

Juvenile Justice and Delinquency Prevention Commission

San Mateo County, California

Juvenile Hall and Camp Inspection Report

Please respond to sections that apply to the facility you are inspecting.
Type or print clearly.

Facility Name: Youth Services Center Date of this Inspection: 9/2013
Address: 222 Paul Scannell Dr San Mateo CA Date of Last Inspection: 8/2013
Contact Person: Richard Hori Facility Capacity: 180
Phone Number: 312-5200 Average Population: 100-110
Presiding Juvenile Court Judge: Etezadi Current Population: 77
Commission Inspection Team: Rebecca Ross Moneisa Carson Bonnie Miller Irv Rollins

Major Concerns, Observations, and Recommendations

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

Comments: Staff is attempting to schedule the fire, safety, and environment reports.
Nutritional report is recommending to reduce sodium intake for minors.

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Areas Reviewed

Quality of Life:

- Physical Plants
- Meals/Nutrition
- Mental Health
- Physical/Dental Health
- Religious Services
- Volunteer Involvement
- Visiting
- Other: _____

Programs:

- Education
- Vocational/Employability
- Community Service
- Victim/Gang Awareness
- Substance Abuse
- Other: _____

Persons Interviewed:

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

General Information

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

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

Has the facility exceeded capacity since last inspection?: Yes No If "Yes", explain: _____

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

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

Since Last Inspection

Number of Suicides: 0 Number of Suicide Attempts: 0

Number of Escapes: 0 Number of Escape Attempts: 0

Number of Deaths: 0

Comments: _____

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Staffing

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

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

Language support provided in: Spanish, Tagalog, Mandarin.

Describe general staff and minor interactions: very good.

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

Comments: _____

Conditions of Grounds and Building Exterior

Lawns: Acceptable Unacceptable: _____

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

Blacktop: Acceptable Unacceptable: _____

Paint: Acceptable Unacceptable: _____

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

Drains and Gutters: Acceptable Unacceptable: _____

General Appearance: Acceptable Unacceptable: _____

Comments: The issues with the astroturf outlined in the prior inspection continue.

There facility is lacking in covered overhangs. This presents a safety risk, reduces flexibility, and means that minor are unable to attend school off unit sometimes.

Construction has begun to address the Loop Road concerns (see prior report).

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Condition of Interior of Building

Walls: Acceptable Unacceptable: _____

Paint: Acceptable Unacceptable: _____

Floors: Acceptable Unacceptable: The carpeting should be removed or replaced.

Ceilings: Acceptable Unacceptable: _____

Drains: Acceptable Unacceptable: _____

Plumbing Fixtures: Acceptable Unacceptable: _____

Air Vents/Heating/Windows: Acceptable Unacceptable: _____

Storage of Cleaning Fluids/Chemicals: Acceptable Unacceptable: _____

Weapon Locker Location: Acceptable Unacceptable: _____

Recreation/Sports Equipment: Acceptable Unacceptable: _____

Hallways Clear/Doors Propped Open: Acceptable Unacceptable: _____

Sleeping Rooms: Acceptable Unacceptable: _____

Beds (type, 12" off floor?): Acceptable Unacceptable: _____

Art, Books, Personal Items Allowed in Rooms: Acceptable Unacceptable: _____

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

Graffiti Present: Acceptable Unacceptable: _____

Ample Blankets: Acceptable Unacceptable: _____

Study Area: Acceptable Unacceptable: _____

Adequate Lighting: Acceptable Unacceptable: _____

Temperature: Acceptable Unacceptable: _____

Comments: _____

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Orientation of Minors

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

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

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

Interviewed Minors: Yes No Details: _____

Meals/Nutrition

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

Have the youth working in the kitchen been trained?: Yes No Details: none at this time.

Are meals served cafeteria style?: Yes No Details: served on unit due to safety issues

Are minors permitted to converse during meals?: Yes No Details: Only after eating.

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

Are weekly menus posted?: Yes No Details: _____

Are servings ample, nutritious, appetizing?: Yes No Details: see general comments

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

Length of time allowed to eat?: 30 minutes

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

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

Comments: Snacks available in evening, fruit available all day.

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Personal Appearance of Minors

Appearance: Acceptable Unacceptable: _____

Showers (frequency, privacy, supervised): Acceptable Unacceptable: _____

Condition of clothing (clean, fit, etc.): Acceptable Unacceptable: _____

Clothing appropriate to current weather: Acceptable Unacceptable: _____

Comments: Clothing appeared clean upon inspection but several youths complained
that they are not receiving frequent enough changes of clothing.

Programs

Recreation (type, amount, etc.): Acceptable Unacceptable: _____

Exercise (daily schedule, amount, etc.): Acceptable Unacceptable: _____

Access to Religious Services: Acceptable Unacceptable: _____

Medical and Mental Services: Acceptable Unacceptable: present during day only

Volunteer Program: Acceptable Unacceptable: none currently in place

Counseling Services: Acceptable Unacceptable: _____

Family Reunification Planning: Acceptable Unacceptable: _____

Substance Abuse Counseling: Acceptable Unacceptable: staff feels need more of this.

Victim Awareness Classes: Acceptable Unacceptable: _____

Gang Awareness Classes: Yes No Details: Elm 7 youth receive uncertified classes.

Sexual Harassment Classes: Yes No Details: _____

Parenting Classes: Yes No Details: but try to craft individual attention for minors with kid

Vocational Classes: Yes No Details: _____

Work Program: Yes No Details: _____

Other: see comments

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Discipline of Minors

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

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

Grievances

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

Number of grievances since last inspection: approx 42

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

The response section should be more detailed.

Correspondence / Telephone

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

Postage Free?: Yes No Details: _____

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

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

Access to Telephone?: Yes No Details: _____

Comments: While all minors have access to regular phone calls there are concerns
about minors whose parents cant afford the collect calls or who have a cell phone.

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

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Visiting

Visiting Schedule: Weekdays not Fridays Weekends yes Special Events Yes

Adequate Space: Acceptable Unacceptable: _____

Staff Supervision: Acceptable Unacceptable: _____

Privacy Provided: Yes No Details: There are 2 small offices available.

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

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

Are visitation logs kept?: Yes No Details: _____

School

Number of Full-Time Instructors: _____ Number of Full-Time Instructional Aids: _____

Frequency of Substitute Teachers: _____ Number of minors attending School: _____

Average Classroom Size: _____ Max Classroom Size: _____

Number of minors on independent study: _____ Reason: _____

Number of Minors Not Attending School: _____ Reason: _____

Describe the general atmosphere of the classrooms: _____

Adequate Supplies, Books, Paper, Computer?: Acceptable Unacceptable: _____

Access to Computers/Internet?: Yes No Details: _____

Describe the relationship between school and juvenile hall staff: _____

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Describe access to school, recreation, etc. for minors confined to their rooms: _____

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

Medical and Mental Health Services

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

Acceptable Unacceptable: screened within 1 day of admissions.

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

Acceptable Unacceptable: _____

Dental Services: Acceptable Unacceptable: _____

Medication Access & Distribution: Acceptable Unacceptable: _____

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

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

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

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Overall Impressions, Comments, and/or Concerns

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

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

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

1. There are ongoing concerns about the lack of documentation tracking when minors are being confined to their rooms or to their units; what programming each minor received; or when school occurs on the unit rather than at the school and the reason for the change. The Commission recommends the development of a better logging system to track how much time a minor has been out of his room or off his unit; what programming s/he is actually receiving; and other issues such as medical requests.
2. There are concerns that there is lack of uniformity across units and shifts as to the phone policies (when a minor can use the alternative no-cost phone). The Commission recommends the development of a written policy that is distributed amongst the staff.
3. There are concerns that the minors may not be receiving frequent enough clothing changes, specifically pants and tee shirts. The Commission requests feedback from Institutions as to the policy and the comparative practices of other jurisdictions.
4. There are ongoing concerns about quality and quantity of time elapsed between meals. While YSC seems to be in compliance with regulations, the Commission recommends that Institutions consider moving dinner time later.
5. There are concerns about the limited access to routine medical treatment during evening and night hours. The Commission recommends an on-call nurse who can least authorize administration of over-the-counter medication.
6. There are concerns about the lack of appropriate overhangs in the outdoor area, which increases risk of falls and limits minors' access to the school during rainy weather. The Commission recommends that overhangs be installed or some other solution is implemented.
7. The Commission renews last year's recommendation to redo the Astroturf.
8. The Commission recommends that the carpeting be removed or replaced.

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9. The Commission shares the Institution's concern about the lack of clear evacuation plans for F2 and direct file youth. The Commission requests updates from Institutions as to the development of this plan.

Signature of Commissioner(s) preparing this report:

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

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

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

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