

This document is an extract of a larger publication.

civilgrandjury.org is a project of UnGovr.org, a US-based 501(c)(3) nonprofit dedicated to government transparency and public accountability.



JUVENILE JUSTICE CYA



2022 – 2023

LOS ANGELES COUNTY
CIVIL GRAND JURY

**BOARD OF
SUPERVISORS**

Hilda L. Solis
First District

Holly J. Mitchell
Second District

Lindsey P. Horvath
Third District

Janice Hahn
Fourth District

Kathryn Barger
Fifth District



COUNTY OF LOS ANGELES

Kenneth Hahn Hall of Administration
500 West Temple Street, Room 713, Los Angeles, CA 90012
(213) 974-1101 ceo.lacounty.gov

CHIEF EXECUTIVE OFFICER
Fesia A. Davenport

August 31, 2023

To: Supervisor Janice Hahn, Chair
Supervisor Hilda L. Solis
Supervisor Holly J. Mitchell
Supervisor Lindsey P. Horvath
Supervisor Kathryn Barger

From: Fesia A. Davenport *[Signature]*
Chief Executive Officer *For*

2022-2023 LOS ANGELES CIVIL GRAND JURY FINAL REPORT

Attached are responses to the 2022-2023 Civil Grand Jury Final Report. We are responding to specific recommendations dealing with the following sections:

- Aging Out: Transitional Aged Youth
- All Aboard: Is Metro Rail on Track
- Civil Grand Jury Compensation
- Election Operations
- Have We M.E.T.? Mental Health Evaluation Teams and How They Work
- Housing Vouchers For Low income and Homeless Angelenos
- The Inmate Reception Center: An Outdated Process Imperils Staff, Inmates, and the Justice System
- Juvenile Justice CYA
- Lack of Housing: The Social Injustice of the 21st Century
- Los Angeles County Fire Department Workers Compensation
- Medi-Cal Reimbursement: The Final Resolution of an Ongoing Issue
- Proposition 19: Implementation and Related Matters
- Sheriff's Operations: Examining Transparency, Accountability, and Community Policing within the LASD
- Storm Water Capture and Wastewater Reuse
- Zero Emissions: Air Quality Monitoring

Attachment A represents the Chief Executive Officer's responses; Attachments B through V represent the departments' responses; and Attachment W represents a matrix of the questions and responses from each department.



"To Enrich Lives Through Effective And Caring Service"

Each Supervisor
August 31, 2023
Page 2

If you have any questions regarding our responses, please contact me, or your staff may contact Cheri Thomas, by phone at (213) 974-1326 or by email at cthomas@ceo.lacounty.gov.

FAD:JMN:CT:md

Attachments

c: Executive Office, Board of Supervisors
County Counsel
District Attorney
Assessor
Sheriff
Auditor-Controller
Children and Family Services
Fire
Health Services
Human Resources
Internal Services
Mental Health
Probation
Public Health
Public Social Services
Public Works
Regional Planning
Registrar-Recorder/County Clerk
Los Angeles County Development Authority
Los Angeles County Metropolitan Transportation Authority
Los Angeles County Sanitation Districts
Los Angeles Homeless Services Authority

RESPONSE TO THE CIVIL GRAND JURY FINAL REPORT

COUNTY OF LOS ANGELES
CHIEF EXECUTIVE OFFICER FOR THE BOARD OF SUPERVISORS

2022-2023 CIVIL GRAND JURY RECOMMENDATIONS FOR JUVENILE JUSTICE CYA

RECOMMENDATION NO. 1.1

The Probation Department, in conjunction with the Department of Juvenile Justice and the BOS, shall develop a system for managing juvenile offenders which recognizes and facilitates the care and rehabilitation of juvenile offenders.

RESPONSE

Agree. The recommendation has been implemented. The BOS defers to the Probation Department's response for further information on the implementation.

RECOMMENDATION NO. 1.2(a)

The leaking steam-vent issue at Central Juvenile Hall must be addressed immediately, as it constitutes a serious hazard to the incarcerated juveniles.

RESPONSE

Agree. The recommendation will be implemented during FY 2023-24. The BOS defers to the Probation Department's response for further information on the implementation.

RECOMMENDATION NO. 1.2 (b)

The County must immediately begin substantial physical renovation of both the Central and Nidorf juvenile facilities to make those facilities acceptably habitable for youthful offenders.

RESPONSE

Agree. The recommendation has been implemented. The BOS defers to the Probation Department's response for further information on the implementation.

RECOMMENDATION NO. 1.2 (c)

The County must find some alternative facility in which to house juvenile offenders until such renovations can be achieved.

RESPONSE

Agree. The recommendation has been implemented. The BOS defers to the Probation Department's response for further information on the implementation.

RECOMMENDATION NO. 1.3

Allotment of funds must be a top priority. An immediate large-scale financial investment in the juvenile justice system is required to provide adequate facilities and services for the juveniles detained.

RESPONSE

Agree. This recommendation has been implemented with existing resources. The BOS defers to the Probation Department's response for further information.

RECOMMENDATION NO. 1.4

The Probation Department must institute or upgrade programs that encourage incarcerated juveniles to become aware, and to understand, that there are consequences for inappropriate behavior, whether in or out of detention facilities.

RESPONSE

Agree. The recommendation has been implemented. The BOS defers to the Probation Department's response for further information on the implementation.

RECOMMENDATION NO. 1.5

Probation officers and custody officers assigned to juvenile facilities must be provided with safety or protective gear to ensure their personal safety. The gear must be inventoried and restocked as appropriate.

RESPONSE

Agree. The recommendation requires further analysis to determine appropriate personal safety gear options best suited for detention personnel. The BOS defers to the Probation Department's response for further information.

RECOMMENDATION NO. 1.6

A new set of rules must be developed by the Probation Department that will provide consequences and accountability for juvenile offenders when they misbehave or act out, and that can be enforced without violating the rights of the juveniles.

RESPONSE

Agree. The recommendation has been implemented. The BOS defers to the Probation Department's response for further information on the implementation.

RECOMMENDATION NO. 1.7 (a)

The County must provide opportunities for juvenile offenders to be rehabilitated and educated while detained. These programs must include mandatory educational programs (up to high school graduation or GED level) and career training options.

RESPONSE

Agree. The recommendation has been implemented. The BOS defers to the Probation Department's response for further information on the implementation.

RECOMMENDATION NO. 1.7 (b)

Advanced educational programs, career training, enrichment programs (such as art and music), and physical activities should be provided and encouraged.

RESPONSE

Agree. The recommendation has been implemented. The BOS defers to the Probation Department's response for further information on the implementation.

RECOMMENDATION NO. 1.8

Twenty-four-hour on-site counseling and mental health care, and on-going family reunification services, must be made available to juveniles detained at all juvenile halls and camps.

RESPONSE

Partially agree. The recommendation will not be implemented as mental health care is not provided 24/7 onsite.

RECOMMENDATION NO. 1.9 (a)

Probation officers and staff members must be educated to treat even violence-prone juvenile offenders with respect and tolerance without putting anyone at risk of harm.

RESPONSE

Agree. The recommendation has been implemented. The BOS defers to the Probation Department's response for further information on the implementation.

RECOMMENDATION NO. 1.9 (b)

Violence-prone juvenile offenders must be educated/counseled to understand that accountability will be imposed and that there will be consequences for bad actions while detained.

RESPONSE

Agree. The recommendation has been implemented. The BOS defers to the Probation Department's response for further information on the implementation.

RECOMMENDATION NO. 1.10 (a)

Probation and custody officer staffing problems at juvenile facilities must be addressed and appropriate hiring implemented, along with increased training programs for new hires. This is a major issue.

RESPONSE

Agree. The recommendation has been implemented. The BOS defers to the Probation Department's response for further information on the implementation.

RECOMMENDATION NO. 1.10 (b)

Probation and custody officers must be trained to recognize emerging problems and to take appropriate actions to defuse potentially violent situations.

RESPONSE

Agree. The recommendation has been implemented. The BOS defers to the Probation Department's response for further information on the implementation.

RECOMMENDATION NO. 1.10 (c)

Counseling, mental health services, and wellness programs should be instituted for probation officers and staff members who are not coming in to work because of injuries, stress, and other management issues.

RESPONSE

Agree. The recommendation has been implemented. The BOS defers to the Probation Department's response for further information on the implementation.

RECOMMENDATION NO. 1.11

Probation and custody officers must be given additional and ongoing training to enable them to handle juveniles who act up or act out with physical violence.

RESPONSE

Agree. The recommendation is being implemented. The BOS defers to the Probation Department's response for further information on the implementation.

RESPONSE TO THE CIVIL GRAND JURY FINAL REPORT

COUNTY OF LOS ANGELES
CHIEF EXECUTIVE OFFICER

2022-2023 CIVIL GRAND JURY RECOMMENDATIONS FOR JUVENILE JUSTICE CYA

RECOMMENDATION NO. 1.1

The Probation Department, in conjunction with the Department of Juvenile Justice and the BOS shall develop a system for managing juvenile offenders which recognizes and facilitates the care and rehabilitation of juvenile offenders.

RESPONSE

Agree. The recommendation has been implemented. The CEO defers to the Probation Department's response for further information on the implementation.

RECOMMENDATION NO. 1.2(a)

The leaking steam-vent issue at Central Juvenile Hall must be addressed immediately, as it constitutes a serious hazard to the incarcerated juveniles.

RESPONSE

Agree. The recommendation will be implemented during FY 2023-24. The CEO defers to the Probation Department's response for further information on the implementation.

RECOMMENDATION NO. 1.2 (b)

The County must immediately begin substantial physical renovation of both the Central and Nidorf juvenile facilities to make those facilities acceptably habitable for youthful offenders.

RESPONSE

Agree. The recommendation has been implemented. The CEO defers to the Probation Department's response for further information on the implementation.

RECOMMENDATION NO. 1.2 (c)

The County must find some alternative facility in which to house juvenile offenders until such renovations can be achieved.

RESPONSE

Agree. The recommendation has been implemented. The CEO defers to the Probation Department's response for further information on the implementation.

RECOMMENDATION NO. 1.3

Allotment of funds must be a top priority. An immediate large-scale financial investment in the juvenile justice system is required to provide adequate facilities and services for the juveniles detained.

RESPONSE

Agree. This recommendation has been implemented with existing resources. The CEO defers to the Probation Department's response for further information.

RECOMMENDATION NO. 1.4

The Probation department must institute or upgrade programs that encourage incarcerated juveniles to become aware, and to understand that there are consequences for inappropriate behavior, whether in or out of detention facilities.

RESPONSE

Agree. The recommendation has been implemented. The CEO defers to the Probation Department's response for further information on the implementation.

RECOMMENDATION NO. 1.5

Probation officers and custody officers assigned to juvenile facilities must be provided with safety or protective gear to ensure their personal safety. The gear must be inventoried and restocked as appropriate.

RESPONSE

Agree. The recommendation requires further analysis to determine appropriate personal safety gear options best suited for detention personnel. The CEO defers to the Probation Department's response for further information.

RECOMMENDATION NO. 1.6

A new set of rules must be developed by the Probation Department that will provide consequences and accountability for juvenile offenders when they misbehave or act out, and that can be enforced without violating the rights of the juveniles.

RESPONSE

Agree. The recommendation has been implemented. The CEO defers to the Probation Department's response for further information on the implementation.

RECOMMENDATION NO. 1.7 (a)

The County must provide opportunities for juvenile offenders to be rehabilitated and educated while detained. These programs must include mandatory educational programs (up to high school graduation or GED level) and career training options.

RESPONSE

Agree. The recommendation has been implemented. The CEO defers to the Probation Department's response for further information on the implementation.

RECOMMENDATION NO. 1.7 (b)

Advanced educational programs, career training, enrichment programs (such as art and music), and physical activities should be provided and encouraged.

RESPONSE

Agree. The recommendation has been implemented. The CEO defers to the Probation Department's response for further information on the implementation.

RECOMMENDATION NO. 1.8

Twenty-four-hour on-site counseling and mental health care, and on-going family reunification services, must be made available to juveniles detained at all juvenile halls and camps.

RESPONSE

Partially agree. The recommendation will not be implemented as mental health care is not provided 24/7 onsite.

RECOMMENDATION NO. 1.9 (a)

Probation officers and staff members must be educated to treat even violence-prone juvenile offenders with respect and tolerance without putting anyone at risk of harm.

RESPONSE

Agree. The recommendation has been implemented. The CEO defers to the Probation Department's response for further information on the implementation.

RECOMMENDATION NO. 1.9 (b)

Violence-prone juvenile offenders must be educated/counseled to understand that accountability will be imposed and that there will be consequences for bad actions while detained.

RESPONSE

Agree. The recommendation has been implemented. The CEO defers to the Probation Department's response for further information on the implementation.

RECOMMENDATION NO. 1.10 (a)

Probation and custody officer staffing problems at juvenile facilities must be addressed and appropriate hiring implemented, along with increased training programs for new hires. This is a major issue.

RESPONSE

Agree. The recommendation has been implemented. The CEO defers to the Probation Department's response for further information on the implementation.

RECOMMENDATION NO. 1.10 (b)

Probation and custody officers must be trained to recognize emerging problems and to take appropriate actions to defuse potentially violent situations.

RESPONSE

Agree. The recommendation has been implemented. The CEO defers to the Probation Department's response for further information on the implementation.

RECOMMENDATION NO. 1.10 (c)

Counseling, mental health services, and wellness programs should be instituted for probation officers and staff members who are not coming in to work because of injuries, stress, and other management issues.

RESPONSE

Agree. The recommendation has been implemented. The CEO defers to the Probation Department's response for further information on the implementation.

RECOMMENDATION NO. 1.11

Probation and custody officers must be given additional and ongoing training to enable them to handle juveniles who act up or act out with physical violence.

RESPONSE

Agree. The recommendation is being implemented. The CEO defers to the Probation Department's response for further information on the implementation.



Guillermo Viera Rosa
Interim Chief Probation Officer

COUNTY OF LOS ANGELES PROBATION DEPARTMENT

9150 EAST IMPERIAL HIGHWAY – DOWNEY, CALIFORNIA 90242
(562) 940-2501



July 24, 2023

TO: Fesia Davenport
Chief Executive Officer

FROM: Guillermo Viera Rosa 
Interim Chief Probation Officer

**SUBJECT: PROBATION RESPONSES TO THE 2022-2023 LOS ANGELES COUNTY
CIVIL GRAND JURY FINAL REPORTS: AGING OUT TRANSITIONAL AGED YOUTH
AND JUVENILE JUSTICE CYA**

The 2022-2023 Los Angeles County Civil Grand Jury (CGJ) convened committees to address two issues affecting system-involved youth. The first committee report addressed systemic factors contributing to homelessness of youth who age out of the foster care and Probation systems. Based upon their findings, the CGJ Aging Out Committee report identified specific recommendations for each department and entity that funds, supports, or provides direct services to system involved transitional aged youth in Los Angeles County. The Probation responses to those recommendations are in Attachment A. The second committee report addressed Juvenile Justice issues affecting youth after the closure of the California Youth Authority (CYA), the creation of the Department of Juvenile Justice and its subsequent closure because of SB823. The Probation Department responses to the recommendations on juvenile justice are in Attachment B.

California Penal Code Sections 933(c) and 933.05 require a written response to all recommendations contained in this report. Responses by elected county officials and agency heads shall be made no later than sixty (60) days after the Los Angeles County Civil Grand Jury publishes its report and files with the Clerk of the Court. Responses by the governing body of public agencies shall be ninety (90) days after the Los Angeles County Civil Grand Jury publishes its reports and files with the Clerk of the Court. Responses shall be made in accordance with Penal Code Section 933.05 (a) and (b).

Rebuild Lives and Provide for Healthier and Safer Communities

RESPONSE TO THE CIVIL GRAND JURY FINAL REPORT

COUNTY OF LOS ANGELES PROBATION DEPARTMENT

2022-2023 CIVIL GRAND JURY RECOMMENDATIONS FOR JUVENILE JUSTICE CYA

RECOMMENDATION NO. 1.1

The Probation Department, in conjunction with the Department of Juvenile Justice and the BOS, shall develop a system for managing juvenile offenders which recognizes and facilitates the care and rehabilitation of juvenile offenders.

RESPONSE

Agree. The recommendation has been implemented. Probation currently has a Behavioral Management Program (BMP). However, Probation is in the process of enhancing the BMP to align with industry standards and research best practices. The BMP manual is completed, and training materials are being finalized. Probation plans on implementing the newly enhanced BMP in September 2023.

The BMP is an integrated approach to behavior modification designed to effect positive behavioral change in a relatively short period of time. The BMP allows youth to earn points and privileges as they demonstrate skillful behavior in their daily activities and applies proportional consequences to decrease the likelihood of negative behavior. The focus and activities in the halls are geared towards personal growth and youth development. Each aspect of the facility operation (mealtimes, school, recreation, programming, etc.), provides opportunities for staff to structure the environment, describe behaviors that they expect to see, and create opportunities for youth to demonstrate these behaviors and be recognized for them. The BMP includes progressive levels that allow staff and youth to see and measure growth. Youth earn access to greater independence, opportunities, and privileges as they demonstrate positive behavior throughout their stay in juvenile hall. Every interaction that occurs in the program is viewed as an opportunity to work with youth and to support staff to create an environment that encourages positive behavior, discourages inappropriate behavior, and where new skills are taught and modeled for youth.

RECOMMENDATION NO. 1.2 (a)

The leaking steam-vent issue at Central Juvenile Hall must be addressed immediately, as it constitutes a serious hazard to the incarcerated juveniles.

RESPONSE

Agree. The recommendation will be implemented during FY 2023-24. Probation continues a collaborative partnership with the DPW, the DHS, and USC University Hospital to address the steam leaks and the challenges those leaks produce. This collaboration has involved site walk-throughs and discussions of various options for routing and replacement of the aged pipe system and various mechanical

components. A collaborative decision was made to pursue the best solution; the solution designs and associated cost estimates will solidify during FY 2023-24. These estimates include timeframes for an anticipated competitive solicitation, approvals needed from the BOS, permitting, and construction.

RECOMMENDATION NO. 1.2 (b)

The County must immediately begin substantial physical renovation of both the Central and Nidorf juvenile facilities to make those facilities acceptably habitable for youthful offenders.

RESPONSE

Agree. The recommendation has been partially implemented as the renovation is currently ongoing. The County has allocated funds to make substantial physical renovations to both Central and Barry J. Nidorf Juvenile Halls. The County contracted an architectural firm to conduct a study and make recommendations on improving the structures. The recommended renovations are underway to make the necessary upgrades to the dilapidated buildings, as well as, to transform the living units into a homelike environment, create outdoor spaces, and transform the facility to be consistent with the goals of Youth Justice Reimagined.

RECOMMENDATION NO. 1.2 (c)

The County must find some alternative facility in which to house juvenile offenders until such renovations can be achieved.

RESPONSE

Agree. The recommendation has been implemented. The County invested the necessary resources to ensure an alternate facility was renovated and approved by the California Board of State and Community Corrections (BSCC) to ensure it met the Title 15 minimum standards for local detention facilities. Prejudicated juvenile offenders are being relocated to the newly reopened Los Padornos Juvenile Hall which had been closed since 2017. This was accomplished through a collaborative effort among Probation, the DPW, ISD, consultants, and contractors working around the clock to prepare Los Padornos to house all pre-adjudicated youth by July 23, 2023.

RECOMMENDATION NO. 1.3

Allotment of funds must be a top priority. An immediate large-scale financial investment in the juvenile justice system is required to provide adequate facilities and services for the juveniles detained.

RESPONSE

Agree. The recommendation has been implemented with existing resources. The County has invested in the juvenile justice system by allotting targeted funds to update, renovate and redesign probation facilities. The goal is to create a "home like" environment with healing and rehabilitative spaces, as prescribed in Youth Justice Reimagined. In addition, Probation has committed funding for programs and services which will be administered through Probation, the Department of Youth Development, other county departments, and contracted community-based

organizations. Probation is currently developing a comprehensive program and recreation plan for the pre-adjudicated youth, and the Juvenile Justice Coordinating Council – Juvenile Justice Realignment Block Grant (JJCC-JJRBG) Subcommittee will develop the program and services plan for the Secure Youth Treatment Facility (SYTF) population.

RECOMMENDATION NO. 1.4

The Probation department must institute or upgrade programs that encourage incarcerated juveniles to become aware, and to understand, that there are consequences for inappropriate behavior, whether in or out of detention facilities.

RESPONSE

Agree. The recommendation has been implemented. Probation is committed to implementing programs that are evidenced-based, in which research supports the identified intervention and has positive outcomes for youth. There are programs and services currently offered in the juvenile halls by Probation, other county departments, and contracted community-based organizations; however, Probation is developing a comprehensive program and recreation plan for the juvenile institutions which will encourage youth to be aware and understand there are consequences for inappropriate behavior. These programs will support and be integrated into the established BMP. In addition, Credible Messengers that are embedded in the halls, will support staff and reinforce the view that there are consequences for inappropriate behavior.

RECOMMENDATION NO. 1.5

Probation officers and custody officers assigned to juvenile facilities must be provided with safety or protective gear to ensure their personal safety. The gear must be inventoried and restocked as appropriate.

RESPONSE

Agree. The recommendation will be implemented upon further research on protective gear options for detention personnel. Probation is eliminating the use of Oleoresin Capsicum (OC) Spray (pepper spray) which was a tool used to control, restrain, or subdue imminent or actual violent behavior by the youth if such behavior presented a clear danger. It was not used for punishment, retaliation or for disciplinary purposes. Given the elimination of OC Spray, Probation is researching alternatives and other tools that can be used when a detention staff is confronted with violent youth offenders. Because safety and security are paramount and OC Spray is not an option, Probation is exploring the use of “stab vests” for Detention Services Officers and other Probation staff who work directly with the youth. Probation expects to complete its research and procure safety or protective gear during FY 2023–24.

RECOMMENDATION NO. 1.6

A new set of rules must be developed by the Probation Department that will provide consequences and accountability for juvenile offenders when they misbehave or act out, and that can be enforced without violating the rights of the juveniles.

RESPONSE

Agree. This recommendation has been implemented. As previously noted, Probation has a BMP that is being enhanced to ensure consequences and accountability are clearly articulated. The California Department of Justice Memorandum of Agreement (Cal DOJ MOU) requires the Monitoring Team to approve the BMP to ensure it contained the components consistent with evidence-based practices and did not violate youths' rights. The enhanced BMP was approved by the Monitoring Team as required by the Cal DOJ MOU. In addition, youth are provided information on their rights during their orientation and there are Youth Rights posters throughout the facility.

RECOMMENDATION NO. 1.7 (a)

The County must provide opportunities for juvenile offenders to be rehabilitated and educated while detained. These programs must include mandatory educational programs (up to high school graduation or GED level) and career training options.

RESPONSE

Agree. The recommendation has been implemented. The Los Angeles County Office of Education (LACOE) provides a comprehensive education program that builds students' academic skills through courses where they can earn the credits required for a high school diploma. Students are provided with school counseling and transition supports. Qualifying students may also prepare for and earn a high school equivalency certificate through the HiSet examination.

RECOMMENDATION NO. 1.7 (b)

Advanced educational programs, career training, enrichment programs (such as art and music), and physical activities should be provided and encouraged.

RESPONSE

Agree. The recommendation has been implemented. Probation youth who have earned a high school diploma or GED are provided with advanced educational and career training opportunities, including taking college courses, earning a Cal-OSHA certificate, or participating in Probation's youth employment program. Regarding physical activities, youth receive at least one hour daily of recreation time and are encouraged to engage in physical activities.

Probation operates the nation's largest college program in a juvenile justice setting. This year-round program provides students in juvenile halls and camps with an opportunity to earn transferable college credits while in Probation's care. Students are provided with the necessary tools to succeed in the program including textbooks, access to technology and academic support. Our largest post-secondary partner is the Los Angeles Mission College. We also offer college courses in collaboration with East Los Angeles College, Trade Tech, and University of California

Los Angeles (UCLA). The Cal-OSHA certification involves completing a 10-hour OSHA course in a variety of career fields. These courses are designed to improve workplace safety, compliance, and risk management. With the Department of Economic Opportunity (DEO), Probation youth who have earned a high school diploma or GED have an opportunity to gain valuable work experience and earn a paycheck through Probation's Youth Employment Program. Students in the program participate in paid Personal Enrichment Training where they learn valuable employment and financial literacy skills.

RECOMMENDATION NO. 1.8

Twenty-four-hour on-site counseling and mental health care, and on-going family reunification services, must be made available to juveniles detained at all juvenile halls and camps.

RESPONSE

Partially agree as not all services are provided 24/7 onsite. This recommendation has been partially implemented. Probation staff are available 24 hours a day onsite to counsel youth and provide ongoing family reunification services such as facilitating telephone calls, family visits and supporting family reunification efforts identified in the youth's individualized treatment plans. DMH provides on-site clinicians at each facility from 6:00 am to 10:00 pm, during the youth's waking hours. After hours, a licensed mental health care provider is available by telephone for staff to consult with and/or assess for a psychiatric hold.

RECOMMENDATION NO. 1.9 (a)

Probation officers and staff members must be educated to treat even violence-prone juvenile offenders with respect and tolerance without putting anyone at risk of harm.

RESPONSE

Agree. The recommendation has been implemented. Probation staff receive training covering a variety of topics addressing how to work with violent prone juvenile offenders and to treat them with respect and tolerance without putting anyone at risk of harm. Probation employees receive training on, including but not limited to de-escalation, physical intervention, trauma informed care, and motivational interviewing techniques.

RECOMMENDATION NO. 1.9 (b)

Violence-prone juvenile offenders must be educated/counseled to understand that accountability will be imposed and that there will be consequences for bad actions while detained.

RESPONSE

Agree. This recommendation has been implemented. As previously noted, Probation is developing a BMP that encompasses educating detained youth on accountability and consequences for violent and inappropriate behavior. In addition, Probation is utilizing Credible Messengers to educate and counsel youth. Credible Messengers are defined as natural leaders who have successfully navigated their own prior involvement in the justice system, share similar life experiences with the current justice involved youth, and are poised to have a transformative impact. Their objectives include to promote youth development and healing, support and strengthen all facility staff through co-training and collaboration to ensure safety and security within a facility and increase the efficacy of overall practices and programming. Credible Messengers will receive the BMP training to further reinforce the recommendation of educating and counseling youth that accountability will be imposed and there will be consequences for bad actions while detained.

RECOMMENDATION NO. 1.10 (a)

Probation and custody officer staffing problems at juvenile facilities must be addressed and appropriate hiring implemented, along with increased training programs for new hires. This is a major issue.

RESPONSE

Agree. This recommendation has been implemented. The staffing problems are being addressed through a myriad of approaches which include aggressive recruitment efforts, providing monetary incentives for sworn staff not currently assigned to the juvenile halls to work overtime in the halls, conducting in person door knocks to encourage staff to return to work, and mandatory deployments. Training is essential for the proper care and custody of our youth and for everyone's overall safety. As such, Probation's Training Center adjusted its training of new hires to better prepare them for the job and to improve retention. New hires are now being integrated into the halls during their academy training; Academy cadets are trained not only at the Probation Training Center, but they receive training at the halls themselves, spending time on a unit and shadowing existing staff, while being exposed to real life situations they can present to the trainers for additional learning opportunities.

RECOMMENDATION NO. 1.10 (b)

Probation and custody officers must be trained to recognize emerging problems and to take appropriate actions to defuse potentially violent situations.

RESPONSE

Agree. The recommendation has been implemented. Probation provides training to detention staff on active supervision, de-escalation, and physical intervention techniques. These trainings provide the skills to observe and identify problematic behaviors, how to prevent the escalation of the negative behavior, and how to physically intervene to stop the behavior. Probation recognizes the need for more

robust self-defense training since the elimination of OC Spray; more self-defense techniques will be incorporated into the physical intervention trainings in the next training year.

RECOMMENDATION NO. 1.10 (c)

Counseling, mental health services, and wellness programs should be instituted for probation officers and staff members who are not coming in to work because of injuries, stress, and other management issues.

RESPONSE

Agree. This recommendation has been implemented. Probation provides referrals to support services to staff members who are not coming to work because of injuries, stress, and other management or personal issues. These wellness programs include a Peer Support program developed and managed by Probation, the Employee Assistance Program (EAP) administered by the County's Department of Human Resources, and Probation Support Services (PSS), and Probation's own contract for therapeutic support services. These wellness programs are not only available to employees not coming to work, but any employee needing counseling, mental health, or a wellness program have access to these options.

RECOMMENDATION NO. 1.11

Probation and custody officers must be given additional and ongoing training to enable them to handle juveniles who act up or act out with physical violence.

RESPONSE

Agree. The recommendation is being implemented. Probation recognizes the changing population of youth being detained; they are entering with higher risk factors and having higher needs. In addition, the Secure Youth Treatment Facility (SYTF) youth need a higher level of care. During FY 2023 -2024 Probation is enhancing its training on de-escalation strategies and physical intervention techniques and will be expanding training on self-defense techniques to address this population.