

# County of Santa Clara

## Probation Department

Juvenile Hall  
840 Guadalupe Parkway  
San Jose, California 95110

Administrative Offices  
840 Guadalupe Parkway  
San Jose, California 95110



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Karen Fletcher  
Acting Chief Probation Officer

May 29, 2014

Penny Blake  
Juvenile Justice Commission  
840 Guadalupe Pkwy  
San Jose, CA 95110

Re: Response to the 2014 Juvenile Justice Commission Report on Juvenile Hall

Dear Chairperson Blake,

The following is a response to the Juvenile Justice Commission Inspection Report and Recommendations prepared March 2014 on the Santa Clara County Juvenile Hall Facility.

The Commission member's dedication to safe, sound and healthy conditions for our youth is appreciated and viewed as important by the Probation Department. Their comprehensive report reflects the significant effort and time committed to reviewing the policies and practices of the Juvenile Hall.

The responses below are enumerated in a manner that is consistent with the inspection report.

**Recommendation One:** Juvenile Hall should continue to closely monitor the number of youth 13 years old or younger who spend time in Juvenile Hall.

**Response:** Juvenile Services Division continues to utilize and explore numerous options in an effort to keep the number of 13 year old and younger youth from being detained in Juvenile Hall. Such options include, return to family, wraparound services, community release program, electronic monitoring program and community placements. Only those youth who have escalated in their behavior so quickly by running through the various strategies to assist them and who present a safety risk to the community are detained.

**Recommendation Two:** Juvenile Hall Management look into the Control Area functioning as security issues were reported to visiting Commissioners during their initial inspection of the facility.

**Response:** Probation management is aware of the dated control desk and security system. This past year a security system consultant was brought into Juvenile Hall to evaluate the system and make recommendations to update it. The evaluation report was recently received and is currently being reviewed to determine which recommendations make the most sense for the department moving forward.

**Recommendation Three:** The unlocked Suggestion Box should be secured.

**Response:** This recommended action has been completed.

**Recommendation Four:** Notify the Commission when the kitchen remodeling has begun.

**Response:** The Juvenile Hall Kitchen Project is in the final stages before going out to bid. The architect(s) and engineer have been out to the site several times in the past few weeks to finalize the plan so the project can be put out to bid. The current estimate is to start construction in early to mid-Fall.

**Recommendation Five:** Work with medical staff to identify food issues such as gluten intolerance, dairy intolerance and allergens.

**Response:** The Food Service and Medical staff continues to work together to identify and provide meals for youth with food allergies.

**Recommendation Eight:** The Commission is recommending as part of the OC Spray Policy, that a Juvenile Hall Supervisor shall consult with the Juvenile Hall Medical Department to review the minor's medical and mental health history prior to the use of OC Spray, and that a Nurse or medical personnel be present at the extraction site in case of a medical emergency. The Commission believes that having a medical person present when OC Spray is used is in the best interest of the minor and the staff in case an adverse reaction occurs.

**Response:** The Juvenile Hall Supervisor on duty has the responsibility to ensure that consultation with the medical clinic occurs prior to the use of OC Spray in situations that might require a non-voluntary room removal. The existing policy will be modified to include the presence of the nurse prior to the room removal when OC is used.

**Recommendation Nine:** During our 2013 inspection Juvenile Hall Managers stated that plans were being considered to initiate Juvenile Hall Orientation in a classroom setting, in addition to the point-of-entry orientation presently provided to all the youth. Commissioners recommend that Managers revisit this concept.

**Response:** Effective September 2013 Juvenile Hall opened the Assessment and Orientation Unit. Interactive orientations are now taking place with youth. Orientations span from Juvenile

Rights and Rules provided by the counseling staff, to discussions on Food menus and healthy choices provided by the kitchen Manager, to religious services provided by the Chaplain and medical services provided by the nurse. The youth have received these orientations very well. Future orientations may include system partners like the County Office of Education and the Department of Alcohol and Drug Services.

The Probation Department recognizes and understands the significant role of the Commission and supports the effort to ensure proper conditions of confinement are adhered to. We are always grateful for the opportunity to clarify questions and provide responses in any and all areas.

Sincerely,



Karen Fletcher  
Acting Chief Probation Officer

c: Jeff Smith, County Executive  
Honorable Patrick Tondreau, Presiding Judge  
Cheryl Stevens, County Counsel  
Robert A. DeJesus, Deputy Chief Probation Officer