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SANTA CLARA COUNTY JUVENILE HALL INSPECTION REPORT – 2022

MAY 2, 2023

TABLE OF CONTENTS

<u>EXECUTIVE SUMMARY</u>	<u>3</u>
<u>COMMENDATIONS AND RECOMMENDATIONS</u>	<u>6</u>
<u>INTRODUCTION AND AUTHORITY</u>	<u>8</u>
<u>ADMINISTRATION/OPERATIONS</u>	<u>9</u>
<u>JH YOUTH</u>	<u>10</u>
<u>FACILITIES</u>	<u>13</u>
<u>INTAKE PROCESS</u>	<u>14</u>
<u>POLICIES AND PROCEDURES (P&P)</u>	<u>17</u>
<u>BEHAVIOR MANAGEMENT</u>	<u>19</u>
<u>INCIDENT REPORTS (IR), DUE PROCESS, GRIEVANCES, AND USE OF FORCE AND RESTRAINTS</u>	<u>20</u>
<u>MULTI-AGENCY ASSESSMENT CENTER PROGRAMS AND ACTIVITIES</u>	<u>21</u>
<u>BEHAVIORAL HEALTH</u>	<u>23</u>
<u>MEDICAL SERVICES</u>	<u>25</u>
<u>EDUCATION</u>	<u>28</u>
<u>YOUTH SURVEY</u>	<u>31</u>
<u>EQUITY AND SOCIAL JUSTICE</u>	<u>33</u>
<u>SUMMARY AND FINDINGS</u>	<u>34</u>
<u>APPENDIX A: Documents Reviewed</u>	<u>36</u>
<u>APPENDIX B: Juvenile Hall Youth Survey</u>	<u>37</u>
<u>APPENDIX C: Youth Survey Results</u>	<u>39</u>

EXECUTIVE SUMMARY

The Santa Clara County Juvenile Justice Commission (JJC) conducted its 2022 annual inspection of the Santa Clara County Juvenile Hall (JH) operated by the Santa Clara County Probation Department. JH traditionally has been a short-term detention facility used primarily for youth who have been arrested and who for certain safety reasons, must remain detained until the case has been decided and placement is identified. This changed with the passage of SB 823 and the long-term commitment of youth and young adults who in the past may have been committed to the Department of Justice, now are retained at the local level. Though those youth are now residing in Juvenile Hall, this report will not address their services.

Members of the JJC began its annual inspection in January 2022 through interviews with managers, staff, educators and medical and behavioral health personnel along with reviews of data reports, the JH Policy and Procedure Manual, state and local governmental and judicial inspections, studies on incarcerated youth and other documents. A survey of the detained JH youth provided a view of their experiences and goals. Most of this inspection was done virtually as the result of JH restrictions to protect the safety of the detained youth from the Covid pandemic. However, the Commissioners were able to walk through the facility several times.

The JJC found JH well-supervised and thoughtfully managed in compliance with Title 15 and 24 of the California Code of Regulations. The presence of Covid continued to have a significant impact on the operations of the facility throughout 2022. Most Covid-specific practices developed in 2020 were still in effect in 2022. The number of youth detained in JH has gradually increased. JH staff showed significant adaptability to meet the obstacles created by Covid and still were able to care for and protect detained youth. Though the population of girls had been decreasing, there was a gradual increase in girls detained over the 2022 year.

The collaboration between Probation, Public Health and Custody Health remained strong during 2022. The County mandated that all County workers must be current with vaccinations by January 24, 2022. Under this policy, unvaccinated individuals were not permitted to work at JH, even if they have an exemption from the vaccine mandate. The Delta and Omicron variants hit the general community hard and had an impact on staffing throughout 2022 with a large number of staff on medical leave. The total number of youth with Covid in 2022 exceed the number for the previous two years.

Compounding their efforts to meet the demands of protecting youth and staff from Covid, Probation was tasked to create the Secure Track program in JH by July 1, 2021, to comply with SB 823, which shifted the rehabilitation responsibility of youth who would have been committed to the California Department of Juvenile Justice (DJJ) to local jurisdictions. This planning and implementation took substantial attention and resources to tackle. Now implemented, resources remain limited.

The JJC focused on the Intake process for youth during this inspection. Step-by-step, we followed the youth being brought into the facility by a police officer through their interviews and placement in a unit if the RAI assessment tool found them necessary to detain. The JJC went through their orientation and evaluations by medical and behavioral health specialists.

One of the most significant 2022 impacts was the return of programs for youth provided by

community organizations. Many had been put on hiatus during Covid. Religious services had not returned in person during 2022.

Medical Services continued to screen for Covid infections and assisted Probation in developing safety protocols used by all JH staff, which included training in testing JH staff for the Omicron variant. Clinic staff were flexible in housing Covid positive youth in the Clinic beds and on JH units if more beds were needed. Of a particular challenge in 2022 was the increased number of youth admitted to JH from the James Ranch (JR) because of Covid exposure on that site. Youth who were using opioids and needed treatment and care while going through withdrawals also saw an increase. The medical unit conducted 482 physical exams during 2022. They also provided routine vaccinations and screening for venereal diseases. Medical Services believes that their staffing is insufficient to conduct their range of responsibilities. More medical doctor and medical clerk hours are needed.

Osborne teachers have replaced Edgenuity in working with students in credit recovery. RenStar testing is more frequent, and testing cycles now are based on when a youth enters JH. Testing results have been provided to teachers to help identify areas for instruction focus. The hope was to conduct the testing every 45 days, but that has not been enough staff to achieve that goal. COE and Probation began introducing Career and Technical Education opportunities to JH youth. COE now has an Educational Navigator to help youth transition to their home district and a College Liaison to assist youth in pursuing classes at local community colleges. Virtual forklift training has been offered to youth.

The Policies and Procedures Manual became on-line through the introduction of the Lexipol to generate a policy and procedures manual which provides both adherence to statewide standards and adaptability to county policies.

Behavioral Health Services was completely redesigned during 2022. Two teams were formed with one focusing on JH and JR and the other more community-based to include youth on probation but not in custody. A best practices model named Neurosequential Model of Therapeutics became the modality of all BH trained staff. Therapists were thus able to follow youth even if they were placed in the JR.

Looking at the youth survey results, the majority of the youth felt safe during their stay in JH and consider their families as an important support. Most youth identified positive relationships with staff and teachers. Nearly half the youth felt they were doing better at Osborne School than in their previous school. JH youth identified positive goals they wish to achieve in the future. However, as in years past, they want more variety in their food and snacks and have issues with the lack of hot water for showers. Youth were also in single rooms because of Covid. Some youth described being lonely.

Disproportionality in the number of Latinx and Black youth detained in JH continued to be a challenge even though major successful efforts have been made over the years to decrease the overall population of youth in JH. The largest contributing factor in the population decrease can be attributed to the juvenile justice system's response to Covid. However, the percentage of Latinx youth in JH has not changed and the percentage of Black youth actually has increased. The JJC also identified nine youth currently in Osborne School being Native American even

though that category is not listed in the ethnicity categories for JH population. However, disproportionality is not JH's issue alone. The JJC found that the number of arrests also showed disproportionality. As was stated in the JJC JR report, "this persistence [of disproportionality] reinforces the JJC's call to address equity and social justice issues upstream of the justice system, to disrupt the school-to-prison pipeline."

Finally, as has been stated in past recommendations, the need for data reports is essential, especially outcome data to determine if programming efforts are successful and if not, to determine where improvements should be made.

COMMENDATIONS AND RECOMMENDATIONS

Commendations

- The Probation Department, Public Health Department and Custody Health for their continuing response in responding to the pandemic to ensure the safety of staff and youth including adapting to the increase in population brought about by the Covid transfer of youth from the James Ranch to the Juvenile Hall.
- Alternative Education for the support provided to Osborne School and the expansion of Career Technical Education (CTE) options.
- JH nurses for adapting to the increased needs of youth in both mental and physical health, especially the increase of youth experiencing withdrawal symptoms from opiate use.
- The Juvenile Probation Department for adapting and adopting on-line Lexipol policies and procedures.

Recommendations

Previously Recommended

Juvenile Justice System Partners

- Convene our Juvenile Justice partners to address the continuing disparity of black and brown youth being arrested and detained in Juvenile Hall.

Probation Department

- As recommended in previous reports, evaluate the efficacy of JH programs (e.g., PBIS, youth centered drug treatment programs) on an annual basis.
- Rewrite all materials posted or disseminated to parents or youth to ensure that materials are at a suitable reading level for their target audience. Youth in custody and their parents often have significant deficits in their reading abilities. Translations of these materials into the languages most frequently used in this county are also necessary.
- Make available all complaints, data gathered, and the resolution of the complaints to the JJC for review. While Probation considers complaints related to personnel issues as their purview only, the JJC believes that the review of all complaints fall under the JJC responsibility to oversee treatment of youth within institutions and with the proper redaction, these complaints can be released to the JJC for review.
- As was recommended in 2020 and 2021, reach out to other Bay Area counties to develop Mutual Aid Agreements so that assistance can be rendered in the event an emergency necessitates moving Santa Clara County youth to another facility. This approach is preferable to moving youth to the County Jail as is the current alternative.

- Provide reports that analyze all data involving physical intervention, IRs, due process forms and grievances to JH managers and supervisors and other agencies that deliver services to the youth in JH to mitigate and prevent certain behaviors.
- Continue to develop alternative menus and snacks that provide additional food and are appealing to the youth that still meet nutritional guidelines and are culturally appropriate. In the JH youth survey, youth continue to report complaints about the choice of food, the amount available and the lack of snacks in the units.
- Continue evaluating issues specific for Santa Clara County in the Policies and Procedures.

Custody Health

- Continue seeking appropriate community partners to address the needs of youth using increased amounts of dangerous opiate drugs and marijuana.
- Increase medical doctor and medical clerk hours which are necessary based on the increased population.

Fleet and Facilities

- Make adverse facility environment issues (e.g., lack of hot water) at JH a high priority for response. In the youth survey, a significant number of youth still reported the lack of hot water for showers.

New Recommendations

- Identify and report Native American youth in detention as a distinct group rather than grouping them in the “Other” category. Make available culturally specific programming for Native American youth and assign Probation staff who identify as Native American.

INTRODUCTION AND AUTHORITY

The Santa Clara County Juvenile Justice Commission (JJC) is a state-mandated, court-appointed authority. The JJC's purpose is to inquire into the administration of juvenile law in Santa Clara County. The JJC is dedicated to the promotion of an effective juvenile justice system operated in an environment of credibility, dignity, fairness, and respect for the youth of Santa Clara County.

In fulfillment of these responsibilities, the JJC began its annual inspection of JH in January 2023, pursuant to California Welfare and Institutions Code (W&I) §229. JH is intended for short-term confinement, primarily used after a youth, 14 –18 years old, has been arrested. A youth also could remain detained based on certain safety factors until the youth's case is decided by the Court and placement has been identified.

JH is required to comply with Title 15 and 24 minimum standards of the California Code of Regulations for local juvenile detention facilities. These regulations set standards for the management and conditions of detention facilities, treatment of and programming for youth, education, behavioral health and medical services, recreation/exercise, the handling of personal effects and food and nutrition.

The JJC inspection team of 13 commissioners conducted onsite and virtual interviews and discussions with administrators and staff from Probation, the County Office of Education, Osborne School, Behavioral Health and Custody Health Services. Commissioners reviewed internal documents related to JH operations, Probation's Policy and Procedures Manual, mandated inspections reports from Superior Court and other state and local agencies, statistical reports from support agencies, previous JJC JH reports and articles and reports focusing on juvenile justice. The following report contains the results of the JH inspection in JH administration/operations, facilities, the intake process, behavior management, disciplinary actions, programs and activities, behavioral health and medical services, education and a survey of the JH youth. Interwoven in this report is the impact of Covid on the way JH operated and services were provided in 2022.

For emphasis, [new and notable information is identified in blue font.](#)

Prior years JJC reports are available at the Santa Clara County Superior Court website at <http://www.sccsuperiorcourt.org/juvenile/jjc.htm>.

ADMINISTRATION/OPERATIONS

Juvenile Hall (JH) is operated by the Juvenile Probation Division of the Santa Clara County Probation Department. JH traditionally has been a short-term detention facility used primarily for youth who have been arrested and for certain safety reasons, must remain detained until their cases have been decided and placement has been identified. JH staff manage the operation of services provided to youth while detained in the facility. Operations include the provision of basic needs – food, clothing and housing to overall safety, security and order throughout the institution. In addition, Administration/Operations coordinates with program providers for education, mental health services and enrichment activities. These responsibilities have always been challenging but were especially so during the last 3 years with Covid.

Covid Impact on Operations

Even though the general community has relaxed several regulations in 2022, JH response to Covid did not change. Covid policies and procedures remained in effect. Masks were still required for staff and youth. Staff continued to be tested every day and were required to be vaccinated but did not need to show proof of receiving boosters.

During 2022, one hundred and ninety-three (193) staff tested positive, with a peak of 89 staff in January 2022 followed by 62 in June. As in previous years, staff testing positive were instructed to isolate at home until tests show negative results. Thirty-seven (37) youth tested positive in 2022 which is significantly higher than in previous years. Most of these youth contracted Covid from contact with staff. As in the previous year, the youth experienced either low or no symptoms. Positive youth remained in their units away from other youth or if displaying symptoms, were transferred to the Medical Clinic.

Community Based Organizations that provide services to youth returned in-person to JH in 2022, except for religious services, which is expected to provide in-person support in 2023.

Staffing

Significant upper management changes occurred in JH in 2022 resulting from retirements and promotions. The Deputy Chief for Institutions also assumed the role of the Assistant Probation Chief. One of the JH Managers positions became vacant and was filled on an interim basis. A new Deputy Chief for Juvenile Services also was appointed.

JH has a total of 177 staff down from 179 reported in 2021. This total includes group counselors, supervisors, managers and a Deputy Chief for Institutions. At the time JJC Commissioners met with JH Managers in late January 2023, seventeen (17) positions were vacant and 23 extra-help staff were utilized. Most of the extra-help staff have received CORE correctional officer's training and the remaining are scheduled for training. Overtime was still used to maintain State and Prison Rape Elimination Act (PREA) staffing standards.

Other County Agencies in JH

Santa Clara County Department of Health Services provides staff for custody health services in the JH Medical Clinic. County Behavioral Health Services Department oversees mental health and substance use services. The County Office of Education delivers education services.

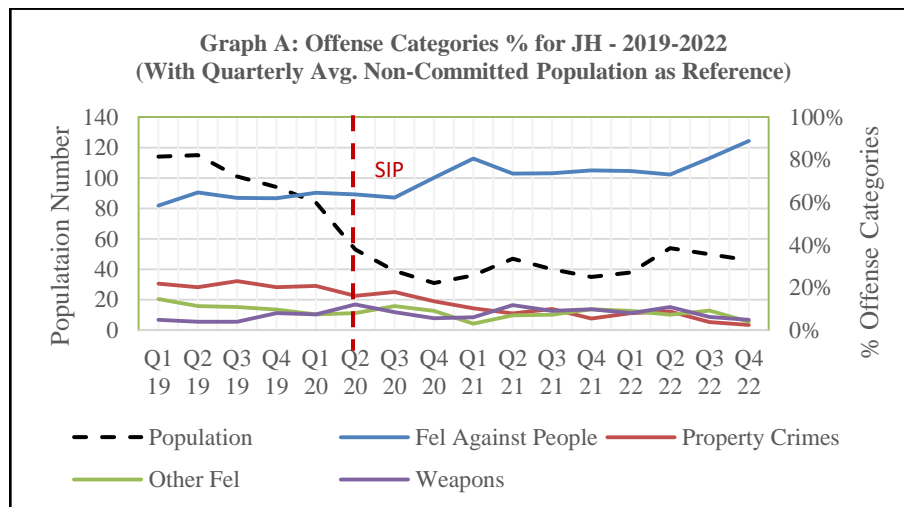
JH YOUTH

Currently, the youth and young adults housed in JH fall under four categories. In the first category are youth who are detained while their cases proceed through the court process (pre-disposition and post-disposition) and are awaiting placement. The JJC focused on this category of youth for its inspection. The second category is a very small number of youth (on average 1 youth a month) who have been committed to JH for a brief period rather than being sent to the James Ranch.

The third category are youth and young adults who have been transferred from County Jail. The final category are youth committed to the Secure Track (ST) Program (formally renamed Secure Youth Treatment Facility (SYTF)). With the passage of SB 823 closing the State Department of Justice, Juvenile Division (DJJ) institutions throughout the state, youth and young adults who would have fallen under DJJ jurisdiction now serve their commitments locally. In this County, these youth have been committed to the ST Program in JH for approximately the past two years. The JJC will conduct its annual inspection of the ST Program separately. Consequently, the data provided in this report will include only those youth who were proceeding through the Court process and awaiting placement.

Offenses of Youth Detained

Graph A¹ gives a breakdown of the types and percentage of the offenses for which youth were detained in JH from 2019 – 2022 compared to the quarterly average population of youth awaiting disposition and placement (non-committed). As can be seen, youth with felonies against people account for an average of 71% of the total offenses over the three years. However, since the beginning of Shelter-in-Place (SIP) for Covid, the percentage for this category has climbed and



for the last three quarters of 2022 the increase has been steeper. The percentage of the remaining offense categories have slowly decreased during the reporting period, in particular property crime. Looking at the population over the four years, while the population decreased, the breakdown of offense percentages generally has remained the same.

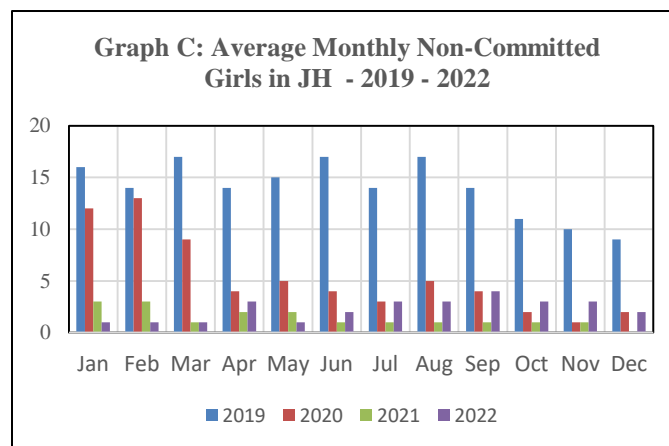
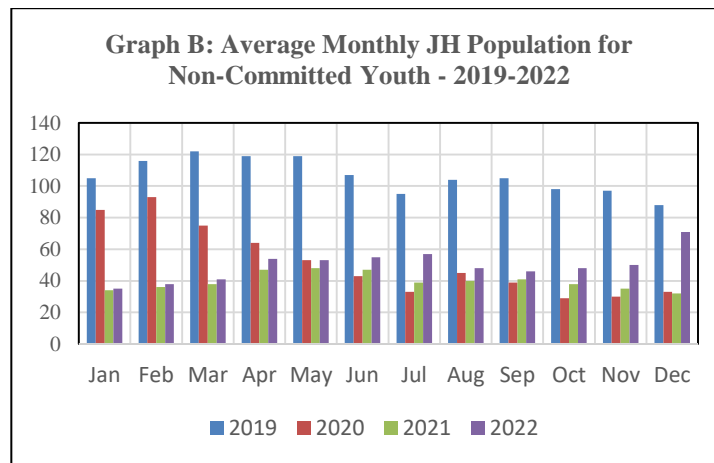
¹ All numbers in this section and the Intake Process section were provided by the Santa Clara County Juvenile Probation Department.

Population

Looking at the average monthly population of youth awaiting the outcome of their cases and placement in Table 1, the overall monthly average was 109 in 2019 and then dropped by 51% in 2020 when SIP was instituted in the second quarter. This downward trend carried over in 2021 and in 2022, the average monthly population increased by 18%.

Year	2019	2020	2021	2022
Mo. Average	106	52	40	47
% Change		-51%	-30%	18%

Graph B shows a monthly comparison from 2019 to 2022 where the decrease has been detailed. While the monthly population variations remain across 2022, it is interesting to note the very sharp rise in Dec 2022 (monthly average of 70).



As was reported in last year's inspection report, the number of girls in JH has decreased dramatically since 2019. In Graph C, the average number of girls awaiting disposition and

placement was 14 in 2019. A low point was reached in 2021 with an average of one girl a month. In 2022, the average increased to two girls a month.

Race and Ethnicity

In last year’s report, the JJC noted that in comparison with the breakdown of race/ethnicity of youth in Santa Clara County, JH detained a disproportionate number of youths of color. This has continued in 2022. While the average number of detained youth awaiting disposition and placement daily in JH decreased dramatically during Covid in 2020, the percentage of youth of color/ethnicity did not change. As shown in Table 2, Latinx youth still comprise the largest group of detained youth with a high of 86% in 2021 followed by Black youth at 13% in 2022. In comparison, Latinx only represent 33% and Black 2% of overall youth in Santa Clara County.²

Please note that Native American Indian is another minority who have been disproportionately involved in the justice system. However, they have not been categorized in the demographic data for the JH population. It appears they are grouped into the “Other” category. The Commissioners learned that nine youth who identify as Native American Indian currently attend JH Osborne School and 44 Native American Indian youth attended during the 2022-2023 school year. It is unclear to the Commissioners if JH offers any programs specific to Native American Indian youth only, for example, programs that meet the spiritual needs of these youth.

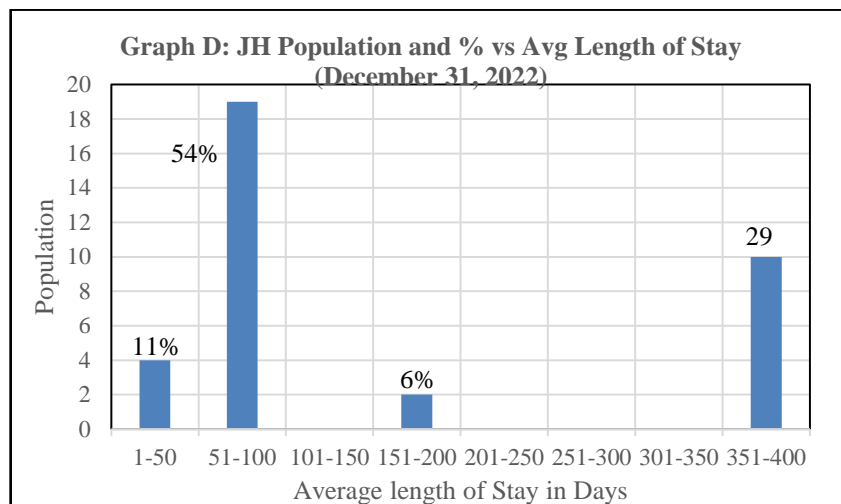
	Asian		Black		White		Latinx		Other		Total
	No.	%	No.	%	No.	%	No.	%	No.	%	
2019	4	4%	8	7%	8	8%	84	80%	1	1%	105
2020	1	2%	4	8%	4	7%	43	82%	1	2%	52
2021	1	1%	2	5%	1	3%	34	86%	2	4%	40
2022	1	2%	6	13%	2	4%	35	75%	3	5%	47

Length of Stay

As was stated above, JH is intended to be a short-term detention facility. In Graph D, using the JPD daily population report of December 31, 2022, as a snapshot for the length of stay for JH population awaiting court and placement, Graph D shows that 65% of the youth were detained for less than 100 days which is more than was reported in 2021 (59%). The percentage of youth with the longest stays (392 days) is larger (29%) than was reported (5.9%) in the snapshot for 2021. Ten youth with the longest length of stay at 392 days were waiting transfer hearings on whether they will stay under the jurisdiction of Juvenile Court or be transferred to Adult Criminal Court.

The length of stay falls out of JH control. Decisions that affect the length of stay are made at various points in the process by other system members. The seriousness of the allegations may require additional court preparation time and the presence of co-participants in adult court could delay the resolution of a youth’s case.

² 2022 Santa Clara County Children’s Data Book published by Santa Clara County Office of Education and Kids in Common, pg. 4. The children in Santa Clara County comprise 37% Asian, 33% Latinx, 20% White, 2% Black and 8% two or more races.



FACILITIES

With the Omicron variant more under control in January 2023, Commissioners were able to inspect the facility in person and discuss the state of the facilities with the JH management and Support Services Manager for Juvenile Probation. It was mentioned that a new facilities manager was hired to oversee countywide Probation facilities and liaison with County Facilities and Fleets.

At the time of the inspection, nine of the 13 units were in use at JH with capacity held at 14 for each unit to enable single occupancy in each room. This is a higher number than was allocated during Covid. The unit allocation remained somewhat similar to 2021, with as many as two units serving as observational units for boys entering JH. Youth were required to quarantine for eight days (down from previous guideline of 14 days) before entering the general population. One unit was used for new female entrants as well as for all other female youth including security youth, general population, and ST. [During 2022, the number of male youth in ST increased resulting in the opening of a second unit.](#) Other units were allocated for youth from JR as needed (Covid exposure or weather- related emergencies).

Food Services

Youth continued to eat in their individual units, rather than at the cafeteria. Instead, the cafeteria was used as a staging area to load meals into delivery carts. All meals were delivered from the kitchen to individual units. The kitchen infrastructure had not changed from the previous inspection.

Supply chain issues that affected the JH food services in 2021 have decreased significantly. Prices of certain items continue to remain high. However, this does not impact the menu and the JH continues to provide menu items based on federal nutritional guidelines. Sometimes changes are made based on availability and suitable options.

In order to address previous youth complaints about insufficient food amounts, most youth have been provided double entrees on request (most had requested them). Youth continued to complain about food and an effort were made to make changes often in coordination with the

changes at JR.

Other Support and Facility Areas

- Laundry: Two new dryers are finally on-order to be delivered. These were expected in 2022 (as noted in the 2021 report) but have been delayed due to approval cycle and supply chain issues. The laundry policy is to do washing by unit and tag clothes per individual. This allows the youth to retain their own set of clothes.
- Gymnasium: The gymnasium continued to be in good condition and used by juveniles for various activities. No significant changes were made to the gymnasium. Plans are in place for a new floor.
- Outdoor Area/Fields: Probation continued to follow drought policy concerning the field. The field and outdoor area is minimally maintained and not being used. Bushes were removed in 2021 to address rodent issues and in their place, agave plants and maple trees were added. Plans are being considered for putting in artificial turf. Nothing is growing in the popular vegetable garden at this time.

Fire Marshals' Report (State and Santa Clara County)

Both agencies conducted inspections in 2022 and reported deficiencies in the standpipe and hose system. As of the writing of this report, the Commission has not received any documentation of corrections noted in the reports.

INTAKE PROCESS

For this year's inspection, JJC focused on a review of the intake process for youth brought into JH. This included a physical walk-through, as well as virtual meetings, with Probation Administrators and staff members.

After an arrest of a juvenile, Probation has requested that officers call ahead and confer with the JH screening officer to determine if other options are available to utilize, in lieu of bringing the youth into JH. This practice began during the Covid pandemic and has continued depending on the arresting officer. JPD has encouraged police departments in the County to train officers to follow this practice. Typically, only youth who are facing WIC 707 b felony charges or misdemeanor charges involving violence are brought to JH. Youth arrested for nonviolent misdemeanor offenses or infractions generally are cited and released.

When the arresting officer arrives at JH, the youth is placed in a holding cell and is searched and receives an initial medical assessment by JH clinic staff. If the youth is not medically cleared, the officer would be asked to transport the youth to Valley Medical Center. While this is happening, the officer presents a Juvenile Contact Report (JCR) to the JH screening officer to ensure it is complete and meets all the elements of the offense(s).

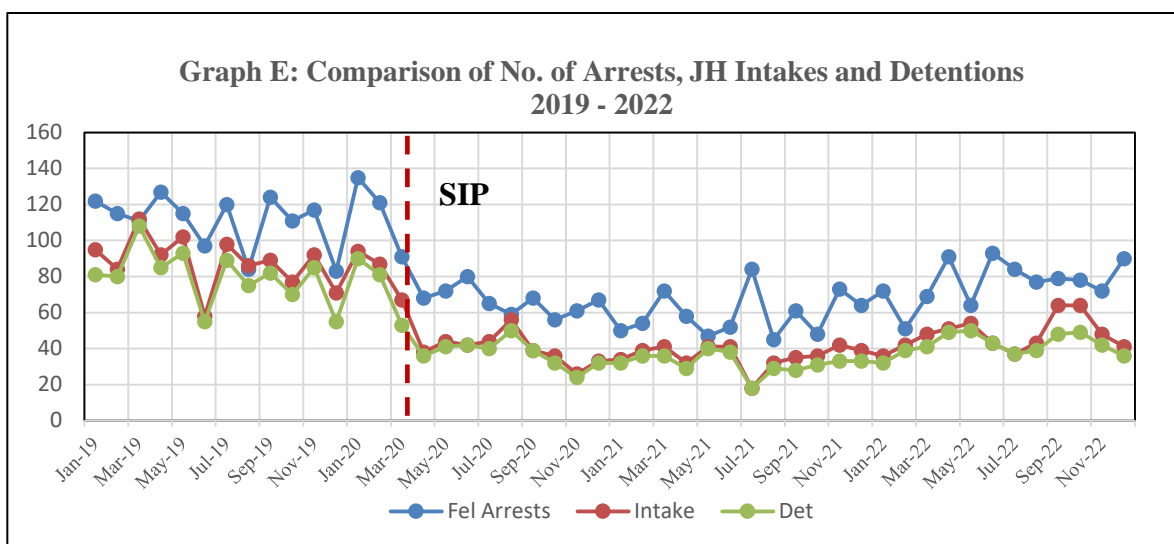
During the screening process, the youth is interviewed to gather information pertaining to the youth's family and social history, including if the youth has had contact with the Department of Family and Children Services (DFCS). JH works with a liaison from DFCS to determine if the youth has been identified as a dependent and/or the family has had any previous contact with

DFCS.

If the screening officer finds that the youth is under 14 years old during the interview, the screening officer will perform a brief assessment to determine if the youth understands the wrongfulness of their conduct. The final determination of whether to detain a youth under 14 years of age is made in consultation with the JH Manager and Deputy Chief.

With legislation passed last year and enacted in 2023, the screening officer will be sending an email to an on-call attorney within 2 hours of the youth being taken into custody.

Graph E below provides a historical illustration of felony arrests, intake and detention from 2019-2022. As can be seen in this graph, the numbers in all three categories dropped



significantly after the Covid SIP. The intake numbers and detentions decisions appear to mirror each other except the last part of 2022, when the detentions deviated from intakes. Also, can be seen is the rise in felony arrests in the last months of 2022. At this point, no inference can be made concerning felony arrests until these numbers can be tracked in 2023. The graph shows a history of variations in felony arrest from month to month.

RAI (Risk Assessment Instrument)

To guide the screening officer's decision on whether a youth will be detained or released, the screening officer then completes the RAI by assigning a score to several categories of factors.³ A youth who is 14 years of age or older and has committed a 707B offense generally will be detained at JH. The screening officer can also consider other factors including, but not limited to a violent crime, domestic violence, use of a firearm or prior delinquent history. The final score can be adjusted upward for aggravating factors or reduced for mitigating factors. For scores of 0 - 6 (low) and 7 - 9 (medium) the youth could be released with restrictions and for a score of 10 or above the youth is detained. The screening officer can override the low and medium scores based

³ This instrument was developed to measure the risk of reoffending and the risk of non-appearance in court.

on state law and local policy (mandatory overrides) or for other reasons (discretionary overrides). The reasons for discretionary overrides, as outlined in last year’s inspection reports, include:

- Self/Victim/Community safety
- Parent/Guardian issues
- Family Violence at Home
- Violations of probation (e.g., technical, substance abuse and new arrest)
- Domestic Violence with mitigating factors
- Other reasons (not defined)

In reviewing the data⁴ for discretionary overrides, the largest category of overrides seems to be Self/Victim/Community Safety at 47% in 2021 and 30% 2022, followed by Parent/Guardian not located (16% and 20%) then Parents/Guardian refuse custody (7% and 14%). Next is Family Violence (9% and 7%). During the JJC conversation with JH staff, the JJC learned that the inability to locate parent/guardian and refusal of parent/guardian generally resolves within 24 hours. So, while detention is reported in these instances, that detention appears to be temporary. These two reasons seem to account for about 30% of discretionary detention for both years. Please note, that if the decision to release is made, but the parents cannot be located or refuse to take the youth home, JH has alternatives to detain (e.g., Bill Wilson Center), but the youth cannot be released to an alternative without the parent’s/guardian’s authorization. Throughout this process, efforts are continually made to contact parents.

Table 3 below shows the breakdown of the number of detentions and overrides in 2021 and 2022. As can be seen in both years the overrides of youth with low and medium scores account for 45% of all detentions.

	2021	2022
Total Youth Detained	380	506
Total Overrides	172	230
% Detention Overrides	45%	45%

	White	Black	Latinx	Asian	PI	Other	Total
Total Youth Detained	25	33	297	14	0	11	380
Total Overrides	17	13	130	6	0	6	172
% Detention Overrides	68%	39%	44%	43%	0%	55%	45%

In reviewing the Table 4 and 5, which presents overrides for 2021 and 2022 by race/ethnicity, the percent of overrides in 2021 in comparison to the total number detained is high for White and Other (undefined) but in 2022, all categories where detentions were reported hover around 43% except, again, for the “Other” category.

Table 5: Percent of Detention Overrides vs. Total Detentions – 2022
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⁴ All data was provided by Probation’s Research and Development Unit.

	White	Black	Latinx	Asian	PI	Other	Total
Total Youth Detained	31	75	369	21	0	10	506
Total Overrides	13	32	168	9	0	8	230
% Detention Overrides	42%	43%	46%	43%	0%	80%	45%

Admissions

If the youth is to remain at JH, they are brought to the Receiving area (Boy’s or Girl’s) where any personal property is held and documented. They are allowed a phone call either to parents, lawyer or employer. In many instances, the youth may be able to contact all these parties. They are given food if they desire it, a set of clothing, and a shower. Afterwards they remain in the police admissions area to view an orientation video and receive an orientation packet. Staff will be available to answer questions. If a youth is either under the influence or disruptive, the youth will be placed in a holding cell to calm down. A staff member will check on the youth every five minutes and the maximum time a youth could be held in this holding area in 2022 was four hours (in 2023, the time was legislatively shortened to two hours). If the youth had not calmed down at the end of the four hours, staff may request additional time, but must document the reasons for the extension (safety and/or security) and receive approval from a supervisor and JH Manager.

After leaving the Receiving area, the youth is taken to the medical clinic for an assessment and undergoes a screening by Behavioral Health within 24 hours of admission. To mitigate the spread of Covid, these youth are placed in an observational unit for new admits for 8 days before transfer to their assigned unit.

POLICIES AND PROCEDURES (P&P)

Until the end of October 2022, the staff at JH was operating under the same edition of Probation’s Policies and Procedures that had been reviewed in previous years and for which recommendations have been made. That unedited edition was reviewed again this year.

Since the end of October 2022, the policies and procedures being used by JPO for JH is a two-volume set offered by Lexipol⁵ and adapted for use by this county.⁶ The first volume, Juvenile Detention Policy (JDP) covers both JH and Probation’s James Ranch facilities⁷ in circumstances where there is overlap between facilities. The second volume, Juvenile Hall Procedure (JHP) addresses JH issues specifically.

These policies appear clear and easy to follow, though most sections have a reference to forms not included in the manual. Based on the increased quantity of material, this review is limited to scrutiny of areas of concern in earlier JH Inspections.

Section 501.6.2 of JDP clearly states that no youth under the age of 12 be admitted into custody unless for murder or certain sexual assaults as prescribed by law, but missing from JDP or JHP is

⁵ Lexipol is a private company that provides policy manuals, training bulletins, and consulting services to agencies providing services for detention and investigation of law violations.

⁶ The notice that JPO was seeking an alternative approach to P & P had been flagged in previous reports.

⁷ Juvenile Detention Policy and Juvenile Hall Procedure vol.1.

a reference to SB 203⁸ which requires that all youth 17 and under have the right to consult with an attorney before being interviewed by anyone from a law enforcement agency despite the fact that there is a likelihood of investigative interrogation by law enforcement.⁹ This right is, however, addressed in the James Ranch's Procedures manual which clearly delineates the guidelines and prohibitions.

Prior to a custodial interrogation, and before the waiver of any Miranda rights, a youth age 17 or younger shall consult with legal counsel in person, by telephone, or by video conference. The consultation may not be waived.¹⁰

Previous inspections noted concern about the legibility of the Juvenile Hall Youth Orientation Handbook. A single paragraph analyzed for this purpose in the present handbook indicates the minimum grade level to understand that passage is 12th grade + education.¹¹ This does not comport with the reading deficiency recognized to be the case in most JH admittees. The sections on the rules that the youth are to follow delineated in the manual are presented at a far more legible level.¹² Experts indicate that text intended to be read by the public should be aimed at the 8th grade reading level.¹³

Since the facilities of JH and JR have been through fire, flood and Covid rehousing of youth, the issue of alternative housing in the case of an emergency is real. An Incident Command Center under emergency circumstances lists two areas on the JH site, inside and outside the gym facilities, as a base for operations¹⁴. The alternative for housing, if all other juvenile facilities are inhabitable, is the Main Jail.¹⁵ However there appears to be no Continuity of Operations Plan that indicates how youth would be acceptably integrated into that facility. In that Santa Clara and Santa Cruz shared housing during the Santa Cruz Mountains wildfires two years ago, one of JJC's previous recommendations was the development of mutual aid agreements between neighboring counties.¹⁶ As yet, to JJC's knowledge, the County has not decided to pursue such agreements.

The JJC specifically looked for a section regarding parental or citizen complaints and found none. Our previous recommendations addressed the issue of complaints and recommended the response to a parent or citizen upon the completion of the inquiry be provided not only in English, but also in the language used in the complaint. As requested previously, the JJC continues its request that all complaints, information gathered, and the resolution of complaints be made available to the JJC for review. If the matter falls under a personnel issue, names can be

⁸ Welfare and Institutions Code Section 625.6

⁹ An issue noted in the last two year's inspections.

¹⁰ James Ranch Procedure Manual Section 535.2.1.

¹¹ See recommendations in the 2021 and 2020 JH Inspection Report functional mirror the recommendation to:

Rewrite all materials posted or disseminated to parents or youth to ensure that materials are at a suitable reading level for their target audience. Youth in custody and their parents often have significant deficits in their reading ability.

¹² JHP Section 504.

¹³ Clear Language Group: <http://www.clearlanguagegroup.com/readability/>

¹⁴ JH section 401.2.1

¹⁵ JHP Section 401

¹⁶ 2020 and 2021 JH Inspections: The Probation Department should reach out to other Bay Area counties to develop Mutual Aid Agreements so that assistance can be rendered in the event an emergency necessitates moving Santa Clara County youth to another facility.

redacted before releasing the complaint and dispositional information to the JJC.

The issue of Sight and Sound separation between the young adults in the county's Secure Track program which was anticipated in previous reports has been addressed in JHD Section 509.

Juvenile Probation should be commended for adopting and adapting Lexipol's policies and Procedures. It however needs continual evaluation for issues specific to Santa Clara County.

BEHAVIOR MANAGEMENT

PBIS (Positive Behavior, Intervention, and Support), a behavior management program, had been used in the public-school setting. Probation decided to augment the existing behavior management program known as ABC to reinforce a consistent pattern of appropriate reward and discipline in both the classroom and the JH living units. Beginning in May of 2019, PBIS was implemented in the girl's unit, followed in October 2019 with two male units. In February 2020 PBIS was used in all the units. Since Covid disrupted most programming and education in JH, implementation of PBIS also has been disrupted. Teachers did not return to the classroom until March 22, 2021.

PBIS is based on the principles of being responsible, being respectful and being safe. A youth receives a Star Buck for positive behavior. The Star Bucks are tangible and can be used by youth to purchase items such as candy, personal hygiene, video games and phone calls in a weekly store. A youth on any level can earn a Star Buck. Unit supervisors with staff decide on the number of Star Bucks are needed to purchase in their unit store.

Youth are oriented to behavior management during their JH orientation period when first admitted. They also are given a Handbook that describes the program and large posters are in every unit reinforcing the guidelines. Every youth has an assigned counselor, and they meet at least once a week. Probation reported the reduced JH population has helped keep the level of inappropriate behaviors to a minimum.

The Probation Department prepared a report¹⁷ on the implementation of their Behavior Management program PBIS on August 8, 2022, that included behavior data from January through June 2022. This section highlights trends for both Star Bucks and Disciplines over four six-month periods between January 2020 to June 2022. Overall, the Commissioners see a downward trend in Star Bucks and Disciplines issued from period 1 to period 2, with an increase in both Star Bucks and Disciplines from period 2 to period 3 and from period 3 to period 4. Disciplines increased and Star Bucks declined in the most recent period. Overall, Disciplines are much lower than Star Bucks given. During January through June 2022, two hundred and seventy (270) unique youth were in Juvenile Hall. Of this number, 119 of those youth received at least one Star Buck. Only 44 percent of youth received at least one Star Buck and 56 percent of youth did not received a Star Buck. Of the 270 unique youth in Juvenile Hall, 116 youth (43 percent) received at least one Discipline during January through June 2022.

The report noted two major findings with the resulting recommendation. Finding #1: 56 % of youth in JH did not receive a Star Buck although more unique individuals did. The resulting

¹⁷ PBIS Data Results (January - June 2022), Santa Clara County Probation Department Research and Development Unit, 8/9/22.

recommendation stated that although more youth were receiving Star Bucks than in the past, more than half the youth in JH did not receive a Star Buck. That trend needed to be changed. The report was to be shared with JH staff/teachers to increase the number of Star Bucks given. Staff and teachers not giving out Star Bucks needed to be encouraged to modify their behavior.

Finding #2: The number of disciplines issued nearly doubled during that six-month period from 262 disciplines to 460 disciplines. The resulting recommendation was to identify those repeat disciplined youth, decrease the number of reminders and increase the number of Star Bucks rewarded. Staff identified as giving high numbers of disciplines and low numbers of Star Bucks would be asked to issue more Star Bucks.

The results of that study are not currently available.

INCIDENT REPORTS (IR), DUE PROCESS, GRIEVANCES, AND USE OF FORCE AND RESTRAINTS

IRs and Due Process Forms

Any medical need, injury, assault, or contraband at the JH generates an Incident Report (IR), which is entered electronically in JPO's electronic system and assigned a unique control number. Multiple IRs are entered each day and if the IR involved discipline of a youth, the youth is given a Due Process Form which allows the youth to object and challenge either the facts on which the report is based, or the subsequent discipline imposed. The IRs are filled out electronically by all staff that witnessed the incident and the Due Process Forms are reviewed by the facility programs manager. This review can result in the finding that the discipline was appropriate, the overturning of the discipline or a modification of the sanction.

The Commissioners reviewed all the Due Process forms for 2022. If the appealed incident raised concern for the JJC, the IR was tracked and reviewed. The JJC also randomly checked discipline IRs to ensure no apparent issue was overlooked. From these reviews all IRs and Due Process issues appeared to have been handled appropriately, both procedurally and substantively.

Grievances

Grievances can be filed based on any failure of the program to meet the youth's needs, or perceived unfair treatment by JH counselors and COE's teaching staff. Issues could deal with inadequacies at the facility, ranging from no hot water to not enough food. Out of the norm for 2022 were multiple grievances regarding the population changing from one housing unit to another apparently because of potential Covid issues.

The JJC continues to track all Due Process issues and monitor the Grievances in order to become aware should any problematic trends appear. Most discipline issues were as a result of the issuance of sanctions under the PBIS behavior modification guidelines.

Use of Force/Restraints

All JH's probation counselors are trained to use control techniques to control behavior in the JH units, starting with verbal commands and then advancing to the acceptable use of force which can include a hands-on safety hold or the use of handcuffs. A "Salient Features Report" is generated monthly with raw data from all the living units in the facility. As noted, our report

herein does not cover the units that house the SB 823 youth¹⁸ (ST) and the unit that houses transfers from the County Jail. The Salient Features Report does not differentiate as to whether the incidents noted occurred in the units only housing youth awaiting the court process and placement or in the units accommodating the ST and County Jail transfers. Of the total population¹⁹, Probation Counselors (PC) use of restraints ranged from a low of 1 per month (Jan. 2022) to a high of 12 (July 2022.) During this same period of time the number of assaultive incidents range from 0 (Jan, Feb, May, and Dec of 2022) to 6 (Aug. 2022.) Table 6 shows a comparison of the use of force between 2021 and 2022. As can be seen, the number restraints increased this year by 160%.

Table 6: Comparison of Use of Force 2021 - 2022			
		2021	2022
Type of Use of Force			
JH - Physical Restraint	#	1	4
	%	3%	5%
JH - Mechanical Restraint	#	29	4
	%	97%	5%
JH - Both	#	Unk	70
	%	0%	90%
Grand Total		30	78

MULTI-AGENCY ASSESSMENT CENTER PROGRAMS AND ACTIVITIES

The Commission received updated Program information from the Supervising Group Counselor for JH and the JH Multi-Agency Assessment Center (MAAC) coordinator. The MAAC assesses youth who are in custody beyond 72 hours to make the appropriate referrals for programs that address each youth's needs.

Laptops and tablets are provided for youth who are participating in virtual programming. The Community Garden program continues to be on hold; however, it is expected to return. Planned Parenthood continues to experience staff shortages and is still working to be able to provide services. The Probation Department believes this program will be a positive addition to programming and has extended their prior agreement with Planned Parenthood, but it is not yet clear when they will return to JH.

CBO Services

The following are the services provided in-person to youth in JH:

- *Catholic Charities*: workshops and individual sessions that cover family relationships, substance abuse, conflict resolution and healthy relationships
- *Fresh Lifelines for Youth*: workshops and individual sessions that address the youth's rights and juvenile justice or criminal justice system
- *Asian American Recovery Services/HealthRIGHT 360*: workshops and individual sessions that address substance abuse

¹⁸ Youth that prior to July 1, 2021, would have been sent to California Department of Corrections Division of Juvenile Justice.

¹⁹ An average of approximately 70 total youth occupy JH including the SB 823 youth and the County Jail Transfers.

- *New Hope for Youth*: workshops and individual sessions using El Joven Noble and Xinachtli curriculum (Indigenous Peoples program open to anyone) and focusing on areas of gang intervention
- *Painters of Legend*: workshops
- *Young Women's Freedom Center*: (in person beginning in April 2023) workshops for female and Transgender and Gender Non-Conforming (TGNC) population
- *Catholic Charities Religious Services*: Catholic Chaplaincy services both group and individual sessions
- *The Rare Touch 2 Salon*: haircuts, braids, beard trimming services

The following are services provided as a Zoom or hybrid program:

- *The Beat Within*: workshops in creative writing, art, and drawing
- *YWCA*: sexual assault/PREA education workshops, crisis hotline services, victim advocacy services and support services (see note* below)
- *Girl Scouts of Northern California*: (in person beginning in April 2023) workshops for female population focusing on promoting a healthy lifestyle
- *Art of Yoga*: workshops
- *International Association for Human Values, 'Breathe'*: workshops to reduce trauma and interpersonal conflict by teaching relaxation breathing techniques to better cope with stress, sleeplessness and anxiety

Correctional Institutions Chaplaincy Ministries did not provide in-person services in 2022 but is preparing to begin in-person in 2023. They provide multi-faith chaplaincy services both group and individual sessions.

The programming offered as of March 2022 was nearly identical to last year's schedule. The virtual schedule includes CBO workshops Monday through Friday with varying times. Many of the programs will offer one-on-ones upon request or referral. Hair care services are offered with appropriate personal protective equipment (PPE) and COVID testing. This service is provided once a week at JH and the JR.

Youth are allowed to visit the learning lounge to borrow or read books. COE has created a library with two librarians. Each unit is scheduled to visit during school hours and a schedule has been created for units to visit on Saturdays. The librarians have integrated fun activities for the youth on Saturday visits.

Recreation

Covid restrictions have been loosened. Units have access to the gym and are now able to play team sports, with masking.

Prison Rape Elimination Act (PREA)

Every youth is required to receive a PREA orientation. This orientation occurs in the observation units where youth are initially housed. Additionally, all new admits are given the opportunity to attend the YWCA PREA workshop every Wednesday.

BEHAVIORAL HEALTH

Behavioral Health Services at JH have been redesigned since last year's inspection. There are now two teams of staff providing services, the Guadalupe Services Team, and the Custody Treatment Team. Services are provided from 8:30am until 7pm seven days a week, with a clinician on call outside of those hours. A core team, Guadalupe Services, of four clinicians and two rehabilitation counselors is allocated to work solely at Juvenile Hall. They manage intake, care coordination, safety risk assessment, crisis response, and run groups. A second, Custody Treatment Team, comprised of eight clinicians, provides individual and family therapy. They also participate in child and family team (CFT) meetings. They are assigned to both JH and JR, which provides them with the ability to continue to serve youth who are transferred from Juvenile Hall to James Ranch, thus assuring continuity of care. Previously youths who were transferred to James Ranch would be assigned to a new clinician, thus disrupting the flow of their treatment.

At the time of inspection, a total of seven clinical positions were vacant. The Guadalupe Services Team had two vacancies, the Custody Treatment Team had two, and CITA had one vacancy. It has been particularly challenging hiring a bilingual, Spanish-speaking clinician. The current pool of clinicians has the capacity to provide services in Spanish, Vietnamese, Hmong and Arabic. Interpretation services are also available through a third party and have been used once during the past year to assist with Eastern European languages.

Behavioral Health screenings of youth occur within 24 hours of admission. The use of the MAYSI II (Massachusetts Youth Screening Instrument), a standardized screening tool, has continued to be on hold, as a result of Covid restrictions, since it was administered by computer in a small, enclosed room.

The Behavioral Health Services Department (BHSD) – JH reports the prevalent admitting diagnosis, are as follows, approximately 43% of the youth served were diagnosed with an adjustment disorder, 16% with an anxiety disorder, 8% with PTSD, 7% with a major depressive disorder, 5% with a dysthymic²⁰ disorder, 4% with a disruptive/conduct disorder, and 3% with ADHD. The higher percentage of adjustment disorder is because clinicians update the diagnosis once the comprehensive Integrated Behavioral Health Assessment is completed. Furthermore, it is reported that 3% were diagnosed with a cannabis disorder, 3% with an opioid disorder, 2% with an alcohol disorder, and 6% are considered others. BHSD's current process does not capture secondary diagnosis, in general they see additional substance use diagnosis and mental health diagnosis as secondary. Future iterations of their data will be able to capture secondary diagnosis.

The youth who are diagnosed as having an opioid disorder are referred to the medical clinic for Medication Assisted Treatment (MAT).

BHSD is providing more family-based treatment to youth who are in custody. They are also strengthening their use of evidence-based models, which include the Neurosequential Model of Therapeutics and Multi-Dimensional Family Therapy (MDFT). The Neurosequential Model of Therapeutics (NMT) is a developmentally sensitive, neurobiology-informed approach to clinical

²⁰ A disorder primarily of mood, consisting of similar cognitive and physical problems as major depressive disorder.

problem solving. NMT is not a specific therapeutic technique or intervention. It is an approach that integrates core principles of neurodevelopment and traumatology to inform work with children, families and the communities in which they live. MDFT is a family-centered treatment for youth struggling with mental health and other challenges. It gives parents hope and tangible help and enables youth to create a positive lifestyle. Through MDFT, youth and their family will communicate more effectively, function better day-to-day, and ultimately grow closer and stronger together. MDFT addresses a range of youth behavior challenges including substance use, mental health, crime & delinquency, antisocial & aggressive behaviors, school & family problems, and emotional difficulties. Therapists use a comprehensive approach by meeting individually with the youth, individually with the parents/guardians, together as a family, and together with youth, the family, and community influences.

BHSD provides therapeutic services for all youth in custody, beginning at their intake and through discharge. The level of individualized treatment services varies amongst every youth per the time they are in JH custody.

Court for Individualized Treatment of Adolescents (CITA)

The Court for Individualized Treatment of Adolescent (CITA) is a therapeutic court intervention for youth with both a mental health and substance use diagnosis. Most participants live in the community, but some youth in custody have participated in CITA. One clinician currently is assigned to the program with the support of a lead clinician, due to fewer youth participating in the program. The Probation Department is uncertain about the reason for the decline in the number of youth participating in CITA. They are currently working with the Supervising Juvenile Justice Court judge to look at factors that may be contributing to the lower numbers.

Competency Services

Two rehabilitation counselors and one licensed clinician are assigned to provide services to youth who have been deemed unable to participate in legal proceedings due to an inability to understand the court process and to assist their attorney in the preparation and defense of their case resulting from developmental delay, psychological impairment, or insufficient age. The services are aimed at increasing the youths' competency to participate in their legal case. Most participants in competency services live in the community, but youths in custody may be referred to the program.

The Behavioral Health Resource Center (BHRC)

The BHRC operates in collaboration with the Probation Department and community-based organizations. Referrals can be made by any probation officer seeking services for a youth, including any released from custody. Referrals are reviewed by a clinician, who assesses the best match for the services needed. Services include Responsive Intervention Services (RISE) and Empowerment, Substance Use Treatment Services (SUTS) and Pathways to Wellness (formerly called Katie A Services²¹). BHRC staff collaborate with the BHSD call center to refer youth to Full-Service Partnership (FSP), Intensive FSP (IFSP) services, or to Transitional Aged

²¹ The name "Katie A" refers to a class action lawsuit (Katie A v. Bonta) filed in federal district court in 2002 concerning the availability of intensive mental health services to children in California who are either in foster care or at imminent risk of coming into care.

Youth (TAY) Outpatient Services. BHRC has one intensive care coordinator supporting linkage and consultation.

Psychological Assessments and Medication Services

An on-staff psychologist, and several contracted psychologists provide “602” psychological evaluations. Evaluations are usually completed within ten to fifteen days, but there have been unique situations when there has been a language need for a specialized assessment, such as for sex offender that has needed additional time for completion. Two part time psychiatrists provide medication services. Dr. Aggarwal, JH Medical Director and the medical team, partnered with the Behavior Health Clinical team to meet the needs of youth and coordinate services for Medication Assisted Treatment for Opioid Disorders.

Medical Clinic staff have a protocol to ensure that youth discharged from custody have continued access to any prescriptions, including psychotropic medications, that they have been prescribed while at Juvenile Hall.

Collaboration between BHSD and the Medical Clinic.

The Behavioral Health Department is using myAvatar for its electronic health records. The Medical Clinic uses HealthLink. BHS staff have access to youths’ medical records, but due to stricter privacy regulations for behavioral health records, staff in the medical clinic do not have ready access to behavioral health records. Despite the challenges presented using two electronic systems, there is strong collaboration between BHSD and the medical clinic. They participate in meetings together, including multi-disciplinary team meetings (MDTs). At this time, myAvatar does not have a portal that allows patients to view their own record.

Collaboration between BHSD and the Probation Department

Behavioral Health Services administration reports that the Covid pandemic necessitated increased coordination with the Probation Department, which has resulted in a stronger partnership and a shift in culture that is more sensitive to the behavioral health needs of youths.

MEDICAL SERVICES

Juvenile Hall Medical services provide comprehensive medical services which include primary care, physical exams, acute and preventative care and screening services, dental and optometry care, basic on-site X-rays, referral and follow-up with specialty partners, among other things. The normal staffing ratio is to have two registered nurses (RNs) and an LVN on the day shift and two RNs on the evening shift. There is one RN available during the night shift. There are available extra help and per diem RNs to cover staffing needs. There is an onsite physician during working hours and 24-7 on-call physician services.

The clinical program with nursing students from SJSU is still not rotating to the JH clinic due to Covid. Limited rotations for medical students and other physician trainees from Stanford have been partially reinstated with appropriate infection control precautions. Medical staff are advocating for more doctor positions due to an increased need based on the higher needs of youth in JH and the JR as well as expanded needs for older youth in the ST program at JH. The Commission had recommended the addition to clinic staff of a Medical Social Worker in the 2021 JH inspection report. That position was funded by the county and posted. A social worker was hired and just before starting work decided against accepting the position and it has been re-

posted.

Total Nursing staff is as follows: five full-time RNs, eight part-time RNs, six extra help RNs, two full-time LVNs, two part-time medical unit clerks, one Administrative Assistant, and one Assistant Nurse Manager.

There has been a shortage of medical unit clerks. Clerks are very important because they complete the required administrative tasks for clinic functions such as fielding communication, completing intake and registration forms, coordinating with Probation for youth transports or other needs, etc. There remains one medical clerk vacancy posted but not filled and one full time clerk starting in March. When there is a clerical shortage, nurses need to take additional tasks to perform clerical duties.

The intake process for an admitted youth at JH involves checking communicable diseases screening including Covid and TB symptoms, taking vital signs, documenting health history through HealthLink, and getting a medical history including medication, vision and hearing testing, behavioral health history, and drug/alcohol use. Female youth are screened for sexually transmitted diseases (STD). Medical will expand this to offer STD screening to all youth admitted to JH. They are asked about their vaccination status, including flu and Covid vaccine status. Parents are also contacted for vaccination consent. Covid precautions are explained to the youth. Infection control precaution, including masking and social distancing remain in effect. A Covid vaccination clinic, which is coordinated with the pharmacy, is available once a week or upon request. In general, vaccination rates can fluctuate between 60-80%; however, this can vary depending on overall admissions and discharges. In the past year, there were 64 Covid vaccines administered to youth. There were 37 Covid-positive cases among youth during the 2022 calendar year.

Various factors including heightened infection control needs have created challenges and increased medical care needs for youth. Nurses have been flexible to take extra assignments to follow the infection control measures when there are Covid positive or post-exposure cases. Of particular concern is the increase of opioid use among youth in the community. There has been a significant increase in youth being admitted to JH while on opioids who have experienced withdrawal symptoms warranting medical interventions including admission to Valley Medical Center (VMC). Clinic staff is developing processes and procedures to streamline care need related to opioid use disorder protocol. Any reported use as well as symptoms and provided care is documented. VMC may be used for in-patient treatment for up to 1-3 days. There has been an extensive effort to collaborate with Behavioral Health (BH) and psychiatry as well as probation colleagues, including training sessions and requests for a MDT meetings within 5-7 days of admission. MDTs are scheduled by BH.

When a youth return from in-patient care they are treated using a multidisciplinary approach in collaboration with psychiatry and BH, and treated with medication management as needed by the medical team. When released to the community, there is an effort to support transitions of care to community-based programs, primary care, as well as specialty offices in collaboration with BH and the Probation team. Medical staff are in the process of internally creating a written protocol to define the roles and responsibilities of partners in this collaborative treatment process. This approach is innovative in the juvenile justice environment. A 30-day supply of medication is

made available to youth and families at the point of discharge in an effort to support transitions of care. Substance use, particularly cannabis use, remain high needs areas. Ongoing resource support, specifically for transitions of care, is a priority for the medical team.

A Narcan vending machine is available in the lobby of Juvenile Hall. Juvenile medical services worked in collaboration with adult custody health and the Santa Clara County BH to advocate for this resource for youth and families. Narcan supplies are free. There has been a significant increase in youth needing medical treatment for opioid use disorder in the juvenile facilities and many times they are using opioids laced with Fentanyl. There also appears to be a trend of youth knowingly using substances with Fentanyl and they often state they are using pills called “M30s”. National and local trends show that more youth are suffering increased morbidity and mortality from opioid use disorder. Narcan can be a life-saving drug that can reverse an opioid overdose.

JH Medical Services 2022	Number
Physical Exams	482
Clinic Visits	1772
Chlamydia Screenings	249
Gonorrhea Screenings	249
HIV Oral Quick Test	21
STD Screenings HIV/Syphilis	124
Covid Testing	2771
Covid Vaccines Given	64
Covid Positive Youth	37
Flu Vaccines Given	37
Vision Screenings	376
Hearing Screening	348
Dental Clinic Visits	125
Intake Screenings	611
Sick Calls	1082
Hospitalizations	2
VMC Specialty Clinic Visits	82
Other non-VMC Appts.	28
Eyeglasses Given to Youth	64
X-Rays	43

Medical staff are 100% vaccinated and boosted for Covid, following the County’s deadline for staff receiving boosters as of January 24, 2022. Medical staff also are Covid tested daily. To manage the risk of infection and staff exposures, medical staff has regular infection control meetings at least once a week with partners.

Clinic staff are collaborating to implement a peer health curriculum at JH, similar to the program started at JR with the Youth Advisory Council (YAC). This curriculum is novel and teaches the youth core health issues to then teach to their fellow youth. The feedback has been very good. The program also teaches leadership and communication skills to the youth.

Medical noted their work to continue to improve the transition of care for youth. They are

determining how to link community providers for youth once they are released. One idea is to have the current provider have a community clinic for care such as an outpatient clinic in the JH. The goal is to use a medical model for transitions of care to provide health care access to the youth and their families.

Medical staff note that the JH nursing and Doctor staff have gone above and beyond during this past year. Medical staff continue to strive for excellence and nursing leadership and physician leadership, both expressed appreciation for the efforts and dedication of the medical staff. There have been challenges with Covid and the many medical needs to provide comprehensive medical care for youth. Medical staff and Probation have collaborated well during this period to manage the increasing needs for medical health care, specifically in reference to needs related to Covid.

Future Goals Identified

Medical staff have goals to improve the continuum of care for youth, especially when they are released into the community. Staff is still recruiting a medical social worker to deal more effectively with community release and long-term care planning. Medical staff worked with the Youth Advisory Council (YAC) and Fresh Lifelines for Youth (FLY) to put together a peer health education intervention. That took place at the JR. Clinic staff hope to initiate that peer education module in 2023 in JH.

In particular, there is a gap in bridging care and service for chronic health care needs of youth once they return to the community. This can be due to insurance issues, adherence, ability to follow up, having an identified medical home with a primary care provider. Justice involved youth utilize acute care and the ER more than primary care based on existing data.

Update from 2021

Medical staff acknowledge they have needs for capital improvements in the Clinic. Based on last year's inspection, Facilities evaluated the clinic rooms and recommended improvements. The infirmary door was resealed and the asbestos ceiling tiles replaced. Probation has approved new electric outlet boxes so that electrical beds and medical machines such as EKG, vital signs machine can be electrified in the infirmaries. A donated upgraded electric bed has been identified and will be moved to JH from VMC.

Medical staff continue to strive for excellent service for the justice-involved youth. Nursing leadership and physician leadership both expressed appreciation for the efforts and dedication of the medical staff, system partners, as well as the continued support of Juvenile Justice Commissioners.

EDUCATION

The National Institute of Justice states that providing educational opportunities while in custody is the most effective means to reduce juvenile recidivism. The Osborne School, in JH, is one of the four Court and Community Schools operated by the Santa Clara County Office of Education (SCCOE) Alternative Education Department (AED).

Commissioners conducted an in-person visit with the Osborne Principal, the Education Navigator, the Special Education Program Specialist, and met the Math Instructor who rotates between units in the Hall.

Staff

Osborne School full-time staff:

Staff	Number
Osborne School full-time staff:	
School Principal (dedicated to Osborne & Sunol Community School)	1
Core Content Teachers	5
Intake Teacher	1
Special Education Teachers	2
Para Educators	4
Assessment Technician	1
College Liaison	1
CTE Teacher	1
School Office Coordinator	1
Education Navigator	1
Shared with Blue Ridge School at James Ranch:	
Academic Counselor	1
Shared within the whole Alternative Education Department (Sunol and South County Continuation Schools plus Osborne and Blue Ridge, at James Ranch):	
Special Education Program Specialist	1
School Psychologist	1
One School Therapist ²²	1

PBIS

PBIS continues to be the focus of discipline in the classrooms. However, last year, some teachers were rewarding a large number of incentive acknowledgements (Star Bucks) and some staff were only awarding a few. There is now a PBIS leadership team meeting, including JH staff, that provides consistent standards for use of and rewards for the end-goal behaviors.

RenStar

COE has the goal of using RenStar as an educational assessment tool both when youth enter the JH and every 45 days thereafter. However, the goal of every 45-day testing has not yet become the standard as the staff member dedicated to this role was unable to continue. COE is searching to fill this position. The articulated plan to use the test to challenge youth to improve their level of achievement and anecdotally this has had success. When available, the results testing is shared with the teachers.

As in previous years, those entering JH are, on average, not performing at a grade level consistent with their out-of-custody peers. According to the data provided to the JJC, entering reading levels average grade 4.5 and math levels average grade 5.1. However, again based on data, over successive 50-day periods, average grade level improvements were noted to be an increase of 0.4 in reading and 0.9 in math. While substantial variation in attainment and improvement levels from student to student exists, the trends are encouraging.

Curriculum

²² As needed COE will send in therapists for issues such as speech therapy.

The education staff at JH has received a new curriculum which allows youth to receive grade level material that is geared to the legibility level of each youth so that they can get the course content that is necessary and avoid the youth becoming discouraged because of an inability to read at that level. This ties into the new library in JH provided by COE and staffed by the Santa Clara County Library system. The librarian knows a youth well enough to direct each youth to material appropriate to their interests and their reading comprehension level.

Credit Recovery

In the preceding inspection the on-line educational tool Edgenuity was used by those in-custody youth for their credit recovery option.²³ Presently the pursuit of credit recovery has been returned to an Osborne teacher who assigns work, oversees the progress and reports the issue of credit completion enabling youth to view a path toward completion of a high school diploma. The youth's time in custody allows the re-engagement in learning. By using a credit recovery option and using the AB 167/216 option, available for foster or probation, for youth who have been removed from their home, the 220-credit graduation requirement was reduced to 130 credits.²⁴ On the inspection date, there were ten high school graduates in JH.

College Engagement

All ten of the high school graduates are enrolled in college classes as are two youth who are dually enrolled in high school and college level classes. They are assisted by the College Liaison Counselor. These youth are using their time productively to enable them to be ready for academic progress after their release.

Special Education

From January 2022 through December 2022 there were 165 youth who received Special Education services. Of the present population 10 of the youth are receiving special education services from the two special education teachers and four para educators.

Career and Technical Education

For interested youth in preparing for a a job instead of pursuing higher education there are several options for Career Technical Education (CTE). The virtual forklift has been expanded from being available only to youth in the ST Program, to allow JH youth to participate as well. Five JH youth have received their certification as a forklift operator. Also, youth are receiving training in aquaponics and digital music.

Education Navigator

COE and Eastside Union and San Jose School Districts have MOUs to allow youth to remain enrolled in their home school if the detention of that youth is 30 days or less. Santa Clara and Campbell School districts are allowing the practice without a signed MOU. Return to school after release is the goal of the Education Navigator. The Navigator works with the youth to return them to their home school or a placement in other programs better suited to the needs of that youth. Besides the district of origin there are options for a youth to enroll in the San Jose

²³ Previous JJC Inspection Reports were critical of the use of this program for education of in-custody youth.

²⁴ Credits in all core subjects remain while credits for Physical Education, Health and Electives are not required.

Conservation Corp²⁵, Opportunity Youth Academy²⁶, or the COE continuation schools. In order to facilitate the best placement for a youth a Child and Family Team Meeting is initiated in which the youth participates in the decision of the best educational opportunity for him or her. Of the youth released from JH in December, all had Individualized Education Plans and 70% were successfully enrolled in school within 48 hours of release. Thirty percent were not enrolled and had either been returned to custody or moved out of the area.

YOUTH SURVEY

During the JH inspection, and with Probation's support, the JJC distributed an anonymous survey to the JH youth, with the goal of better understanding the changes to the JH, particularly as the county enters a transitional period following the Covid pandemic. The JJC was especially concerned with how often the youth were able to contact their families as the JH opened to in-person visits. Several questions within the survey reflect this interest.

Forty-four youth were present at the JH on the day the survey was distributed. Of the forty-four youth, forty-one surveys were completed and collected. Two youth were absent due to appointments with mental health services; an additional youth refused to take the survey due to a lack of a translated copy. The JJC has taken note of the importance to offer translated copies and has made plans to offer the survey in the three languages used by the county —English, Spanish, and Vietnamese — by the 2023 inspection.

While offering the survey to JH youth, Commissioners had an opportunity to speak with the youth, as well as probation counselors. Their findings are reflected within this portion of the report. Keeping with the addition of Likert-scale questions introduced in the 2021 JR inspection, the survey was composed of four Likert-scale and 6 open-ended questions. A copy of this survey is Appendix A. The survey results are in tabular form in Appendix B.

The four satisfaction scale questions are as follows:

1. *I feel safe at the Hall.*
2. *Adults at the Hall are supportive and want me to succeed.*
3. *I feel good about the education I receive while at the Hall.*
4. *I have been able to stay in touch with my family.*

Each question could be answered by one of five options: strongly disagree, disagree, undecided, agree, and strongly agree. Each answer corresponded to a numerical value of 1 through 5, respectively.

Youth also had an opportunity to respond to the following open-ended questions:

5. *What has been the most difficult part of being at the Hall?*
6. *In your time at the Hall, who has been the most helpful for you?*
7. *How have you been able to stay in touch with your family?*
8. *When you think about leaving the hall, what worries you?*
9. *If you could improve one thing about the Hall, what would it be?*
10. *Is there anything else that is important for us to know?*

²⁵ SJCC has a charter school as part of their program, but only accept youth who are 12th grade eligible.

²⁶ Run by COE as an opportunity for young persons to return to school after a disruption of their education.

Of the four satisfaction scale questions, youth responded most positively to the two statements: *I feel safe at the Hall*; and *Adults at the Hall are supportive and want me to succeed*. Seventy-two percent (72.5%) and 77.5% of youth, respectively, agreed with these statements. Across all questions, though, two or more youth strongly disagreed with the provided statements. As a result, the mean values across all four questions fell within the undecided range. Concerningly, the fourth question — *I have been able to stay in touch with my family* — received the lowest number of positive responses, with 15% of youth disagreeing with the statement.

This theme of general dissatisfaction with how often youth can contact their families continued into the open-ended question portion. In response to Question 5 — *What has been the most difficult part of being at the Hall?* — one youth noted that during their month-long stay, they had only been allowed “one phone call.” Six other youth commented that they especially missed their family, friends, or partners. It is important to consider these responses among a wider view of the Hall’s transitions during Covid. During the inspection, Commissioners had the opportunity to speak with Probation counselors. One staff member noted that due to Covid, youth were now living in single rooms, rather than doubles, leading to an increased sense of loneliness. Without another youth to live with, JH youth reported feeling lonely and overly confined in their rooms. This sentiment was reflected in the survey under Question 9 — *If you could improve one thing about the Hall, what would it be?* — with 12.5% of youth requested longer and more frequent phone times, and an additional 10% requested new and increased programs to fill their time.

Responses to Question 6 — *In your time at the Hall, who has been the most helpful for you?* — followed similar patterns to recent years, with 45% of the youth citing Probation staff members as being the most helpful, and 12.5% crediting their family.

Question 7 — *How have you been able to stay in touch with your family?* — marked the JJC’s first insight into the preferred methods of communication youth use to contact their families. By and large, youth used phone calls to stay in touch, with 77.5% of youth reporting use of a phone. An additional 17.5% of youth reported using letters to stay in contact with their family. Concerningly, only three youth noted that they used visits to stay in touch with their family.

As with Question 6, youth responses to Question 8 — *When you think about leaving the Hall, what worries you?* — reflected yearly trends. On a positive note, 67.5% of youth reported not feeling worried about leaving the JH. Two youth expressed concerns about mental health support, and an additional three youth reported worries about returning to the JH.

For the following section, answers to Questions 9 — *If you could improve one thing about the Hall, what would it be?* — and 10 — *Is there anything else that is important for us to know?* — were similar across surveys, and as such, will be analyzed in a conjoined manner.

In the youth survey issued during the 2021 inspection, youth across the JH reported a lack of hot water for showers. Unfortunately, the 2022 survey again found dissatisfaction regarding shower temperatures. In response to Question 9, five youth requested warmer showers. Of concern, one youth even noted: “the water pressure feels like glass flying at you.” Youth also spoke to a dismissive attitude by staff to the youths’ concerns. During the inspection, Commissioners spoke with a female youth, who reported that staff brushed off her concerns about the showers, saying: “the cold water is good for your sensitive skin.” The JJC is concerned with the sentiment of this

statement, particularly considering the gender of the youth. It is important to note that there is no statistically significant difference between the gender of the youth, and their request for warmer showers. As such, this statement reinforces concerning and unfounded stereotypes, which directly goes against the mission of Probation to uplift and support the youth in their care.

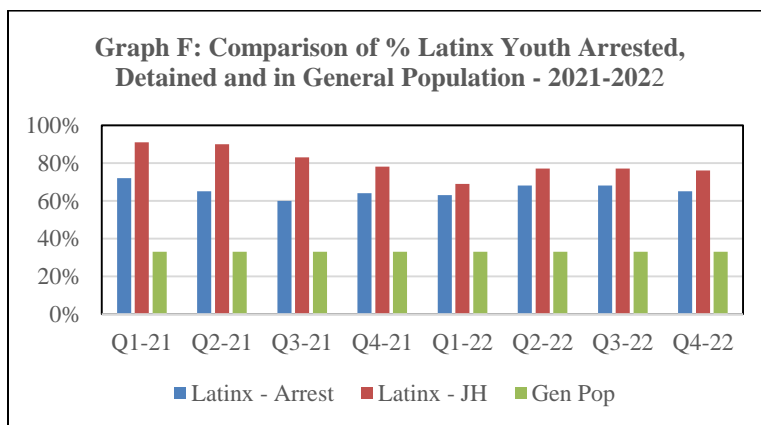
As with years past, food quality remains a recurring concern. In the 2022 survey, 29% of youth requested “better food,” with an additional 7% requesting more snacks. Of worry, one youth noted that they “always go to bed hungry.” Another youth requested “more time to eat” during mealtimes. This year, Commissioners were alerted to a need for fresh drinking water. During the inspection, youth verbally reported they were repeatedly denied access to more water when they were thirsty. On their survey, the youth reported the one thing they would improve about the JH was providing bottled water outside of scheduled mealtimes.

EQUITY AND SOCIAL JUSTICE

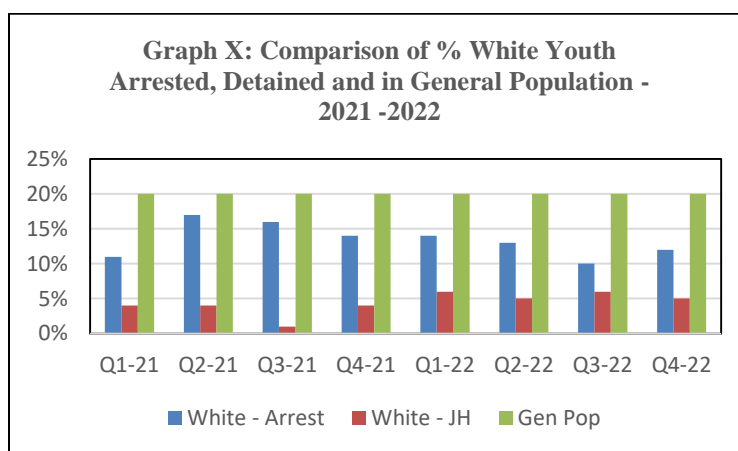
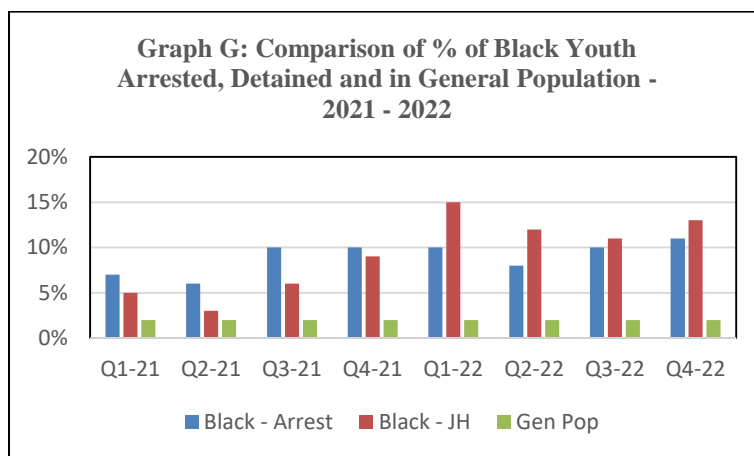
The JJC strives to view every aspect of its work through an equity and justice lens. This perspective permeates all aspects of its reports, as it has in this year’s JH report. Santa Clara County juvenile justice system partners have made major efforts to address disproportionality in the juvenile justice system. Even as the system has worked hard to decrease the overall number of youth detained in JH and at the JR and increased program opportunities in the community for youth and their families, the overrepresentation of youth of color still persists in the system.

As was seen in the Youth Population section of this report, a disproportional number (13%) of Black youth were detained in JH in 2022, while the Black youth population at-large was 2%. The same holds true for the Latinx youth at 75% (which is a decrease from the percentage in 2021) even though the Latinx youth population in the community was 33%.

Please note in the following 3 graphs that disproportionality does not begin when a youth is admitted to JH. This also is seen in the youth arrests throughout the County²⁷. For Black and Latinx youth, the arrest percentages were significantly higher than their representative population



²⁷ The arrest data was provided to the Santa Clara County Juvenile Justice Systems Collaborative by the Probation Department on a quarterly basis.



at-large. In addition, these graphs also show that the percentages of Latinx youth detained were higher than the arrest rate in both 2021 and 2022. For Black youth, the arrest percentage was lower than that of detention in 2021, but changed in 2022, when the percentages of youth detained became larger than arrest rate. Finally, the arrest and detention percentages for white youth largely stayed the same over the two years. However, unlike Latinx and Black youth, white youth rates of arrest and detention were lower than that of the white youth population in the general community, especially for the percentage of white youth detained.

As was stated in last year’s report, the JJC hopes that the system partners continue to work together to study and develop strategies to solve this persistent problem. However, even with increased efforts by the system partners to mitigate disproportionality, solutions must come from upstream to keep youth out of the juvenile justice system.

SUMMARY AND FINDINGS

The JJC has completed its 2022 annual inspection report of JH. Based on what the JJC learned during the inspection and review of documents, data, and agencies’ inspections, the JJC considers the JH residents are well-supervised, thoughtfully managed and on the whole meets Title 15 and 24 of the California Code of Regulations. The issue of the lack of hot water, and adequate number of snacks and drinking water remain to be issues. Additionally, the JH administration and all supporting agencies successfully protect youth from Covid while

providing needed services.

However, in reviewing the recommendations in this report, several recommendations have been repeated from last and prior years reports. In particular, the need to address the continuing disparity of Black and Latinx in the JH population. This circumstance is not an issue that Juvenile Probation can address alone. The solution must come from upstream - in the resources and services made available to at-risk youth and their families, improvements in education to help those youth who are failing, starting when a child enters school and in each community's response to youth who violate the law, including arrest policies. The juvenile justice stakeholders must come together to study this overall problem and develop strategies to correct it.

Finally, the JJC in every inspection needs to look at data about whether programs are effective. Unfortunately, the JJC is unable to view outcome reports. These report are important to Probation in order to determine success, the gaps in services and what adjustments should be made to help youth succeed once they are released.

The Commendations and Recommendations in this report lists successes and opportunities for specific improvements. The Commission requests responses to its recommendations by July 15, 2023.

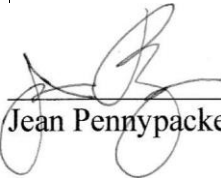
Approved by the Juvenile Justice Commission, Santa Clara County, on May 2, 2023.



Victoria BurtonBurke, Chair



Nora Manchester, JH Inspection Chair



Jean Pennypacker, JH Inspection Co-Chair

APPENDIX A:

DOCUMENTS REVIEWED

- Santa Clara County Juvenile Hall Inspection Report – 2021
- Response to Juvenile Justice Commission’s 2021 Juvenile Hall Recommendations – Juvenile Probation
- Santa Clara County Fire Marshal Annual Inspection Report, Juvenile Hall, 6/22/22
- State of California Fire Marshal, California Code of Regulations – Title 19, Inspection, Testing and Maintenance, Standpipe & Hose System, 5-Year Report, 11/23/22
- County of Santa Clara, Facilities and Fleets Department, Capital Programs Division, Inspection Report, 7/21/22
- 2022 Santa Clara County Children’s Data Book, Kids in Common, County of Santa Clara and Santa Clara County Office of Education
- Santa Clara County Juvenile Probation Risk Assessment Tool
- Santa Clara County Juvenile Hall Parent Handbook (Revision date unknown)
- Youth Orientation Handbook, Santa Clara County Probation (Rev: 10/27/21)
- Santa Clara County Juvenile Probation Juvenile Hall Policies and Procedures Manual
- Santa Clara County Juvenile Probation Juvenile Hall Lexipol Policies and Procedures Manual, Juvenile Detention Policy, Volume 1 and Juvenile Hal Procedures, Volume 2.
- PBIS Data Results (January – June 2022) Santa Clara County Probation Department Research and Development Unit, 8/9/22
- Santa Clara County Probation Annual Juvenile Justice Arrest and Probation Data, 2021 Published by Research and Development Unit (2022)
- Quarterly Reports to the Santa Clara County Juvenile Justice Systems Collaborative prepared by the Probation Department (2019 and 2022 Quarterly Reports)
- County of Santa Clara Probation Department, Juvenile Hall Monthly Reports on Daily Average Population Statistics (2019 – 2022)
- County of Santa Clara Probation Department, Research and Development Unit, Quarterly Report for Overrides (2021 and 2022)
- Santa Clara County Probation Department, Report on Use of Force Report in Juvenile Custodial Settings, by Laura Garnette to the Children, Seniors and Families Committee of the Santa Clara County Board of Supervisors, 8/25/22
- Santa Clara County Probation Department, Data Report on Number and Percentage of Incidents by Type of Use of Force, 2022 and Salient Features Monthly Reports, 2022

APPENDIX B:

Juvenile Hall Youth Survey

Hello! We are the Santa Clara County Juvenile Justice Commission (JJC), and we inspect Juvenile Hall to make sure it is a safe and supportive place. By completing this survey, you will help us continue to improve the Hall. Please **DO NOT** write your name on this survey. Your responses are confidential—meaning no one else sees your answers—and your honest opinion makes a difference. Thank you for your feedback!

Demographic Information

UNIT: _____ Age: _____

How long have you been at the Hall? _____

How many times have you been at the Hall? _____

For each statement, please select the number below which best represents your experience.

I feel safe at the Hall.

1 Strongly Disagree	2 Disagree	3 Undecided	4 Agree	5 Strongly Agree
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Adults at the Hall are supportive and want me to succeed.

1 Strongly Disagree	2 Disagree	3 Undecided	4 Agree	5 Strongly Agree
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

I feel good about the education I receive while at the Hall.

1 Strongly Disagree	2 Disagree	3 Undecided	4 Agree	5 Strongly Agree
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

I have been able to stay in touch with my family.

1 Strongly Disagree	2 Disagree	3 Undecided	4 Agree	5 Strongly Agree
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

It is OK to tear this piece off to save our information:

How to reach the JJC:
(408) 278-5993 • sccjic@gmail.com • Juvenile Justice Commission, 840 Guadalupe Parkway, San Jose, CA 95110

Please respond to the following questions about your experiences at the Hall:

What has been the most difficult part of being at the Hall?

In your time at the Hall, who has been most helpful for you?

How have you been able to stay in touch with your family?

When you think about leaving the Hall, what worries you?

If you could improve one thing about the Hall, what would it be?

Is there anything else that is important for us to know?

It is OK to tear this piece off to save our information:

How to reach the JJC:

(408) 278-5993 • sccjic@gmail.com • Juvenile Justice Commission, 840 Guadalupe Parkway, San Jose, CA 95110

APPENDIX C:

YOUTH SURVEY RESULTS

Youth Survey	Survey date:	2/23/22	Unit:	All					
Juvenile Hall	Population:	42	Surveys returned:	40					
Demographic Information		13	14	15	16	17	18	19	20
Age		1	2	6	9	11	7	3	1

Time	All	Lowest	Median	Highest
Length of Stay (Months)	.07, .10, .13, .17, .25, .25, .5, .75, .75, .75, 1, 1, 2, 3, 3, 3, 4, 4, 4, 5, 6, 8, 9, 11, 12, 12, 14, 16, 18, 24, 48	0.07	4	48
No. of Times in the Hall	0, 1, 1, 1, 1, 1, 1, 2, 2, 2, 2, 2, 2, 2, 2, 3, 3, 4, 4, 4, 4, 5, 6, 6, 6, 8, 8, 8, 8, 8, 8	0	3	8

Question 1:	Strongly Disagree	Disagree	Undecided	Agree	Strongly Agree
I feel safe at the Hall.	2	0	10	16	13
Question 2:	Strongly Disagree	Disagree	Undecided	Agree	Strongly Agree
Adults at the Hall are supportive and want me to succeed.	2	1	7	20	11
Question 3:	Strongly Disagree	Disagree	Undecided	Agree	Strongly Agree
I feel good about the education I receive while at the Hall.	2	3	6	17	13
Question 4:	Strongly Disagree	Disagree	Undecided	Agree	Strongly Agree

I have been able to stay in touch with my family.	3	3	3	18	13
Question 5:	Nothing	# of Continuances	Lack of Family	Staff	
What has been the most difficult part of being in the Hall?	5	2	6	3	
Question 6:	Nobody	Family	Staff	Mental Health	Teachers
In your time at the Hall, who has been the most helpful for you?	7	5	18	5	2
	Attorneys				
	1				
Question 7:	Phone Calls	Letters	"Yes"	Visits	No Contact
How have you been able to stay in touch with your family?	31	7	6	3	1
Question 8:	Nothing	Gang Connections	Mental Health	Drugs	School
When you think about leaving the Hall, what worries you?	27	2	2	1	1
	Returning				
	3				
Question 9:	Nothing	Showers	Food	# of Calls	
If you could improve one thing about the Hall, what would it be?	5	5	12	5	
Question 10:	Nothing	Cell Temp.	Programs		
Is there anything else that is important for us to know?	29	2	3		

	B-1	B-2	B-3	B-4	B-6	B-7
Total Mean	Mean	Mean	Mean	Mean	Mean	Mean
3.93	4.33	2.00	4.70	4.20	4.11	3.33
Total Mean	Mean	Mean	Mean	Mean	Mean	Mean
3.93	4.17	1.50	4.30	4.00	4.22	3.44
Total Mean	Mean	Mean	Mean	Mean	Mean	Mean
3.88	4.17	3.00	4.20	4.00	4.22	3.22
Total Mean	Mean	Mean	Mean	Mean	Mean	Mean
3.78	4.60	1.00	4.60	4.60	3.56	3.22