

County of Santa Clara

Probation Department

Juvenile Division
840 Guadalupe Parkway
San Jose, California 95110

Administrative Offices
840 Guadalupe Parkway
San Jose, California 95110



Laura Garnette
Chief Probation Officer

April 13, 2017

Raul Colunga, Chairperson
Juvenile Justice Commission
840 Guadalupe Parkway
San Jose, CA 95110

RE: Response to the 2017 Juvenile Justice Commission Inspection Report on Santa Clara County Juvenile Hall

Dear Chairperson Raul Colunga:

The following is a response to the Juvenile Justice Commission Inspection Report and Recommendations dated March 7, 2017 on the Santa Clara County Juvenile Hall Facility.

The Probation Department is genuinely appreciative of the Commission's time, effort, collaboration, and commitment to improving services and conditions for the youth in our rehabilitation facility.

Recommendation One: As in the March 2015 and the April 2016 reports, it is recommended that funds be allocated in 2017 to correct the issues identified by the JJC and Probation Department, by upgrading the identified equipment, addressing heating and air conditioning issues in the Control Room.

Response: On January 24, 2017 the Board of Supervisors approved a capital improvement project, 263-CP17034 to replace the existing antiquated Juvenile Hall video surveillance system. The new video surveillance system will put measures in place that will add and increase the safety of the youth in Juvenile Hall. As installation of the new video surveillance system begins, the Department will explore options to address the climate control issues in the Control Room where the monitors are located.

Recommendation Two: Continue to explore and implement measures to eliminate graffiti and marking on unit room doors and walls.

Response: The Department has reached out to other jurisdictions in an effort to explore options and ideas surrounding this ongoing issue. The goal is to give a youth a different avenue of expression which will decrease graffiti in their rooms, at the same time providing an outlet of

expression. One option that will be explored is a program developed by Santa Barbara Juvenile Hall that utilizes a section of a wall in a youth's room that is painted with chalk paint. Youth are then able to explore a more positive artistic avenue in the place of inappropriate graffiti.

Recommendation Three: Begin assessing Community Based Organizations (CBO) programs for effectiveness.

Response: The Department contracts with CBOs to provide workshops and one-on-one counseling in living units within Juvenile Hall on a weekly basis. The Multi-Agency Assessment Center (MAAC) will begin to work with the Department's Research and Development Unit to create an appropriate assessment to evaluate effectiveness and outcomes for all CBOs who provide service to our youth.

Recommendation Four: For "follow-up" incident reports, use the original IR number rather than a new number for ease of tracking.

Response: The Juvenile Hall Managers will meet with the Information Technology Division to discuss the viability of the recommendation. The incident reporting data base will be reviewed and evaluated to determine if the current system meets the Department's current needs.

Recommendation Five: Evaluate options for providing a 30 to 90-day supply of critical medications to youth released from custody to support the sustainability of health improvements.

Response provided by Custody Health Services of Health and Hospital Services and Probation: Juvenile Hall Medical Services and Probation are exploring avenues surrounding medication and youth released from custody.

Currently, youth who are released from Juvenile Hall custody to congregate care (Placement), are provided a three day medication packet. All other youth released from Juvenile Hall custody, not going to a (Placement), are provided a 30 day prescription that is given to the youth's parent or caregiver upon release which can be filled by their nearest pharmacy.

Recommendation Six: Evaluate scheduling options for the benefits eligibility worker to improve completion rates in outreach to families.

Response: In an effort to reach all parents or caregivers of youth detained in Juvenile Hall with respect to benefit assistance, the Probation Department will provide information on Medi-Cal, CalWorks, and CalFresh benefits in the Juvenile Hall Parent Orientation packet. Benefit information will also be covered in person at the Parent Orientation and again with each youth upon release from Juvenile Hall. It is our intention to outreach and provide valuable information to all caregivers of youth who are or have been detained in Juvenile Hall.

Recommendation Seven: Continue and intensify collaborative efforts to integrate and coordinate physical and behavioral health services to youth.

Response: Response provided by Custody Health Services and Behavioral Health

- We will clearly define the information gathered and provided by Behavior Health for medical staff concerning screening and evaluation information. We will incorporate Behavior Health's screening history into the medical clinic workflow. Behavior Health's assessment

and screening history will be part of medical personnel's reference in making clinical assessment and triage. The new process will begin in April of 2017.

- We are initiating a pilot program, an interdepartmental shift report daily, starting April 2017 to better facilitate the exchange of patient information to optimize patient care. We anticipate that with Behavior Health's Healthlink go live in November, the integrated electronic medical record will enhance the interdepartmental communication piece of this plan.
- On a quarterly basis, interdepartmental meetings between Behavioral Health and Medical department will take place to promote communication, provide comprehensive medical/behavior health care, proactively building providers' relationship and create brief interventions to didactic. The first meeting will take place in June of 2017.

Recommendation Eight: Make it a high priority to offer college courses and adult education options to Juvenile Hall students who have graduated from the Osborne School or met high school requirements.

Response: Probation and the County Office of Education (COE) will continue to explore opportunities for youth to continue with higher education while in custody. Probation and COE have included a College Liaison for youth who have graduated. The College Liaison assignment will be guiding the graduates in creating a college plan to meet their goals beyond their time in this facility; walking them through all higher education procedures necessary for successful enrollment and completion. This includes application processes (California Community College [CCC] Applications), financial aid completions (FAFSA, Fee Waivers, Scholarships), transfer planning (California State University/University of California planning), tutoring, and coordination of online college courses in-facility for graduates who will be remaining in the facility after detention (class registrations, assessment testing, book order coordinating communications with professors and college campus, etc.)

Recommendation Nine: Evaluate the impact of special education classroom closure.

Response: Juvenile Hall management and COE have had ongoing conversations to address youth in custody and special education needs. As the bulk of youth are residing in our security units, a plan was implemented and is in place to have two dedicated rooms in each of the security units to address special education needs.

Recommendation Ten: Continue to investigate innovative ways for students to rapidly obtain credits.

Response: Response provided by County Office of Education

The Santa Clara County Alternative Education Department is currently strengthening the core academic program to be a blended learning model where students work independently, collaboratively, in classrooms, and online. Each student is assessed regularly and provided target instruction and course work that is aligned to their learning needs, skills, and educational plan. Student typically are credit deficient and therefore need additional credit recovery. To assist in this endeavor, students are able to access Odysseyware to gain valuable credits. Students who are on target to graduate on time also benefit from Odysseyware as these courses are A-G

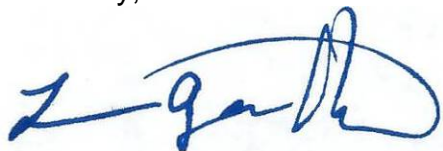
approved which will assist in potential to be college ready. In addition, this coming year we will be piloting a new program that will allow students to test out of courses based on academic proficiency. This will support strong students to accelerate their educational plan.

Recommendation Eleven: Report on the number of students denied educational services for more than two consecutive days, or a series of removals that constitute a pattern that total more than ten schools days in a year.

Response: A protocol was developed and implemented in collaboration with COE that students will not be denied their right to educational services. This practice has allowed all students to continue with their educational course work with no long-term interruption. If a youth is kept out of school for a safety concern due to violence or threats, the Supervising Group Counselor will contact the COE school staff, principal, teacher in charge, and school office coordinator. A defined educational plan for the youth will be developed pending the students return to the classroom. Every student must receive their allotted educational minutes each day while in Juvenile Hall.

On behalf of the Probation Department and Institutions Division, I would like to express my sincere appreciation to the Commission for its steadfast attention to conditions of confinement and strong desire to see that youth are provided the best services possible. Equally important, the department shares in the common goals set out for improving services for our youth.

Sincerely,



Laura Garnette
Chief Probation Officer

Cc: Jeff Smith, County Executive
Martha Wapenski, Deputy County Executive
Honorable Katherine Lucero, Presiding Judge
Cheryl Stevens, County Counsel
Nick Birchard, Deputy Chief Probation Officer