidewalks, and asphalt walkways	X	<input type="checkbox"/>	<input type="checkbox"/>	No obvious issues were noted.
Doors Gates and Fencing	X	<input type="checkbox"/>	<input type="checkbox"/>	



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
JUVENILE HALLS AND CAMP**

HILLCREST JUVENILE HALL

2022-2023

Outdoor Recreation Areas	X	<input type="checkbox"/>	<input type="checkbox"/>	The outside recreation area is one of the highlights of this facility. The space includes a track, soccer field, and basketball court. Along the perimeter of this space are two small gardens, a chicken coop, and a BBQ Area. We recommend adding picnic tables to this space.
Exterior Paint and Windows	X	<input type="checkbox"/>	<input type="checkbox"/>	
Gutters, Roof, Drains	X	<input type="checkbox"/>	<input type="checkbox"/>	Plants are growing out of some of the gutters. Gutters throughout the facility should be inspected by public works and cleaned out before winter rains begin. See attached photo.
Security Lighting	X	<input type="checkbox"/>	<input type="checkbox"/>	No issues noted in the daylight.
Recommendations	<ul style="list-style-type: none"> • Add picnic tables to the outdoor recreation space. The picnic tables will provide much needed outdoor seating and can be used to eat meals, work on projects, and the garden program. • Ask Public Works to inspect the gutters throughout the facility and remove any plants and debris. 			



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
JUVENILE HALLS AND CAMP
HILLCREST JUVENILE HALL
2022-2023**

Signatures of Juvenile Justice Commissioners preparing this report:

**Commissioner Johanna Rasmussen
Date: November 11, 2023**

**Commissioner Ameya Nori
Date: November 11, 2023**

ATTACHMENTS

- Juvenile Hall Programming Schedules for the Pine 4 and Forest 3 Housing Units.
- San Mateo County Probation Department Institutions Division: Food & Nutrition Data
- San Mateo County Juvenile Justice Realignment Block Grant Annual Plan 2021
- San Mateo County Juvenile Justice Realignment Block Grant Annual Plan Addendum
- OYCR: State of California Youth Bill of Rights.
- San Mateo County Probation Department: Video Visitation Parental Rules & Instructions.
- San Mateo County Probation Department: Classification & Room Identification Form.
- Photograph of the main entrance at the front of the Youth Services Center main entrance.



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
JUVENILE HALLS AND CAMP
HILLCREST JUVENILE HALL
2022-2023**

PINE: 4 2023 WEEKLY SCHEDULE

	SUN	MON	TUES	WED	THURS	FRI	SAT
AM SHIFT	Running Program (LMA) 7:15-8:00						
	BREAKFAST 8:10AM	BREAKFAST 8:00AM	BREAKFAST 8:00AM	BREAKFAST 8:00AM	BREAKFAST 8:00AM	BREAKFAST 8:00AM	BREAKFAST 8:10AM
	OPEN REC 8:30-9:00			OPEN REC 8:30-9:00	OPEN REC 8:30-9:00		
	AM PROGRAM 9:30-11:00AM CHURCH SERVICES SILENT PROGRAM 11:00-12:30 PM TV SPORTS OPEN REC.	SCHOOL 8:45-2:40PM PE (LMA) 8:45-9:35	SCHOOL 8:45-2:40PM PE (LMA) 8:45-9:35	SCHOOL 9:00-12:30PM PE (LMA) 8:45-9:35	SCHOOL 8:45-2:40PM PE (LMA) 8:45-9:35	SCHOOL 8:45-2:40PM PE (LMA) 8:45-9:35	AM PROGRAM 8:30-10:30AM UNIT/ROOM CLEANING MOVIE 10:30AM-12:00PM MBA 12:00-12:30PM OPEN REC.
PM SHIFT	LUNCH 12:30PM	LUNCH 12:30-1:00PM	LUNCH 12:30-1:00PM	LUNCH 12:30-1:00PM	LUNCH 12:30-1:00PM	LUNCH 12:30-1:00PM	LUNCH 12:30PM
	LMA 2:30-3:30PM	LMA 3:00PM	LMA 3:00PM	FLY 1:30-2:30PM	YOGA 3:00-4:00PM	LMA 3:00PM	ART OF YOGA 1:00-2:00PM
	SHOWERS 3:50PM	SHOWERS 4:00PM	SHOWERS 4:00PM	YOGA/LMA 3:00-4:00PM	SHOWERS 4:00PM	SHOWERS 4:00PM	SHOWERS 3:00PM
				SHOWERS 4:00PM			
	DINNER 4:00PM	DINNER 4:30PM	DINNER 4:30PM	DINNER 4:30PM	DINNER 4:30PM	DINNER 4:30PM	DINNER 4:00PM
	BUILDING HEALTHY RELATIONSHIPS 6-7 PM	SUCCESS CENTERS (Job Readiness) 6-7PM	BIBLE STUDY Silent Reading 6-7PM	BEAT WITHIN 6-7 PM	YMCA (Sexual Violence Prevention) 6-7 PM	ART UNITY MOVEMENT (AUM) 6-7 PM	MOVIE NIGHT/OPEN REC.
	FINANCIAL LITERACY 7-8 PM	OPEN REC.	OMEGA 7-8PM **LAST TUESDAY OF THE MONTH**	SUCCESS CENTERS ART 7-8PM	BRIGHTER DAY 7-8 PM	OPEN REC	6-8:30PM
	OPEN REC 8-8:30PM	7:00-8:30PM	OPEN REC 7-8:30PM	OPEN REC 8-8:30PM	TV TIME/ OPEN REC 8-8:30 PM	7-8:30 PM	
	NIGHT SNACK 8:30PM	NIGHT SNACK 8:30PM	NIGHT SNACK 8:30PM	NIGHT SNACK 8:30PM	NIGHT SNACK 8:30PM	NIGHT SNACK 8:30PM	NIGHT SNACK 8:30PM
ZOOM PHONE		PHONE CALL #1(10MIN.)		PHONE CALL #2(10MIN.)		PHONE CALL #3(10MIN.)	PHONE CALL #4(10MIN.)
	ZOOM CALL DAY	<u>SET UP ZOOM CALL FOR THE WEEK</u>				ZOOM CALL DAY	ZOOM CALL DAY

ALL SCHEDULED PROGRAMS ARE SUBJECT TO CHANGE, DUE TO UNFORESEEN CIRCUMSTANCES OR SURPRISE PROGRAMS

Secure Track- Long-Term Youth Housing Unit



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
JUVENILE HALLS AND CAMP
HILLCREST JUVENILE HALL
2022-2023**

FORREST 3 WEEKLY SCHEDULE

		FORREST 3 WEEKLY SCHEDULE						
AM SHIFT	BREAKFAST 8:30AM	BREAKFAST 8:15AM	BREAKFAST 8:15AM	BREAKFAST 8:30AM	BREAKFAST 8:15AM	BREAKFAST 8:15AM	BREAKFAST 8:30AM	
	PRG: CHURCH/SPECIAL TOPICS 9:00AM - 12:15PM	SCHOOL/GRADUATE PRG. 8:45AM-10:25AM S.BREAK 10:25AM-10:45AM LUNCH 12:30PM	SCHOOL/GRADUATE PRG. 8:45AM-10:25AM S.BREAK 10:25AM-10:45AM LUNCH 12:30PM	SCHOOL/GRADUATE PRG. 9:00AM-10:00AM S.BREAK 10:00AM-10:30AM LUNCH 12:30PM	SCHOOL/GRADUATE PRG. 8:45AM-10:25AM S.BREAK 10:25AM-10:45AM LUNCH 12:30PM	SCHOOL/GRADUATE PRG. 8:45AM-10:25AM S.BREAK 10:25AM-10:45AM LUNCH 12:30PM	SCHOOL/GRADUATE PRG. 8:45AM-10:25AM S.BREAK 10:25AM-10:45AM LUNCH 12:30PM	PRG: UNIT/ROOM CLEANING & OPEN REC 8:00AM-11:30AM MBA 10:00AM-11:15PM LUNCH 12:30
	LUNCH 12:30PM	SCHOOL/GRADUATE PRG. 10:45AM-2:40PM	SCHOOL/GRADUATE PRG. 10:45AM-2:40PM		SCHOOL/GRADUATE PRG. 10:45AM-2:40PM	SCHOOL/GRADUATE PRG. 10:45AM-2:40PM	SCHOOL/GRADUATE PRG. 10:45AM-2:40PM	
	OPERATIONAL STAFF BREAK 1:00PM-2:00PM	SWEATER/PANTS EXCHANGE	ROBE EXCHANGE	SHEETS/BLANKET EXCHANGE		DOUBLE PACKS	OPERATIONAL STAFF BREAK 11:30AM-12:30PM	
PM SHIFT	LMA/Program 2:15PM	LMA 3:00PM	LMA 3:00PM	LMA: Yoga 2:00-3:00PM	LMA 3:00PM	LMA 3:00PM	LMA 2:00PM	
	SHOWERS 3:30PM	SHOWERS 4:00PM	SHOWERS 4:00PM	SHOWERS 3:00PM	SHOWERS 4:00PM	SHOWERS 4:00PM	SHOWERS 3:00PM	
	DINNER 4:00PM	DINNER 4:30PM	DINNER 4:30PM	DINNER 4:30PM	DINNER 4:30PM	DINNER 4:30PM	DINNER 4:00PM	
	OPERATIONAL STAFF BREAK 5:00PM-6:00PM	OPERATIONAL STAFF BREAK 5:00PM-6:00PM	OPERATIONAL STAFF BREAK 5:00PM-6:00PM	OPERATIONAL STAFF BREAK 5:00PM-6:00PM	OPERATIONAL STAFF BREAK 5:00PM-6:00PM	OPERATIONAL STAFF BREAK 5:00PM-6:00PM	OPERATIONAL STAFF BREAK 5:00PM-6:00PM	OPERATIONAL STAFF BREAK 5:00PM-6:00PM
	PROGRAM: OPEN REC. 6:00-8:30PM	PROGRAM: OPEN REC. 6:00PM - 8:30PM	PROGRAM: BIBLE STUDY 6:00PM - 7:00PM PROGRAM: OMEGA 7:00PM - 8:30PM	PROGRAM: OPEN REC. 6:00PM - 7:00PM PROGRAM: BEAT WITHIN 7:00PM - 8:30PM	PROGRAM: FLY 6:00-7:30PM PROGRAM: OPEN REC 7:30PM - 8:30PM	PROGRAM: OPEN REC. 6:00PM - 7:00PM PROGRAM: ART 7:00PM - 8:30PM	PROGRAM: OPEN REC. 6:00-8:30PM	PROGRAM: OPEN REC. 6:00-8:30PM
	NIGHT SNACK	NIGHT SNACK	NIGHT SNACK	NIGHT SNACK	NIGHT SNACK	NIGHT SNACK	NIGHT SNACK	NIGHT SNACK
PHONE CALLS	PHONE CALL #1 (10MIN.)			PHONE CALL #2 (10MIN.)		PHONE CALL #3 (10MIN.)	PHONE CALL #4 (10MIN.)	
ZOOM CALLS	ZOOM CALL #1 (15MIN.)						ZOOM CALL #2 (15MIN.)	

ALL SCHEDULED PROGRAMS ARE SUBJECT TO CHANGE, DUE TO UNFORESEEN CIRCUMSTANCES.

Intake Unit



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
JUVENILE HALLS AND CAMP
HILLCREST JUVENILE HALL
2022-2023**

**Meals & Nutrition FY: 2022-2023
Hillcrest Juvenile Hall & Camp Kemp
Breakfast & Lunch**

2022-2023 Budget

Budget: \$1,707,000.00
Actual: \$1,705,714.36

Actual Program Costs

Personnel: \$1,117,965.65
Food: \$206,659.74
Other: \$381,088.97

Total Meals Served

Youth: 18,296
Staff: 668
Total: 18,964

Total Cost Per Meal

Cost Per Meal Youth: \$93.23
Cost Per Meal \$89.94
Including Staff Meal Costs

Youth Meals

Breakfast: 8,690
Lunch: 9,606
Total 18,296

Staff Meals

Breakfast: 6
Lunch: 662
Total: 668

Youth Meals ¹

Total Breakfast Cost: \$23,202.30
Total Lunch Cost: \$42,554.58
Total: \$65,756.88

Total Spent: \$206,659.74
Difference: \$140,902.86

Reimbursements ²

Breakfast: 8,690 @ \$2.28 - \$2.73 per meal	\$19,813.20 - \$23,723.70
Lunch: 9,606 @ \$4.25 - \$4.27 per meal	\$40,825.50 - \$41,017.62
Commodity: @ 0.365 per meal	\$6,679.04
General: @.08 per meal	\$1,463.68
Total Reimbursements Reported:	\$61,461.42 - \$72,884.04

¹ The Probation Department does not maintain data for dinner and snacks.

²Free & Reduced Breakfast & Lunch School Based Food Programs.



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
JUVENILE HALLS AND CAMP**

HILLCREST JUVENILE HALL

2022-2023

**Meals & Nutrition FY: 2022-2023
Hillcrest Juvenile Hall & Camp Kemp
Breakfast & Lunch**

Youth Breakfast

- Monthly Average: 724 meals
- Actual Cost Per Meal: \$2.67
- Breakfast Total Cost: \$23,202.30

Month	Meals Served	Cost Per Meal	Subtotal
January	731	2.67	\$1,951.77
February	717	2.67	\$1,914.39
March	919	2.67	\$2,453.73
April	1045	2.67	\$2,790.15
May	911	2.67	\$2,453.73
June	778	2.67	\$2,077.26
July	562	2.67	\$1500.54
August	522	2.67	\$1,393.74
September	561	2.67	\$1,497.87
October	539	2.67	\$1,439.13
November	672	2.67	\$1,794.24
December	733	2.67	\$1,957.11
Total	8,690	2.67	\$23,223.66



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
JUVENILE HALLS AND CAMP
HILLCREST JUVENILE HALL
2022-2023**

**Meals & Nutrition FY: 2022-2023
Hillcrest Juvenile Hall & Camp Kemp
Breakfast & Lunch**

Staff Meals

- Total Number of Meals: 668
- Monthly Average
- Actual Cost Per Meal: Unknown
- Total Cost: Unavailable

Month	Breakfast	Lunch	Total	Subtotal	Notes
January		47			
February		50			
March		64			
April		62			
May		70			
June		76			
July		64			
August		61			
September		57			
October		50			
November		58			
December		3**			Incorrect Data
Total	*6	659	668		

*Breakfast is not provided to staff

**This number is an outlier and appears to be incorrect. Staffing levels were unchanged.



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
JUVENILE HALLS AND CAMP**

**HILLCREST JUVENILE HALL
2022-2023**

**Meals & Nutrition FY: 2022-2023
Hillcrest Juvenile Hall & Camp Kemp
Breakfast & Lunch**

Youth Lunch

- Monthly Average: 801 meals
- Actual Cost Per Meal: \$4.43
- Lunch Total Cost: \$42,554

Month	Meals Served	Cost Per Meal	Subtotal	Notes
January	839	\$4.43	\$3,716.77	
February	790	\$4.43	\$3,499.70	
March	1000	\$4.43	\$4,430.00	
April	1118	\$4.43	\$4,952.74	
May	984	\$4.43	\$4,359.12	
June	798	\$4.43	\$3,535.14	
July	615	\$4.43	\$2,724.45	
August	582	\$4.43	\$2,578.26	
September	636	\$4.43	\$2,817.48	
October	628	\$4.43	\$2,782.04	
November	773	\$4.43	\$3,424.39	
December	843	\$4.43	\$3,734.49	
Total	9606	\$4.43	\$42,554.58	



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
JUVENILE HALLS AND CAMP
HILLCREST JUVENILE HALL
2022-2023**

**Juvenile Justice Realignment Block Grant
Annual Plan**

Date: December 30, 2021

County Name: San Mateo

Contact Name: John Keene, Chief Probation Officer

Telephone Number: (650) 312-5520

E-mail Address: jkeene@smcgov.org

Background and Instructions:

Welfare & Institutions Code Sections 1990-1995 establish the Juvenile Justice Realignment Block Grant program for the purpose of providing county-based care, custody, and supervision of youth who are realigned from the state Division of Juvenile Justice or who would otherwise be eligible for commitment to the Division of Juvenile Justice prior to its closure.

To be eligible for funding allocations associated with this grant program, counties shall create a subcommittee of the multiagency juvenile justice coordinating council to develop a plan describing the facilities, programs, placements, services, supervision and reentry strategies that are needed to provide appropriate rehabilitative services for realigned youth.

County plans are to be submitted and revised in accordance with WIC 1995, and may be posted, as submitted, to the Office of Youth and Community Restoration website.



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
JUVENILE HALLS AND CAMP
HILLCREST JUVENILE HALL
2022-2023**

Contents:

Part 1: Subcommittee Composition

Part 2: Target Population

Part 3: Programs and Services

Part 4: Juvenile Justice Realignment Block Grant Funds

Part 5: Facility Plan

Part 6: Retaining the Target Population in the Juvenile Justice System

Part 7: Regional Efforts

Part 8: Data



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
JUVENILE HALLS AND CAMP
HILLCREST JUVENILE HALL
2022-2023**

Part 1: Subcommittee Composition (WIC 1995 (b))

List the subcommittee members, agency affiliation where applicable, and contact information:

Agency	Name and Title	Email	Phone Number
Probation	John Keene, Chief Probation Officer (Chair)	jkeene@smcgov.org	650-312-5522
District Attorney's Office	Rebecca Baum, Assistant District Attorney	rbaum@smcgov.org	650-312-5512
Private Defender Program	Ron Rayes, Managing Attorney	ronr@smcba.org	650-312-5396
Human Services Agency – Children and Family Services	John Fong, Director	jfong@smcgov.org	650-802-3390
Behavioral Health and Recovery Services	Ziomara Ochoa, Deputy Director	zochoa@smcgov.org	650-573-3926
San Mateo County Office of Education	Jeneé Littrell, Deputy Superintendent	jlittrell@smcoe.org	650-802-5589
Superior Court of San Mateo County	Susan Etezadi, Juvenile Supervising Judge	setezadi@sanmateocourt.org	
Community Member	Susan Manheimer	semanheimer@outlook.com	
Community Member	Jane Smithson	jane.smithson@yahoo.com	
Community Member	Nick Jasso	youthvoice@flyprogram.org	650-759-2446



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
 JUVENILE HALLS AND CAMP
 HILLCREST JUVENILE HALL
 2022-2023**

Additional Subcommittee Participants			
Board of Supervisors	Don Horsley, District 3 Supervisor	dhorsley@smcgov.org	650-363-4569
Behavioral Health and Recovery Services	Regina Moreno, Clinical Services Manager II	rmoreno@smcgov.org	650-312-5352
San Mateo County Sheriff's Office	Mark Duri, Assistant Sheriff	MDuri@smcgov.org	650-363-4498
Redwood City Police Department	Dan Mulholland, Chief of Police	dmulholland@redwoodcity.org	650-780-7122
Juvenile Justice & Delinquency Prevention Commission	Monroe Labouisse, Commissioner	monroe.labouisse@gmail.com	650-619-5771
Fresh Lifelines for Youth (Community Based Organization)	Kate Hiestler, Director	katehiester@flyprogram.org	650-213-6794
YMCA of San Francisco, Urban Services (Community Based Organization)	Margaret Hitchcock, Director of Clinical Services	mhitchcock@ymcasf.org	650-877-8642 x.61



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
JUVENILE HALLS AND CAMP
HILLCREST JUVENILE HALL
2022-2023**

Part 2: Target Population (WIC 1995 (C) (1))

Briefly describe the County's realignment target population supported by the block grant:

Block grant funds will be used to support county-based custody, care and supervision of youth who were realigned from the Division of Juvenile Justice (DJJ) or who were otherwise eligible for commitment to DJJ prior to its closure. These youth will range in age from 14 to 25 years old and will have been adjudicated to be a ward of the juvenile court based on an offense described in subdivision (b) of Section 707 of the Welfare and Institutions Code. These youth will also include those described in Section 290.008 of the Penal Code.

San Mateo County fundamentally believes that youth and emerging young adults are best served in their natural communities and the use of detention is only appropriate when the individual's actions represent a significant danger to the community, themselves, or others. To this end, San Mateo County is committed to the use of alternatives to detention, where appropriate, and the utilization of diversion programs based within the community and local systems. San Mateo County plans to use the opportunity presented by Senate Bills 823 and 92 to create a transformative system of care for those within our target population. Therefore, San Mateo County has developed the Success and Opportunities Aspiring Readiness for Reentry (S.O.A.R.R.) Program for the block grant's realignment target population. The County is committed to meeting the needs of its newly realigned youth, including both male and female offenders, those requiring specialized treatment and care in the form of programs for survivors of sexual abuse and exploitation, LGBTQ+ youth, and gang-involved youth.

In San Mateo County, youth ordered by the court to be detained in a Secure Youth Treatment Facility, also known as a secure track program, will be housed within the Youth Services Center-Juvenile Hall (YSC-JH).

Demographics of identified target population, including anticipated numbers of youth served, disaggregated by factors including age, gender, race or ethnicity, and offense/offense history:

San Mateo County anticipates welcoming approximately 15 youth with Secure Youth Treatment Facility commitments to the S.O.A.R.R. Program. We are prepared to serve youth that have the needs noted in the section above, regardless of age, gender, race or ethnicity, with the exception of some sex offenders and those with significant mental health needs as we currently do not have programs in place to support these specific needs nor do we have capacity to create new ones.

Describe any additional relevant information pertaining to identified target population, including programs, placements and/or facilities to which they have been referred.

All the relevant information is described above.



JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION JUVENILE HALLS AND CAMP

HILLCREST JUVENILE HALL

2022-2023

powers of a peace officer, supervision staff shall successfully complete training pursuant to Section 830 et seq. of the Penal Code.

Probation also has agreements with CBOs to provide gang prevention & intervention programs, including in-custody and reentry services. We are currently exploring a program specific to transgender youth.

Behavioral Health and Recovery Services (BHRS) Programs and Services

A division of the San Mateo County Health System, BHRS provides valuable mental health services to youth in the juvenile justice system. The BHRS clinical team provides trauma-informed services, taking into consideration Adverse Childhood Experiences (ACEs) which have been correlated with health and social problems across the lifespan. The team also uses the Neurosequential Model of Therapeutics (NMT) which is a developmentally sensitive, neurobiology-informed approach that integrates core principles of neurodevelopment and traumatology to inform clinical work with children, families, and the communities in which they live. BHRS will be providing the following services:

- **The Neurosequential Model of Therapeutics (NMT)**
BHRS began to implement NMT in 2012 within the youth system. An NMT assessment gathers information about adverse experiences from intrauterine to chronological age. The NMT assessment compares this youth with those in his/her same age group without a history of trauma. The results of this assessment inform the clinical work as well as offer parents/primary caregivers and other providers about the youth's current level of functioning which in turn assists in appropriate developmental interventions.
- **Individual Therapy/Counseling Services**
Individual therapy is offered to all youth detained at the YSC-JH upon intake. Additionally, referrals may come from the court, juvenile institutions, probation correctional health and school department staff, parents, community-based providers or youth may self-refer. In compliance with state regulations, youth who have mental health services included in an Individualized Education Program (IEP) or are prescribed psychotropic medications are routinely provided therapeutic services.

BHRS clinicians use a variety of evidence-based therapeutic modalities, for example: Eye Movement Desensitization Reprocessing (EMDR), Motivational Interviewing (MI), Art Therapy, Attachment Therapy, Cognitive Behavioral Therapy (CBT), Dialectical Behavioral Therapy (DBT), Internal Family Systems (IFS), Structural Family Therapy, and Acceptance and Commitment Therapy (ACT). These modalities target symptoms such as depression, anxiety, posttraumatic stress disorder, sleep disturbances, relational/attachment issues, substance use and abuse, and complex trauma.

BHRS clinicians often attend various multi-disciplinary meetings including IEP meetings, placement meetings, and CFT (Child and Family Team) meetings which are required by the state to assure that the voice of the client and family is part of the treatment planning for the youth, these include:



JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION JUVENILE HALLS AND CAMP

HILLCREST JUVENILE HALL

2022-2023

- **Family Therapy**

BHRS clinicians provide family therapy to adolescents returning home from YSC-JH and out-of-home placements, in addition to youth detained at the YSC. The culturally diverse population served includes a significant higher number of Latino families from Mexico and Central America. BHRS clinicians are equipped to provide culturally and linguistically competent services primarily in the families' homes or another community-based location. BHRS clinicians require frequent collaboration with juvenile probation staff and numerous other community-based service providers. Therapeutic services include brief family therapy, long-term therapy, case management, crisis intervention, and family support within a family-focused best-practices model.

- **Group Therapy**

Group therapy is provided with a focus on mental health concerns, such as depression, anxiety, posttraumatic stress disorder, body image issues, emotional regulation, self-esteem, grief, intimate partner violence, and substance misuse. The structure of the group may be psychoeducational, skills development, support group or an interpersonal processing group. BHRS clinicians provide various therapeutic interventions using a trauma-focused lens and utilize activities such as multimedia, gardening, drumming, running, art, and music to promote healing and positive change. BHRS clinicians trained in Girls Circle and the Council of Boys can conduct groups using the One Circle Foundation curriculum. Information gathered from the BHRS clinical assessments is used to determine the needs of the youth and focus of the group.

- **Family Partner Services**

A BHRS staff member assists parents of youth that are currently involved with the juvenile justice system navigate the court and legal processes. The staff member supports advocates and provides a range of services which ensure successful linkages to other county agencies to help get basic needs met such as, housing and food as well as linkages to agencies providing immigration services, regional centers, and other support services. The Family Partner uses their lived experience as a tool to engage, retain and support the parents and families. The Family Partner provides insight to clinicians and Deputy Probation Officers (DPOs) that impact the therapeutic work and relationship, as well as the families' experiences, as they continue to be involved in the juvenile justice system.

- **Psychotropic Medication Management**

Two (2) psychiatrists provide psychotropic medication management for the youth while at the YSC-JH. The referrals are either generated by correctional health staff, clinicians, parents, or self-referrals. The psychiatrists work closely with the clinicians to ensure continuity of care upon a youth's release from the YSC-JH.

- **Court Ordered Psychological or Psychiatric Evaluation**

The staff psychologist and psychiatrists are responsible for completion of court-ordered psychological or medication evaluations. These evaluations help determine optimal treatment planning or placement options for the youth that has been assessed.



JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION JUVENILE HALLS AND CAMP

HILLCREST JUVENILE HALL

2022-2023

The BHRS clinical team frequently provides consultation to institutions staff, DPOs, and correctional health staff regarding behavioral health concerns that arise with youth.

BHRS clinicians provide trainings, such as the "Six Core Strengths of the Neurosequential Model of Therapeutics," "Suicide Risk and Assessment," "Substance Use/Abuse" (which qualify for continued education training) to DPOs. BHRS staff also provide trainings in "Cultural Humility" and "Trauma 101."

Human Services Agency (HSA)

San Mateo County HSA - Children and Family Services (CFS), may provide support and services to eligible youth that fall within this population. Programs and services may include:

- **The Independent Living Program (ILP)**
Provides training, services, and benefits to assist current and former foster youth in achieving self-sufficiency prior to, and after leaving, the foster care system. Youth are eligible for ILP services from age 14 to the day before their 21st birthday, provided one of the following criteria is met:
 - The youth was/is in foster care at any time from their 14th to their 19th birthday.
 - The youth was placed in out-of-home care by a tribe or tribal organization between their 16th and 19th birthdays.
 - The youth is a former dependent who entered a kinship guardianship at any age and is receiving/received Kinship Guardianship Assistance Payments (Kin-GAP) between the ages of 16 and 18 years.
 - The youth is a former dependent who entered a Non-Related Legal Guardianship (NRLG) after attaining age 8 and is receiving/received permanent placement services.
- **Foster Youth Education and Employment Services Program (FYEESP)**
Provides education- and employment-related case management services to current San Mateo County dependent youth. Participating youth will receive secondary and post-secondary education support, job readiness training, career development and other supportive services.
- **Intensive Outpatient (IOP)**
Intensive case management will be provided by the youth's CFS social worker and a CFS CSEC social worker who provides secondary support.
- **TAY Summit**
Serves as a leadership opportunity for youth advocacy and youth-led training for our community
- **California Youth Connection (CYC)**
A youth advocacy group that drives policy at the state level and focuses on key foster youth priorities from a legislative perspective
- **Transitional Housing and Aftercare**
Includes case management services and support for youth ages 18-25 years that are part of the child welfare system



JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION JUVENILE HALLS AND CAMP

HILLCREST JUVENILE HALL

2022-2023

The San Mateo County Office of Education (SMCOE)

The SMCOE Court and Community Schools Program provides a student-centered, standards-based curriculum that prepares students for future success. SMCOE engages in a unique and innovative partnership with the San Mateo County Community College District through Project Change which provides our students with opportunities to develop college and career readiness skills, complete California's high school requirements for graduation, and pursue college level courses for college credit.

We want our students to achieve a high school diploma, but we also provide support for students to pursue a High School Equivalency Test (HiSET) certificate or California High School Proficiency Examination (CHSPE) certificate. Additionally, students may participate in post-secondary educational opportunities, that might include technical training or work experience.

SMCOE provides differentiated instruction adapted to meet individual student needs. The curriculum is aligned to the Common Core State Standards and English Language Development (ELD) standards. Special Education and ELD services are provided for eligible students. Academic programming is provided year-round.

SMCOE's staff hold high expectations for every student. Student success is measured in terms of academic growth, teamwork and persistence, everyday motivation, positive and restorative interactions, and personal accountability. SMCOE will continue to meet the needs of and provide services to students served under SB 823.

Project Change

San Mateo County partners with the San Mateo County Community College District's Project Change to provide college readiness workshops and community college courses to detained youth. Services include priority enrollment, assistance with registration, book stipends, transportation assistance, career resources, access to online courses, and assistance developing an educational plan.

Success Centers

San Mateo County contracts with Success Centers to provide academic support services, job-readiness and vocational training, and a visual arts program.

Fresh Lifelines for Youth (FLY)

San Mateo County currently contracts with FLY, a CBO, to provide services to youth both within the facility as well as when they reenter their communities. Existing services provided include:

- **Law Related Education (LRE)**

A 12-week program built around helping high-school-aged young people understand their rights and responsibilities under the law, covering topics like police encounters, gang involvement, unlawful sex, and a mock trial. When possible, FLY takes young people on a field trip to a local college or university campus to connect them with post-secondary opportunities. The program engages volunteers – primarily younger people with interest or experience in the justice system themselves – to facilitate the lessons alongside staff. LRE uses motivational interviewing techniques, trauma-informed practices, restorative justice



JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION JUVENILE HALLS AND CAMP

HILLCREST JUVENILE HALL

2022-2023

practices, strength-based practices, and tools to help youth develop Social Emotional Learning skills. Additionally, during the weekly classes, FLY staff and volunteers meet 1:1 with youth to build relationships.

- **Reentry Pre-Release Case Management**

Through connections in the LRE component of FLY's programs, reentry case managers (who help facilitate LRE) identify youth who are eligible and may qualify for programs. Case managers set up 1:1 meetings to get to know those youth, do initial assessments, and start building reentry plans with the youth, family, probation staff, and service providers. Reentry staff may also speak to their experiences with individual youth during court hearings where appropriate. (See additional FLY reentry services under community-based/reentry services below).

- **Career Pathways Navigator (CPN) Services**

CPNs partner with FLY case managers to support youth in pursuing their academic and career development goals. This is accomplished through a combination of group workshops and 1:1 coaching with detained youth. Recent workshops provided in the YSC-JH have included College Access Supports, Voting Rights, and Financial Literacy. A CPN has also recently met with youth to discuss their specific needs in reentering the school system, accessing funding to pay for community college costs, and managing their arrest history as part of the job search process. This service is currently available to detained youth based on referrals from FLY staff or probation staff.

With the expansion of services envisioned under the S.O.A.R.R. Program, FLY hopes to provide the following programs to realigned youth in San Mateo County:

- **STAY FLY** – The program was originally designed in response to SB 1004, which piloted in Alameda County and Santa Clara County, but has expanded to serve any justice-involved transition-aged youth (TAY) or youth 18-25-years-old in both communities. In-custody, the program includes systems navigation workshops, which include law-related and life skills education appropriate to the TAY population. These workshops, along with 1:1 support, build connection between STAY FLY case managers and young adults as they begin to transition into the community, where services expand (see explanation under community-based/reentry services below)
 - **Transitional Housing Support** – The possibility of exploring supportive transitional housing for youth who cannot safely stay in their homes to receive comprehensive, community-based services as an alternative to large, locked institutions. Modeled on housing for community members with substance use or mental health needs.

Rape Trauma Services (RTS)

San Mateo County contracts with RTS, a CBO, to provide services to youth who are victims of sexual assault and abuse. Current programs and services include victim advocacy, Prison Rape Elimination Act (PREA) training, Commercial Sexual Exploitation of Children (CSEC) programs, 24-hour crisis intervention hotline, trauma and sexual assault parent and family advocacy and case management, and psychoeducation groups.



JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION JUVENILE HALLS AND CAMP

HILLCREST JUVENILE HALL

2022-2023

YMCA

San Mateo County will contract with Urban Services YMCA of San Francisco to provide additional services through the YMCA's Juvenile Sexual Responsibility Program (JSRP), which works with youth sexual offenders to help them cope with challenging emotions such as anger, anxiety, and depression in a positive way, create awareness and encourage accountability, and by incorporating a Neurosequential Model of Therapeutics.

Probation Department Programs

Probation Department staff currently facilitate a range of programs for detained youth at the YSC-JH. Some of these programs include:

- Girls Circle – A gender-relevant girls' program that allow girls to voice their experiences, develop positive connections, and gain skills to pursue meaningful goals in education, careers, and relationships
- The G.I.R.L.S. (Gaining Independence and Reclaiming Lives Successfully) Program – Interventions based on gender-responsive principles and the restorative justice philosophy, that centers on the belief in blending accountability and treatment to repair harm done and to heal personal and interpersonal relationships while forming positive connections within the larger community
- The Council for Boys and Young Men – A strengths-based group model that addresses risk factors and empowers participants to find belonging, build assets, and deconstruct harmful masculinity beliefs on their journey toward becoming respectful leaders and connected allies in their community
- Cooking and baking – Basic culinary arts
- Garden program – Horticultural training in creating onsite gardens
- Arts Unity Movement – Creative arts through music and conversation
- Essay program – Critical thinking and creative writing
- Large muscle activity – Exercise activities emphasizing repetitive body movement
- Niroga Yoga – Mindfulness training and yoga
- The Art of Yoga Project (AYP) - Trauma-informed yoga and art educators deliver our mindfulness-based programming



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
JUVENILE HALLS AND CAMP
HILLCREST JUVENILE HALL
2022-2023**

Part 4: Juvenile Justice Realignment Block Grant Funds (WIC 1995 (3)(a))

Describe how the County plans to apply grant funds to address the mental health, sex offender treatment, or related behavioral or trauma-based needs of the target population:

San Mateo County plans to apply grant funds to enhance existing programs and address the trauma-based needs of both male and female offenders, long-term commitments, CSEC, LGBTQ+ youth, and those with gang involvement, who have sustained offenses under WIC 707(b). San Mateo County will be using grant funds to provide additional gender-responsive and trauma-informed training for probation staff and other county partners.

Describe how the County plans to apply grant funds to address support programs or services that promote healthy adolescent development for the target population: (WIC 1995 (3) (B))

San Mateo County will be looking at current trends and research in order to provide appropriate programs to youth. We will continue to work with CBOs to offer appropriate programs and provide appropriate and up-to-date staff training.

Programs can be administered by county partners such as mental health agencies, CBOs, faith-based organizations, or probation staff. Programs may include, but are not limited to:

- Cognitive behavioral interventions
- Management of stress and trauma
- Anger management
- Conflict resolution
- Trauma-related interventions
- Self-improvement
- Parenting skills and support
- Tolerance and diversity
- Healing-informed approaches
- Gender-specific programming
- Career and leadership opportunities
- Vocational, life skills and educational programming and certification
- Project Change (a local community college program that provides wrap-around student support services, direct access to postsecondary education for detained youth, and in-person college instruction inside juvenile facilities)
- Gang prevention and intervention
- Restorative justice
- Victim impact awareness
- Building empathy for crime victims
- Engagement with peer mentors or credible messengers (i.e., young adults with prior system and/or gang involvement)



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
JUVENILE HALLS AND CAMP
HILLCREST JUVENILE HALL
2022-2023**

Describe how the County plans to apply grant funds to address family engagement in programs for the target population: (WIC 1995 (3) (C))

San Mateo County believes that youth should be housed close to their place of residence to help continue their connection to their families which will aid in their rehabilitation. Grant funds will be used to rebuild previous parenting programs managed by the Probation Department. These programs may include the "Parent Project" and/or "Staying Connected with Your Teen," both of which sunset after the staff assigned to them retired. There will also be an emphasis on providing parenting programs such as the "Positive Parenting Program" (Triple P) for youth in-custody that are already parents themselves. San Mateo County is planning on contracting with a CBO to provide these identified programs.

Describe how the County plans to apply grant funds to address reentry, including planning and linkages to support employment, housing and continuing education for the target population: (WIC 1995 (3) (D))

Within 30 days of a youth receiving a Secure Youth Treatment Facility commitment, San Mateo County will convene a multidisciplinary team (MDT) of probation, behavioral and mental health, and education staff, youth and their parents/guardians, as well as other treatment providers to put together an individual rehabilitation plan that must be approved by the court. In addition, the MDT will assist in developing a reentry case plan which may include programs and services in which the youth will be participating in the community after their release from custody including, but not limited to:

- Education
- Vocation/employment
- Mental health
- Alcohol and other drugs
- Pro-social activities
- Gang intervention
- Anger management
- Management of stress and trauma
- Parenting support
- Housing
- Government assistance (food, medical, etc.)

Confirmation regarding transition or warm hand-off of school placement (if applicable), employment, pro-social activities and other identified areas of need will be reviewed and agreed upon. Barriers to the reentry case plan will be identified and plans for mitigation will be strategized. The youth and parent(s)/legal guardian(s) will participate in, and agree on their responsibility to, the case plan for the youth's transition home and remaining in the community.



JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION JUVENILE HALLS AND CAMP

HILLCREST JUVENILE HALL

2022-2023

Additionally, San Mateo County will expand its contract with FLY to provide the same amount and level of service to youth with Secure Youth Treatment Facility commitments. Comprehensive services include:

FLY Reentry Services

FLY currently provides the following reentry services for San Mateo County youth:

- **Reentry Case Management: 1:1 Case Management Meetings, Parent Meetings, and Advocacy**
The reentry case management and mentoring component intervenes more intensively with high-risk juvenile probation reentry youth to help them through a seamless transition from institutions, decrease recidivism and gang involvement, and increase constructive use of time through school and employment. Case managers develop Development Plans (service plans) with youth, to identify and build skills/supports for youth goals. Typically, there are at least three goals on a Development Plan: reducing justice system involvement, increasing educational or professional attainment, and a personal goal the youth has for developing better relationships, tools, or resources for long-term success. Case managers then meet regularly with youth to enact that plan, provide advocacy both alongside and on behalf of youth, and problem-solve as youth progress. The reentry program follows a Critical Time Intervention model, designed to repair the rupture between the youth and their community such that the youth has a stable, positive support network outside of FLY by the end of their time in case management. Case managers are trained and regularly evaluated on the use of trauma-informed practices, motivational interviewing, strength-based practices, Social Emotional Learning tools, leveraging youth assets, and supporting healthy youth development. Case managers collaborate with DPOs and service providers to help youth stay accountable to the terms of their probation and to troubleshoot challenges with the youth as they arise.
- **Reentry Pro-social Activities**
Activities include useful, pro-social events with exposure to positive peer groups, including field trips to local colleges and universities for detained youth to learn about opportunities to pursue higher education. For youth in the community, FLY holds a wide range of events, including hiking and backpacking trips, community service events, and game nights.
- **Career Navigation Workshops**
Similar to the work with youth in custody, the Career Pathways Navigator (CPN) provides specialized education, career, or basic needs supports through responsive workshops and 1:1 coaching and advocacy. The CPN collaborates with case managers when the youth's needs exceed the case manager's expertise or capacity. When needed, the CPN identifies content-area experts who can coach or train youth, such as around specific vocational interests (like entrepreneurship) or educational challenges (such as IEP/504 rights).

With the implementation of the S.O.A.R.R. Program, San Mateo County and FLY hope to expand programming to include the following services:



JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION JUVENILE HALLS AND CAMP

HILLCREST JUVENILE HALL

2022-2023

- **STAY FLY** – Leading up to and following release, case managers work 1:1 with young adults to navigate the justice system and other systems of support. STAY FLY is designed to help young adults navigate the transition into adulthood and independence, leveraging FLY's experience with Critical Time Intervention, trauma-informed practices, and strength-based approaches. STAY FLY builds self-efficacy while connecting young adults to services and building robust and responsive systems of support around their increased needs in areas like housing, job training, healthcare access, and more.

BHRS Discharge and Planning Services

The BHRS clinician assesses whether the youth and/or family will benefit from the continuation of mental health services once a youth returns home. This assessment will also determine whether the current BHRS clinician continues to provide mental health services in the community or if a referral to a regional clinic is deemed appropriate. BHRS collaborates with probation and staff and other stakeholders to bridge services and develop a transitional plan for the youth.

Ongoing mental health services may include individual therapy, family therapy, psychiatric services, case management services, Family Partner services, and substance abuse services. TAY services, vocational and pro-social activities referrals are also a strong component of the BHRS discharge planning. In general, the creation of a solid discharge plan in close collaboration with youth and parents/primary caregivers is held as a standard of care by the BHRS clinical team.

Describe how the County plans to apply grant funds to address evidence-based, promising, trauma-informed and culturally responsive services for the target population: (WIC 1995 (3) (E))

As a Certified Evidence-Based Organization, San Mateo County implements data-driven policies and promotes evidence-based programs and promising practices to advocate for community and restorative justice. In this regard, the Probation Department has provided training on evidence-based programs through a justice lens, identifying cultural biases and trauma-informed care to all staff. Additionally, in its solicitation process for contracted services, the Probation Department requires that applicants have programs and services that are documented or verified as either evidence-based or a promising practice through available evidence-based clearinghouses.

San Mateo County will continue to implement these practices when choosing any providers for enhanced services or the creation of new ones.

One of the programs San Mateo County implemented in 2020 is WhyTry. This is an evidence-based SEL program which has been proven to be a successful intervention tool with juvenile justice- involved youth in areas of relationship, relevancy, and resiliency. In December 2020, a total of 50 YSC – JH staff -- Group Supervisors (GSs) -- were trained and certified as WhyTry facilitators. Currently GSs are delivering the WhyTry curriculum to youth in individual and group settings in topics including, but not limited to:



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
JUVENILE HALLS AND CAMP
HILLCREST JUVENILE HALL
2022-2023**

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

WhyTry is guided by the following principles:

- **Relationship**
GSs who implement the WhyTry program will establish a strong relationship of mutual respect and trust with youth, which is foundational to a full fidelity implementation of the program and positive outcomes.
- **Relevance**
WhyTry motivates juvenile justice-involved youth to take a greater interest in their own success and long-term personal development by understanding the relevance of actively participating, as well as motivating them to make long-term goals and apply themselves. WhyTry is a multi-sensory approach which engages youth by using relevant videos, music, images, and by engaging learners in physical activities.
- **Resilience**
The WhyTry program curriculum helps to develop greater resilience which in turn promotes youth to be better prepared with many of the challenges life brings.

Describe whether and how the County plans to apply grant funds to include services or programs for the target population that are provided by nongovernmental or community-based providers: (WIC 1995 (3) (F))

The San Mateo County Probation Department has an extensive history of collaborating with CBOs. We currently have contracts with five CBOs that provide in-custody and community-based services for San Mateo County youth. A detailed list is provided below:

CBO	Services Provided
Fresh Lifelines for Youth (FLY)	Law-related education, reentry services, education & career navigation
Mind Body Awareness Project	Mindfulness meditation and pro-social life skills program; emotion regulation and coping skills
Rape Trauma Services	Crisis intervention and advocacy, group therapy, ending cycles of violence and trauma training
Success Centers	Job readiness training, play writing, visual arts, academic study hall, coding, and healthy choices
The Art of Yoga Project	Yoga, creative arts and writing, mindfulness, and financial literacy curriculum



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
 JUVENILE HALLS AND CAMP
 HILLCREST JUVENILE HALL
 2022-2023**

With this grant, we will be expanding the services above to accommodate an anticipated 15 additional youth with Secure Youth Treatment Facility commitments that will be housed in our county. Proposed future programming may include:

- **YMCA – Juvenile Sexual Responsibility Program (JSRP)**
 Usually a one-year program that works with sexual offenders and helps the youth cope with challenging emotions like anger, anxiety, depression in a positive and healthy way, incorporating a Neurosequential Model of Therapeutics.
- **Success Centers – Long-term Vocational Training**
 Multi-phased construction and computer-coding training for youth serving longer-term sentences with links to internships and job opportunities during reentry.
- **FLY – Enhanced Case Management (In-custody & reentry)**
 Provide TAY population with an intensive case management program, comprehensive and long-term skill building, professional development, and community engagement opportunities.

In addition, San Mateo County will explore the following program enhancements with our education partners:

- **Project Change (San Mateo Community College District)**
 Offer expanded classes via Project Change at Gateway School and the YSC-JH on the following, depending on the population and faculty availability: 1) Keys to Success; 2) History of Ethnic Groups in the U.S.; and 3. General Psychology.
- **San Mateo County Office of Education**
 Expand Work Experience Education resources so students can go out into the community to get support for resumes, interviews, and to address any issues and challenges they may have.

San Mateo County will also be exploring partnerships with CBOs to provide vocational programs for youth with Secure Youth Treatment Facility commitments that include community-based employment supports.

Other elective programs currently provided at the YSC-JH are included in the table below:

Program	Description
Life Skills	
Girls Circle	Gender-relevant girls' programs that allow girls to voice their experiences, develop positive connections, and gain skills to pursue meaningful goals in education, careers, and relationships



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
JUVENILE HALLS AND CAMP**

HILLCREST JUVENILE HALL

2022-2023

Boys Circle	Gender-relevant boys' programs that allow boys to voice their experiences, develop positive connections, and gain skills to pursue meaningful goals in education, careers, and relationships
Omega	Interactive life-skills building and relevant speaker presentations
Project Change	Provides youth who have completed high school the opportunity to continue education into the community college arena
Cognitive Skills	Overcoming negative behavioral patterns
Spanish 101	Introduction to reading, writing, listening and speaking skills in Spanish.
A Brighter Day	Job training for youth
Cooking and Baking	Basic culinary arts
Garden Program	Horticultural training in creating on site gardens
Arts and Creative Arts	
Book Club	Forum to discover new books, increase literacy and focus on literary critique
The Beat Within	Writing/literature skills, visual and performing arts workshop
Arts Unity Movement	Creative arts through music and conversation
Essay Program	Critical thinking and creative writing
Physical Activities	
Large Muscle Activity	Required activity exercises that is planned, structured, and repetitive bodily movement that improves circulation and cardiovascular health
Activities Highlights Committee	Holiday-themed events, seasonal olympic games
Wellness and Mindfulness	
Bold and Beautiful Facials	Importance of facial hygiene and maintenance
Mind and Body Awareness	Mindful meditation
Niroga Yoga	Mindfulness training and yoga



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
JUVENILE HALLS AND CAMP**

HILLCREST JUVENILE HALL

2022-2023

Recovery	
Alcoholics Anonymous (AA)	Provides youth a group of principles to help expel the obsession to drink and enable them to become happy and whole
Narcotics Anonymous	Provides basic messages of recovery so that youth involved with drugs can overcome addiction
Faith-based	
Bible Study	Provides youth the opportunity to participate in faith-based groups
Catholic Christian Services	Faith-based organization provides church services to youth



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
JUVENILE HALLS AND CAMP
HILLCREST JUVENILE HALL
2022-2023**

Part 5: Facility Plan

Describe in detail each of the facilities that the County plans to use to house or confine the target population at varying levels of offense severity and treatment need, and improvements to accommodate long-term commitments. Facility information shall also include information on how the facilities will ensure the safety and protection of youth having different ages, genders, special needs, and other relevant characteristics. (WIC 1995 (4))

San Mateo County has designated its YSC-JH to serve as its Secure Youth Treatment Facility. Youth will be placed in appropriate, least restrictive housing and program settings. Housing assignments shall consider the need for single, double, or dormitory assignments or locations within the facility.

Youth will be classified based on Title 15 regulations, upon admittance to the facility and classification factors shall include, but not be limited to:

- Age
- Maturity
- Sophistication
- Charges and offense history
- Emotional stability
- Program needs
- Legal status
- Public safety considerations
- Medical / mental health considerations
- Physical disabilities
- Gender and gender identity of the youth

Depending on the youth's progress within the facility, periodic classification reviews, including provisions that consider the level of supervision and the youth's behavior while in-custody, will be conducted.

The youth shall not be separated from the general population or be assigned to a single occupancy room based solely on their actual or perceived race, ethnic group identification, ancestry, national origin, color, religion, sexual orientation, gender identity, gender expression, mental or physical disability, or HIV status. This does not include a youth requesting a single occupancy room.

Staff shall not consider lesbian, gay, bisexual, transgender, questioning or intersex identification or status when classifying youth.

Staff shall assess and screen each youth for the risk of sexual abuse based on the following information:

- Prior sexual victimization or abusiveness



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
JUVENILE HALLS AND CAMP**

HILLCREST JUVENILE HALL

2022-2023

- Gender nonconforming appearance or manner; or identification as lesbian, gay or bisexual, transgender, queer or intersex, and whether the youth may, therefore, be vulnerable to sexual abuse
- Emotional stability and cognitive development
- The youth's perception of vulnerability
- Any other specific information about the individual youth that may indicate heightened needs for supervision, additional safety precautions, or separation from certain other youth

Staff will ensure respectful and equitable treatment of transgender and intersex youth. Youth will be housed in a unit or room that best meets their individual needs and promotes their safety and well-being.

In addition, in order to meet the needs of the secure track population, grant funds may also be used for infrastructure modifications that may include the following:

- Additional furniture
- Equipment for new programming such as culinary arts and trades
- Capital improvements/construction including modifying the existing structure (e.g. create walls, install new entrances, etc.) in certain areas to accommodate housing needs and new programming
- Enhanced technology (e.g. security, computers, drone detection) as needed

Part 6: Retaining the Target Population in the Juvenile Justice System

Describe how the plan will incentivize or facilitate the retention of the target population within the jurisdiction and rehabilitative foundation of the juvenile justice system, in lieu of transfer to the adult criminal justice system: (WIC 1995 (5))

SB 823 affirms the importance of housing youthful offenders closer to their families and communities to improve reentry outcomes. By providing evidence-based programs and services for youth with a Secure Youth Treatment Facility commitment to improve the outcomes of youth and public safety, San Mateo County will be well-positioned to keep juvenile cases within the juvenile system. The facility will provide comprehensive education, training, treatment, and rehabilitative services to promote community restoration and family ties and encourage young people to become law-abiding and productive members of society.



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
JUVENILE HALLS AND CAMP
HILLCREST JUVENILE HALL
2022-2023**

Part 7: Regional Effort

Describe any regional agreements or arrangements supported by the County's block grant allocation: (WIC 1995 (6))

San Mateo County is a member of the statewide consortium developed through the collaboration of the California State Association of Counties (CSAC), the California Association of County Executives (CACE), and the Chief Probation Officers of California (CPOC). This consortium will ensure the availability of high-quality secure treatment beds in different regions of the state, provide high-quality services to youth in any region, and provide research, training, and technical assistance to all secure youth treatment programs.

As noted previously, San Mateo County plans to provide services to all its local realigned youth except for some sex offenders and/or those with significant mental health needs. This relatively small number of youths could be served through the consortium, but the financial details of any such arrangements are not known at this time.

Part 8: Data

Describe how data will be collected on youth served by the block grant: (WIC 1995 (7))

Data that will be collected on the **youth served** will include:

- Demographics – age, gender, ethnicity, date of birth, place of residence
- Case information – charges, time in custody (before/after Secure Youth Treatment Facility commitment)
- Prior cases – charges, time in custody (before/after disposition)
- In-custody programs – type of program, program enrollment, participation (how is the youth doing in the program), outcome
- Assessment information – from reentry case manager or the risk/needs assessment system; Ohio Youth Assessment System (OYAS)
- Post release:
 - Enrollment in reentry services identified in the case plan (education, housing, employment)
 - New law violations
 - Reentry supervision violations

Data that will be collected on the **program providers** (for both county services and CBOs) will include:

- Program dosage and frequency
- Participation in MDTs
- Timeliness of service delivery
- Post release:
 - Frequency of case manager check-in with youth



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
JUVENILE HALLS AND CAMP**

HILLCREST JUVENILE HALL

2022-2023

- Services delivered as prescribed by the contract
- Timeliness of service delivery

Describe outcome measures that will be utilized to determine the results of the programs and interventions supported by block grant funds: (WIC 1995 (7))

Outcome measures for **youth served** may include:

- In-custody:
 - Percent of youth that participate in in-custody programs
 - Percent of youth that gain the skills to pursue positive personal, professional, and social goals in the facility and upon release
 - Percent of youth who show growth in Social Emotional Learning measures
 - Number of youths who receive reentry services
- Post release:
 - Number of youths enrolled in school
 - Number of youths enrolled in vocational training programs
 - Number consistently engaged in mental health treatment
 - Number consistently engaged in substance abuse treatment
 - Number consistently engaged in community programs
 - Number of youths employed after returning to their community (including information on place of employment, type of employment)
 - Number of youths who enter the adult system before the age of 25 after returning to their communities
 - Number of new law violations
 - Number of reentry supervision violations
 - Percent of youth basic needs identified at release addressed via referrals/assistance

Outcome measures for **program providers** (for both county services and CBOs) may include:

- In-custody:
 - Number of classes or programs completed
 - Number of MDTs attended
 - Number and type of assessments administered
- Post release:
 - Number of case manager contacts, visits with youth and/or other service provider
 - Number of programs, services identified in the reentry plan that were addressed in the community, to be broken down but not limited to the category below:
 - Education
 - Vocational
 - Employment
 - Mental health treatment
 - Substance abuse treatment



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
JUVENILE HALLS AND CAMP
HILLCREST JUVENILE HALL
2022-2023**

**Juvenile Justice Realignment Block Grant
Annual Plan - Addendum**

Date: April 13, 2022

County Name: San Mateo

Contact Name: John Keene, Chief Probation Officer

Telephone Number: (650) 312-5520

E-mail Address: jkeene@smcgov.org



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
JUVENILE HALLS AND CAMP
HILLCREST JUVENILE HALL
2022-2023**

Contents:

Part 1: Therapeutic Detention

Part 2: Facility Improvements

Part 3: Data Request



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
JUVENILE HALLS AND CAMP
HILLCREST JUVENILE HALL
2022-2023**

Part 1: Therapeutic Detention

San Mateo County's detention practice has historically included the use of a therapeutic detention (THD) model. This model combines the philosophy of secure detention with comprehensive resources that aid in the youth's rehabilitation and successful reentry. These resources include health and dental services, mental health and substance abuse treatment, education and programs from cognitive skills, job readiness to yoga and mindfulness. Resources are provided in partnership with county agencies (Health, Behavioral Health and Recovery Services, County Office of Education) and various community-based organizations (CBOs). Although the existing juvenile hall structure was not constructed in a dorm-like, therapeutic setting, the county's commitment and philosophy of facilitating a wholistic rehabilitation for the youth, THD has evolved into standard practice.

Through the use of THD, San Mateo County is able to work with partners to develop a comprehensive approach to rehabilitation to not only treat mental health and substance abuse issues, but also provide an opportunity to learn more prosocial behaviors. Life skills is also a big component of THD and San Mateo County partners, with CBOs will provide services from art therapy, yoga, mindfulness and resiliency. Parents and/or guardians and family members also play a crucial role in participating in these programs to provide additional supportive adult models for the youth. Upon release, as part of their reentry plan, the youth is connected to a case manager that ensures that they are connected to community resources to continue their reintegration into their families.

Another component of San Mateo County's THD is the commitment to the belief that youth and emerging young adults are best served in their natural communities, and the use of detention is only appropriate when the individual's actions represent a significant danger to the community, themselves, or others.



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
JUVENILE HALLS AND CAMP
HILLCREST JUVENILE HALL
2022-2023**

Part 2: Facility Improvements

San Mateo County's Success and Opportunities Aspiring Readiness for Reentry (S.O.A.R.R.) Program will deliver a robust reentry and aftercare model that provides comprehensive case management and connection to community services and resources. Improvements to the existing juvenile hall facility are and will be necessary to deliver seamless reentry and aftercare services to youth and young adults to aid in their rehabilitation and community reintegration.

Several improvements have already been made to help facilitate the youth's reentry:

1. **Warm handoff** – an area has been dedicated to offer CBOs office space to have meetings with the youth and/or their families or coordinate with other CBOs for any community-based services the youth may need. This dedicated space allows for a warm handoff and ensures continuity of care.
2. **Art therapy** – launched in 2020 in partnership with the San Mateo County Sheriff's Activities League (SAL). San Mateo County converted a housing unit within the juvenile hall to deliver an art therapy program headed by the SAL's Director of Community Outreach and Programming, who holds a master's degree in Art Therapy & Psychotherapy. This program provides self-exploration, self-expression, and creativity for youth as well as teaches them an increased sense of belonging, hope, and resiliency.
3. **De-escalation and sensory room** – in the same space as the art therapy program listed above, San Mateo County dedicated an area to provide a safe, trauma-informed environment that allows youths and young adults a place to calm down and regulate their feelings without the use of force or an isolation room. This room is designed to engage all of the senses and stimulate gross motor, fine motor and cognitive skills.

Future facility improvements will include support for the following programs:

1. **Wood shop program** – implementation of the wood shop program from San Mateo County's Camp Glenwood (Boys Camp), which closed in February 2019 due to a significant decrease in population. Not only will this program teach youth carpentry, engineering and math skills, but will also emphasize the use of perseverance, focus, patience and teamwork. Youth will also learn to adapt socially and emotionally through self-confidence, responsibility, appreciation for self and others, and respect for materials and safety.
2. **Dorm-like setting** – removing doors from the rooms in one of the existing housing units to provide a more open space for both housing and programming. Additional furniture will also be purchased to enhance the open environment this capital project aims to cultivate.
3. **Construction and trades program** – dedicate and reconfigure one of the existing housing units to accommodate Success Centers' *Green Construction* program. Success Centers has been a longtime valued CBO partner of San Mateo County and *Green Construction* will allow S.O.A.R.R. program youth to have access to a pre-apprenticeship construction and trades program designed specifically for young adults. *Green*



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
JUVENILE HALLS AND CAMP
HILLCREST JUVENILE HALL
2022-2023**

Construction integrates hard skills training in construction and related trades with life skills training, academics, intensive case management, wraparound services, career coaching, and job placement and retention services. The program shall consist of three phases:

- **Phase I (Detention-based)**

The first phase is designed to provide in-custody participants with in-person, construction-related education, and hands-on activities. Education topics may include construction math and construction skills training as well as information needed to obtain comprehensive certifications such as NCCER, OSHA, HAZMAT and first aid/CPR. Hands-on activities shall be subject to the preapproval of the YSC-Juvenile Hall Superintendent. YSC-Juvenile Hall and Success Centers staff shall coordinate to identify a suitable space within the facility for hands-on activities. Improvements to the facility will include adding lockable storage cabinetry for bringing in construction equipment to assist in the delivery of the program such as power tools and hand tools that would aid in the teaching of using construction equipment.

Phase I participants may meet up to four days a week for three hours per session. Success Centers and San Mateo County Probation staff shall coordinate to develop workable schedules for each participant based on their needs and availability.

- **Phase II (Habitat for Humanity Internship)**

Phase II is meant for participants who have completed Phase I and been released from custody. In Phase II, participants will be given an opportunity to apply their learned skills through a paid, three-month internship with Habitat for Humanity in San Mateo County. Participants will be paid for their work at a rate of \$18/hour. During each internship period, Success Centers staff shall work with each participant and their site supervisors to address jobsite expectations and navigate potential workplace issues.

- **Phase III (Job Assistance/Career Support)**

Once participants complete Phase II, Success Centers shall connect participants with local unions and assist with completion of application materials (including associated fees) and providing any needed work gear such as steel-toed shoes, work gloves, et cetera. Success Centers staff shall follow up with participants for up to one year to offer barrier removal and support with challenges they encounter.



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
JUVENILE HALLS AND CAMP
HILLCREST JUVENILE HALL
2022-2023**

Part 3: Data Request

The data requested is seen below:

- Disaggregated demographic and offense data for all of your youth with 707(b) and/or 290.008 offenses for 2019, 2020, and 2021
- Disaggregated placements for all of your youth with 707(b) offenses and/or 290.008 offenses [e.g., placed in juvenile hall, ranch, home etc.] for 2019, 2020, and 2021.

There are no San Mateo County youth with 290.008 offenses. The table below provides information for the data request noted in the bullet points above. Of note is that the 2019 data only includes information from July to December 2019 due to system limitations.

707(b) Offense	Gender	Age	Race	Placement
[Redacted Data]				



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
JUVENILE HALLS AND CAMP
HILLCREST JUVENILE HALL
2022-2023**



The Office of Youth and Community Restoration (OYCR) Ombudsperson is responsible for developing a youth friendly document that explains the Youth Bill of Rights for youth that are in juvenile justice facilities in California. The law also requires that the Youth Bill of Rights be translated into Spanish and other languages. The OYCR Ombudsperson is required by law (Welfare and Institutions Code 224.74) to get feedback from youth, youth advocate and support groups, and groups representing children, families, children’s facilities, and other interested people in developing the document that explains the rights in a way that is youth friendly and easy for youth to understand. The law also requires that Probation Departments and Juvenile Justice facilities to give this document to youth, to explain their rights to them, answer any questions a youth has about these, and to provide the document to the parents or guardians of a youth in a juvenile justice facility (Welfare and Institutions Code 224.72).

In the table below we have listed the youth bill of rights as they are written in law in the blue column. In the orange column, we have listed those same rights in more youth friendly language.

The OYCR Ombudsperson needs your help with two things. First, we are asking for your feedback and help improving the youth friendly language. Second, we want to hear from you about the design of the Bill of Rights document that will be given to youth in juvenile facilities in California.

Please send all feedback to OYCR@chhs.ca.gov. We will accept feedback from stakeholders and the public from July 7, 2023 to July 31, 2023.

Statutory Language <i>(This column has the bill of rights as written in Welfare and Institutions Code 224.71)</i>	Youth Friendly Language <i>(This column has the rights written in more youth friendly language)</i>
It is the policy of the state that all youth confined in a juvenile facility shall have the following rights, which are established by existing law and regulation:	In our state, we have rules to protect the rights of young people who are in a juvenile hall, camp or other juvenile facility. These rights are based on the laws and regulations that exist. Below is a list of the rights:
a) To live in a safe, healthy, and clean environment conducive to treatment, positive youth development, and healing and where they are treated with dignity and respect.	You have the right to live in a safe, healthy, and clean place that assists you in getting the help, skills, and training you need to heal and return home. You have the right to be treated with dignity and respect.



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
 JUVENILE HALLS AND CAMP
 HILLCREST JUVENILE HALL
 2022-2023**

Page 2

<p>b) To be free from physical, sexual, emotional, or other abuse, or corporal punishment.</p>	<p>You have the right to not be hurt or abused in any way. This includes physical, sexual, emotional, or any other abuse. No one is allowed to punish you by hitting you.</p> <p>You should tell your probation officer, attorney, or a trusted adult if you are being abused. You can also call the Office of Youth and Community Restoration Ombudsperson at 1-844-402-1880.</p>
<p>c) To receive adequate and healthy meals and snacks, clean water at any time, timely access to toilets, access to daily showers, sufficient personal hygiene items, clean bedding, and clean clothing in good repair, including clean undergarments on a daily basis, and new underwear that fits. Clothing, grooming, and hygiene products shall be adequate and respect the child's culture, ethnicity, and gender identity and expression.</p>	<p>You have the right to healthy food to eat, and clean water to drink at any time.</p> <p>You have the right to use the bathroom when you need to and to take a shower every day.</p> <p>You have the right to have clean bedding and clothes that fit you and are in good condition.</p> <p>You have the right to have clean underwear every day that fit you properly.</p> <p>You have the right to have the things you need for grooming (like soap, shampoo, deodorant, feminine products, and lotion) that respect your culture, ethnicity, gender identity, and expression. This means that you can have hair and body products that are best for your type of hair and skin and gender.</p>
<p>d) To receive adequate, appropriate, and timely medical, reproductive, dental, vision, and mental health services provided by qualified professionals and consistent with current professional standards of care.</p>	<p>You have the right to have timely access to doctors, dentists, eye doctors, reproductive care, and mental health services. All these services should be given to you by professionals who have the training and licenses to provide you with the type of care that you are getting.</p>
<p>e) To refuse the administration of psychotropic and other medications consistent with applicable law or unless immediately necessary for the preservation of life or the prevention of serious bodily harm.</p>	<p>You have the right to say no to certain medicines that are used to help with mental health. The only time this right can be taken away from you is if it is needed to save your life or protect you or others from serious harm.</p>



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
 JUVENILE HALLS AND CAMP
 HILLCREST JUVENILE HALL
 2022-2023**

Page 3

	<p>Psychotropic medications are medicines used to help with mental health conditions. You should always talk with your doctor about your concerns and the risks of not taking a medication. If you want to stop taking a medication you are already on, you should work with your doctor to do this in a safe way. You can also tell your lawyer and probation officer how you feel about the medications you are taking, any side effects, or other concerns you might have about these medications.</p>
<p>f) To not be searched for the purpose of harassment or humiliation, a form of discipline or punishment, or to verify the youth's gender. To searches that preserve the privacy and dignity of the person and to have access to a written search policy at any time, including the policy on who may perform searches.</p>	<p>You have the right to not be searched just to make you feel bad or embarrassed, or to punish you. If they need to search you, they should do it in a way that respects your privacy and dignity.</p> <p>You cannot be searched just to verify your gender. You can ask to see the rules about searching at any time and these policies must say who can do the searches.</p>
<p>g) To maintain frequent and continuing contact with parents, guardians, siblings, children, and extended family members, through visits, telephone calls, and mail. Youth may be provided with access to computer technology and the internet for maintaining relationships with family as an alternative, but not as a replacement for, in-person visiting.</p>	<p>You have the right to keep in touch with your family, like your parents, brothers and sisters, other relatives, mentors, godparents, clergy, teachers, neighbors, and family friends. You can talk to them on the phone, visit them, or send them letters. If you have access to a computer, you can use it to connect with your family, but it shouldn't replace seeing them in person.</p>
<p>h) To make and receive confidential telephone calls, send and receive confidential mail, and have confidential visits with attorneys and their authorized representatives, ombudspersons, including the Division of the Ombudsperson of the Office of Youth and Community Restoration, and other advocates, holders of public office, state and federal court personnel, and legal service organizations.</p>	<p>You have the right to make private phone calls, send and receive private mail, and have private visits with your lawyer, the Office of Youth and Community Restoration Ombudsperson, advocates, court personnel, people who give you legal services, and people who hold a public office.</p> <p>You have the right to have these visits and letters be confidential, which means that the Probation Department is not allowed to be listening or recording these visits or looking at mail or letters</p>



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
JUVENILE HALLS AND CAMP
HILLCREST JUVENILE HALL
2022-2023**

Page 4

	that you send to these people or they send to you.
i) To have fair and equal access to all available services, housing, care, treatment, and benefits, and to not be subjected to discrimination or harassment on the basis of actual or perceived race, ethnicity, ancestry, national origin, language, color, religion, sex, sexual orientation, gender identity, gender expression, mental or physical disability, immigration status, or HIV status.	<p>You have the right to be treated fairly and equally. You should not be treated unfairly because of your race, ethnicity, ancestry, national origin, color, religion, sex, sexual orientation, gender identity and expression, mental or physical disability, immigration, or HIV status.</p> <p>You have the right to have fair and equal access to get help, find a place to live, get medical care, and other services you need.</p>
j) To have daily opportunities for age-appropriate physical exercise and recreation, including time spent outdoors and access to leisure reading, letter writing, and entertainment.	<p>You have the right to have time to play and do physical activities every day, and to go outside.</p> <p>You have the right to have books and time to read, to write letters, and to do fun things to do that match your age and maturity.</p>
k) To contact attorneys, ombudspersons, including the Division of the Ombudsperson of the Office of Youth and Community Restoration, and other advocates, and representatives of state or local agencies, regarding conditions of confinement or violations of rights, and to be free from retaliation for making these contacts or complaints.	<p>You have the right to talk to your lawyer, the Office of Youth and Community Restoration Ombudsperson, advocates, and certain people who work for the government about your rights being violated and what is happening inside the facility. You cannot be punished for contacting them.</p>
l) To exercise the religious or spiritual practice of their choice and to participate in or refuse to participate in religious services and activities.	<p>You have the right to practice your religion or spiritual beliefs. You can choose to go to religious services or not.</p>
m) To not be deprived of any of the following as a disciplinary measure: food, contact with parents, guardians, family, or attorneys, sleep, exercise, education, bedding, clothing, access to religious services, a daily shower, clean water, a toilet, hygiene products, medical services, reading material, or the right to send and receive mail; to not be subject	<p>No one is allowed to take away things, like food, talking to your family, sleep, exercise, education, bedding, clean clothes, going to religious services, a daily shower, clean water, a toilet, grooming products, medical care, reading materials, and sending or getting mail to punish you.</p>



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
JUVENILE HALLS AND CAMP**

HILLCREST JUVENILE HALL

2022-2023

Page 5

<p>to room confinement as a disciplinary measure; to access written disciplinary policies, including the right to be informed of accusations against them, have an opportunity to be heard, present evidence and testimony, and their right to appeal disciplinary decisions.</p>	<p>You have the right to be given the rules on discipline. You must be given these rules in writing.</p> <p>You have the right to not be locked in a room as a punishment.</p> <p>If someone accuses you of something, you have the right to know what it is, to say what happened and share things to defend yourself and appeal the decision if you think it's unfair.</p>
<p>n) To receive a rigorous, quality education that complies with state law, and the abilities of students and prepares them for high school graduation, career entry, and postsecondary education; to attend appropriate level school classes and vocational training; to have access to postsecondary academic and career technical education courses and programs; to have access to computer technology and the internet for the purposes of education and to continue to receive educational services while on disciplinary or medical status; and to have access to information about the educational options available to youth.</p>	<p>You have the right to get a good education that follows the law and helps you prepare for high school, college, or a job.</p> <p>You have the right to have access to the classes and training for your grade level.</p> <p>You have the right to attend college and job training programs.</p> <p>You have the right to use a computer and the internet for your school or job training program.</p> <p>You have the right to go to school and job training even if you are in trouble or not feeling well.</p>
<p>o) To information about their rights as parents, including available parental support, reunification advocacy, and opportunities to maintain or develop a connection with their children; to access educational information or programming about pregnancy, infant care, parenting, and breast-feeding, and childhood development; to proper prenatal care, diet, vitamins, nutrition, and medical treatment; to counseling for pregnant and post partum youth; to not be restrained by the use of leg irons, waist chains, or handcuffs behind the body while pregnant or in recovery after delivery; to not be restrained during a medical emergency, labor, delivery, or</p>	<p>If you are a parent, you have the right to get information and help to take care of your child, your rights as a parent, things that can support you as a parent, reunification help, and ways you can stay connected with your child.</p> <p>You have the right to get education and special training on pregnancy, caring for your baby, parenting, breast-feeding, and child development.</p> <p>You have the right to get proper medical care if you are pregnant, including prenatal care, food and nutrition that is best for pregnancy, vitamins, other medical treatment that is needed to keep</p>



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
JUVENILE HALLS AND CAMP**

HILLCREST JUVENILE HALL

2022-2023

Page 6

<p>recovery unless deemed necessary for their safety and security, and to have restraints removed when a medical professional determines removal is medically necessary; and to access written policies about pregnant, post partum, and lactating youth.</p>	<p>you and your pregnancy healthy, and counseling for you before and after your baby is born.</p> <p>You have the right to not be put in restraints like ankle or waist chains or handcuffs behind your back when you are pregnant or recovering after giving birth.</p> <p>You have the right to not be restrained during a medical emergency, labor, delivery, or recovery unless it is necessary for safety and security and to have them removed if a doctor or nurse determines you need to have them removed to provide you medical care.</p> <p>You have the right to access written policies that explain how pregnant, nursing, and new parents should be treated.</p>
<p>p) To attend all court hearings pertaining to them.</p>	<p>You have the right to go to all the court hearings that involve you.</p>
<p>q) To have counsel and a prompt probable cause hearing when detained on probation violations.</p>	<p>You have the right to have a lawyer and a court hearing, called a probable cause hearing, if you are being held in a juvenile facility for probation violations.</p>
<p>r) To make at least two free telephone calls within an hour after initially being placed in a juvenile facility following an arrest.</p>	<p>You have the right to make at least two free phone calls within an hour of when you first arrive at a juvenile facility.</p>

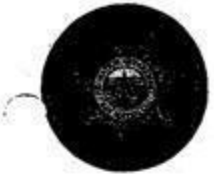
Youth Bill of Rights: Design Ideas

The document we will create has to have all the rights in it and written in a way that is easy for youth to understand. We also want the document to look youth friendly and we want your ideas on the design, colors, images, drawings, pictures, layout, size, fonts, and any other ideas you think are important for us to know when we decide how the Youth Bill of Rights will look.

Document Items	Your ideas:
Design	
Colors	



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
JUVENILE HALLS AND CAMP
HILLCREST JUVENILE HALL
2022-2023**



**PROBATION DEPARTMENT
COUNTY OF SAN MATEO**

**Video Visitation
Parental Rules and Instructions**

In order to participate in Video Visitation, you must have a computer with a web cam or an Apple or Android smart phone/mobile device. For the video visits you will be using a service called ZOOM and, if you are using a mobile device, you must download the "ZOOM Cloud Meetings" application (app) ahead of time from either the Apple Store or Google Play Store (Android).

As with other visits, you will need to contact the YSC Juvenile Hall (JH) staff to set up your visitation. When doing so, you must provide an E-Mail address and phone number where you will be contacted at prior to the Video Visitation. The JH Staff will email you the Date and Time of the visit, along with a unique ZOOM Meeting Link.

You must be available just prior to the beginning of your visitation. You will be given a five-minute grace period to log in. Failure to log in will cancel your visit.

At the time of your assigned visit, you will open the email on you PC or phone/mobile device and click on/select the ZOOM Meeting Link. The ZOOM app will automatically open and you will be taken to the meeting/visit. Please make sure that your audio and video is turned on in the application.

If Juvenile Hall staff cannot reach you by telephone first, the video visitation will have to be cancelled or rescheduled.

There are number of rules and expectations that you need to understand prior to engaging in a Video Visitation:

- A. Know that any and all Video Visitations may be monitored by JH staff via a third-party monitoring with or without notice at any time during the visitation.
- B. All conversations are to be kept appropriate and should refrain from any talk of criminal behavior, drug related behavior, sexually related behavior or any other inappropriate type of conversation, as deemed by the JH staff.
- C. The video visitation is intended for parents or legal guardians to visit with their children and although we do not frown on including other family members or positive influences in the youth's life to be involved with the visitation, the parents or legal guardians should refrain from allowing the youth's friends and/ or acquaintances or other potentially negative influences in the youth's life from being involved. **Failure to comply with this may result in the loss of Video Visitation privileges.**
- D. **At no time are pictures allowed to be taken of the youth. Failure to comply with this may result in the loss of Video Visitation privileges.**
- E. If your child discloses to you, during your video visitation, any information that makes you fear for the safety or wellbeing you are asked to contact San Mateo County Youth Service Center at (650) 312-5200 immediately after your visitation and ask for the On- Duty Officer on Duty.



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
JUVENILE HALLS AND CAMP**

**HILLCREST JUVENILE HALL
2022-2023**

PROBATION DEPARTMENT
COUNTY OF SAN MATEO
John T. Keene, Chief Probation Officer



Juvenile Hall Classification/Room Assignment Evaluation

ADMISSIONS STAFF FILLS OUT COMPLETELY

Name:		DOB:	PIMS #:
		Height:	Weight:
Biological Sex: <input type="checkbox"/> Female <input type="checkbox"/> Male <input type="checkbox"/> Intersex			
Sexual Orientation, how do you identify? <input type="checkbox"/> Heterosexual <input type="checkbox"/> Lesbian <input type="checkbox"/> Gay <input type="checkbox"/> Queer <input type="checkbox"/> Bisexual <input type="checkbox"/> Transgender (M to F) <input type="checkbox"/> Transgender (F to M) <input type="checkbox"/> Other <input type="checkbox"/> Gender Non-Conforming			
Charge(s):		First time in custody: <input type="checkbox"/> Yes <input type="checkbox"/> No	
Have the Miranda Rights been read to this youth: <input type="checkbox"/> Yes <input type="checkbox"/> No		<input type="checkbox"/> Provided youth with Juvenile Hall Facility Rules <input type="checkbox"/> YSC Handbook <input type="checkbox"/> PREA pamphlet provided	
Tattoos:	<input type="checkbox"/> Yes <input type="checkbox"/> No	Identify Location:	Describe Tattoo:
Update Photo:	<input type="checkbox"/> Yes <input type="checkbox"/> No		
Updated in PIMS:	<input type="checkbox"/> Yes <input type="checkbox"/> No		
Moniker/AKA:	<input type="checkbox"/> Yes <input type="checkbox"/> No	Comments:	
Behavior during Intake:	<input type="checkbox"/> Compliant <input type="checkbox"/> Noncompliant	Example of Noncompliance:	
Vulnerability (i.e. is the minor concerned for their safety, being targeted, etc.?)	<input type="checkbox"/> Yes <input type="checkbox"/> No		
Protective: (i.e. non associations/PC)	<input type="checkbox"/> Yes <input type="checkbox"/> No		
Unit	Room #	Detention Reason (e.g. pre-arranged youth, new bookings, 24 and 48-hour holds, probation violations, transfer holds, courtesy hold, and weekend holds)	
Roommate Status			
History of Sex Offense: i.e. Blue Dot	<input type="checkbox"/> Yes <input type="checkbox"/> No	If Yes, NO roommate Blue Sticker in file	
History of peer/staff violence in Juvenile Hall:	<input type="checkbox"/> Yes <input type="checkbox"/> No	Notes:	
Have you ever been sexually assaulted?	<input type="checkbox"/> Yes <input type="checkbox"/> No	If Yes, NO roommate pending further evaluation. Notify medical and mental health staff and initial here:	
Do you have any Mental Health issues to disclose:	<input type="checkbox"/> Yes <input type="checkbox"/> No	If Yes, NO roommate pending further evaluation. Notify medical and mental health staff and initial here:	
Do you have any Medical issues to disclose:	<input type="checkbox"/> Yes <input type="checkbox"/> No	If Yes, include on Medical Screening Form and initial here:	
Physical Disability:	<input type="checkbox"/> Yes <input type="checkbox"/> No	If Yes, notify medical and initial here:	
Gang Member:	<input type="checkbox"/> Yes <input type="checkbox"/> No	Notes:	
<input type="checkbox"/> Member <input type="checkbox"/> Associate <input type="checkbox"/> Former Member			
Admissions Staff Name:	Date:	Time:	

MUST BE COMPLETED BY UNIT STAFF

Unit Staff Review		
Is youth eligible to have a roommate?	<input type="checkbox"/> Yes <input type="checkbox"/> No	Notes:
Special Instructions:		
Reviewed by (Unit Staff Name):	Date:	Time:
Youth Signature:	Date:	Time:

Approved by ISM: _____ Date: _____

COMPLETED FORM - Original: Admissions File Yellow: Unit File

N:\nat Units Folders\Admissions\Forms\Classification Room Assignment Evaluation-revised-jk.docx
Rev 01-01-2019



**JUVENILE JUSTICE COMMISSION ANNUAL INSPECTION
JUVENILE HALLS AND CAMP
HILLCREST JUVENILE HALL
2022-2023**

Entrance to the Youth Services Center

