

California Department of Corrections and  
Rehabilitation

Office of the Ombudsman



Senate Bill 518 Report  
2010

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## *Executive Summary*

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Senate Bill 518 was signed into law by Governor Arnold Schwarzenegger on October 13, 2007. This bill created the Youth Bill of Rights and mandated the Office of the Ombudsman and the Division of Juvenile Justice (DJJ) to implement several services related to the Youth Bill of Rights. It required the Office to install a toll-free number through which youth in DJJ facilities could contact the Office directly. The Office was required to consult with various stakeholders, including youth advocates and support groups, to develop standardized information explaining the Youth Bill of Rights, and to disseminate this information to all facilities. The Office was required to post this standardized information, including the toll-free telephone number, in all DJJ facilities by July 1, 2008.<sup>1</sup>

The Office of the Ombudsman's DJJ Hotline was implemented on July 1, 2008.<sup>2</sup> Upon implementation, the Youth Bill of Rights posters were placed in all DJJ facility living units, visiting halls, school areas, libraries, administration buildings, and other areas deemed appropriate. To date, the DJJ Ombudsman continues to monitor and ensure the distribution and placement of posters and track all calls received on the hotline.

Senate Bill 518 also required that the Office of the Ombudsman compile and make available to the Legislature, and to the public, all data collected over the course of the year, including, but not limited to, the number of inquiries to the toll free number, the nature of the inquiries, the actions taken to address the inquiries, and the number of inquiries not resolved. Pursuant to this requirement the following report is a compilation of the data captured for the year 2010. This report includes all inquiries made to the Office of the Ombudsman's DJJ Hotline.

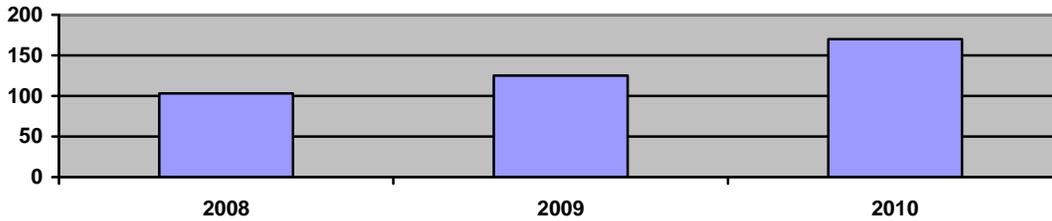
This is the third report issued by the Office of the Ombudsman. It contains data for inquiries received via the DJJ Hotline from April 1, 2010 through December 31, 2010. Due to budget cutbacks, the Office of the Ombudsman did not have a dedicated DJJ Ombudsman during the months of January, February, and March, nor the resources necessary for tracking the inquiries that were received. Therefore data is unavailable for that time period.

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<sup>1</sup> Welfare and Institutions Code § 224.70-224.74

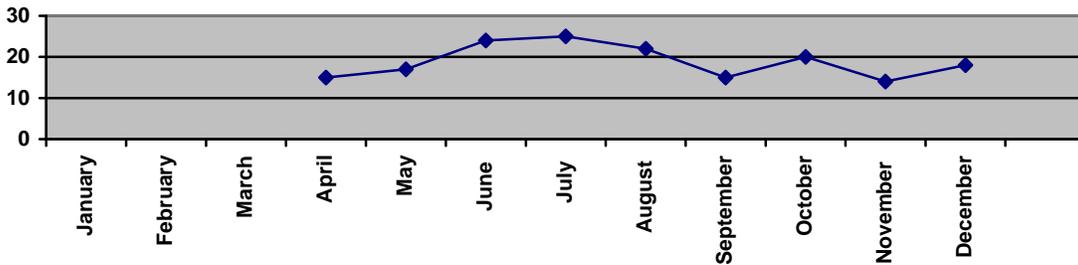
<sup>2</sup> The Inmate/Ward Telephone System (IWTS) Contract that is used by the adult and juvenile facilities for telephone services includes a requirement that does not allow the inmates or wards to dial a toll-free or special service number. This requirement was established to comply with the CDCR policies in Title 15 Section 3282. Therefore, although the hotline number is a normal 10-digit number, it is toll-free when dialed from any phone inside a DJJ facility.

From April 1, 2010 through December 31, 2010, the Office of the Ombudsman received a total of 170 inquiries; this is a steady increase in the number of calls made to the DJJ Hotline since it was implemented in July of 2008. Although budgetary setbacks have impacted the services provided by the Office to the DJJ population, the youth continue to access the DJJ Hotline at an increasing rate.



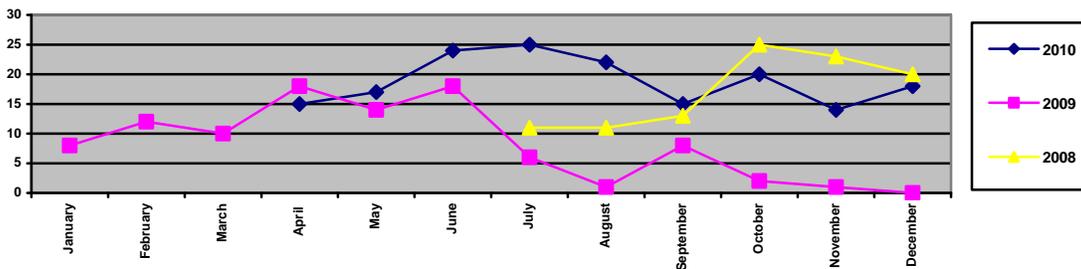
**Table A. Hotline Inquiries received by the Office of the Ombudsman's DJJ Hotline, 2008-2010**

The average number of inquiries received per month from the Office of the Ombudsman was 21. The highest number of inquiries was received in the month of July (25). The lowest number of inquiries was received in November (14).



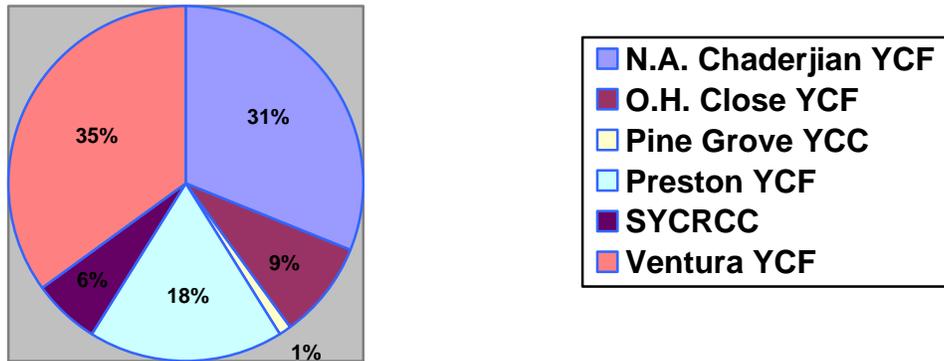
**Table B. 2010 DJJ Hotline Inquiries per Month**

A cross-year comparison of calls received per month does not indicate any trends, although calls have peaked in the summer months in the past two years. The data also supports that youth access the Ombudsman when a dedicated Ombudsman is available.



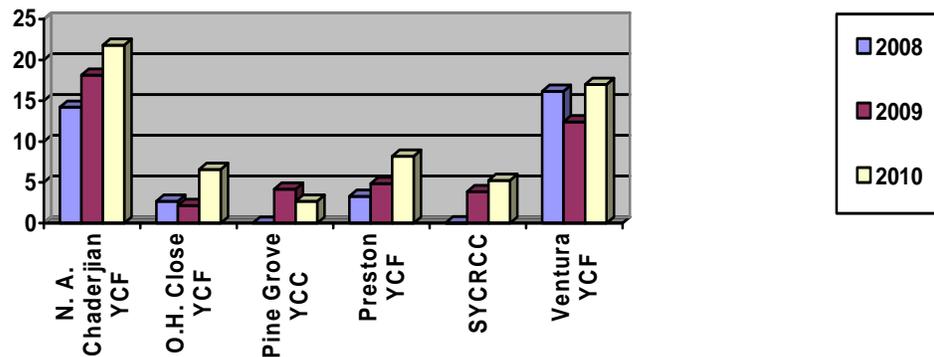
**Table C. Comparison by Year of DJJ Hotline Inquiries per Month**

The greatest numbers of total inquiries received were related to concerns at the Ventura Youth Facility (60; 35% of total inquiries) and the N.A. Chaderjian Youth Correctional Facility (53; 31% of total inquiries). The least number of total inquiries received were regarding concerns at the Pine Grove Youth Conservation Camp (2; 1% of total inquiries).



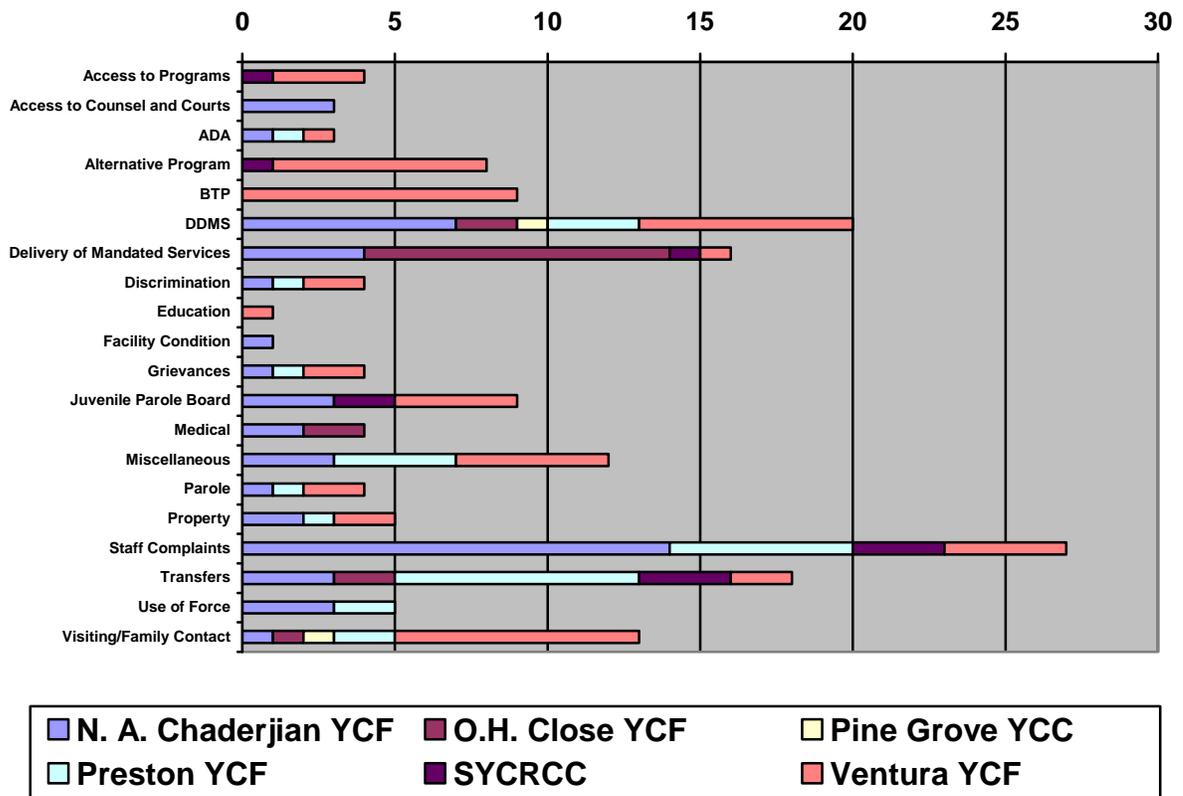
**Table D. Percentage of DJJ Hotline Inquiries by Facility**

Overall, the data indicates a growth trend in the rate of inquiries received by facility. With the exception of Pine Grove YCC, which experienced a decline in the number of calls per 100 youth (- 1.47), all other facilities experienced an increase of number of calls per 100 youth. The average rate of increase was + 3.48 calls per 100 youth. Ventura YCF experienced the highest rate increase (+ 4.56), while SYCRCC experienced the lowest rate of increase (+ 1.4).



**Table E. Cross-Year Comparison of Rate of Inquiries per 100 youth**

The greatest number of inquiries (27) was received in the area of Staff Complaints. [For a breakdown of inquiries received by Issue and by Facility, see Table F. DJJ Hotline Inquiries by Issue Category and by Facility.] This category traditionally receives the highest number of inquiries and can cover anything from allegations of disrespect to allegations of negligence. The majority of these complaints were received from the N.A. Chaderjian Youth Correctional Facility, which typically receives the highest rate of



**Table F. DJJ Hotline Inquiries by Issue Category and by Facility**

Staff Complaints. Although the Ombudsman’s Office does not conduct investigations into allegations of staff misconduct, these complaints are referred to the attention of the Superintendent and monitored as an inquiry or investigation is conducted into the allegation of misconduct, as outlined in DJJ’s Staff Misconduct Complaint Policy.

Allegations of excessive or unnecessary physical or chemical force are captured under Use of Force (5). Per DJJ’s Crisis Prevention Management and Use of Force Policy, any DJJ employee that receives an allegation of excessive physical or chemical force must report the allegation immediately. All allegations received by the Office of the Ombudsman were reported to the Superintendent and to the Division Force Review Committee.

Based on the high incidence of calls, the Office has created a new category to capture inquiries relating to the Behavior Treatment Program (BTP). BTP is a program designed to meet the mandates of *Farrell v. Cate* by providing “intensive treatment interventions for youth who demonstrate violent, disruptive aggressive behavior and who do not meet the criteria for intensive mental health treatment or a higher level of mental health care.”<sup>3</sup>

<sup>3</sup> Behavior Treatment Program Guide, submitted by the BTP Charter Workgroup, July 15, 2009.

The Office received nine (9) calls regarding BTP, 100% of which were received from the Ventura YCF. These calls can be attributed to the implementation of the BTP at the Ventura YCF, which occurred on March 1, 2010.

In the year 2010, there was an increase in the number of inquiries received in the category “Alternative Program,” which includes all calls relating to Temporary Detention, the Temporary Intervention Program, and the implementation of Program Change Protocol. These programs, which are designed to mitigate youth danger to self, staff, or other youth, can often entail more restrictive environments for the youth while the threat is contained. The Office received eight (8) inquiries from youth placed on these programs, seven (7) of which were received from Ventura YCF. Ventura YCF experienced many challenges during this time due to the consolidation of the youth population from the closure of the Heman G. Stark Youth Correctional Facility, which occurred in February of 2010. As Ventura YCF staff integrated the youth populations, it became necessary to impose restrictions on youth who participated in the incidents of youth-on-youth violence that occurred during this time. The Office of the Ombudsman monitored the implementation of alternative programs, such as Program Change Protocol (PCP), which is “utilized when necessary to prevent, control, contain, or reduce the threat of violent incidents.”<sup>4</sup> The Ombudsman provided feedback from the youth and their families to the Superintendent and the Director during this time.

Another area that also merits discussion is the increase of calls that were received in the area of Delivery of Mandated Services. There were sixteen (16) calls that were made in this category; ten (10) of the sixteen were from the O.H. Close Youth Correctional Facility. All ten calls were received from the same living unit, Humboldt. Six (6) of the ten calls were what can be considered a group grievance, where several youth called on the same issue. These calls were regarding food, clothing, and bedding, procurement of which was a challenge due to the budget stalemate that occurred in the summer months of 2010. The youth did not submit grievances at O. H. Close YCF, but bypassed their local recourse to contact the Ombudsman. Nevertheless, O. H. Close YCF staff were aware of their concerns and working aggressively to achieve remedy to their concerns.

Other categories that also received a high percentage of inquiries were in the area of the Disciplinary Decision Making System (DDMS) (20) and Transfers (18). Please note that the inquiries in the transfer category, which includes inter- and intra-facility transfers, were relating to anxiety about an impending transfer or a desire to transfer to a different location. The Office of the Ombudsman does not have any jurisdiction over transfers. These calls are referred to the Superintendent and the youth’s treatment team, who are equipped with knowledge of the youth’s case factors and can make the best decision regarding the youth’s placement.

The Miscellaneous category traditionally captures a significant number of inquiries; in 2010, twelve (12) inquiries fell in the Miscellaneous category, which constitutes 7% of the total calls to the DJJ Hotline. Five (5) of these calls were issues relating to the youth’s

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<sup>4</sup> Program Change Protocol, Temporary Departmental Order #07-84, Division of Juvenile Justice, Institutions and Camps Manual, §7275.

release date, such as the setting of the Projected Board Date, the Earliest Possible Release Date, or credit calculations. Two (2) of these calls were regarding youth pay. One (1) call was a question regarding McPherson status. Another call was regarding federal separation laws. Two (2) calls were relating to the closure of a facility. One call provided no information.

The least inquiries were received in the area of ADA (3), Education (2), and Facility Condition (1).

The majority of inquiries received by the Office were resolved. One hundred and sixty-one (161), 95% of inquiries received were resolved by the Ombudsman. Five (5) inquiries were referred to matrix CDCR organizations (such as the Office of Internal Affairs) or external stakeholders (such as county law enforcement). Four (4) inquiries were unresolved.

The DJJ Ombudsman continues to visit all DJJ facilities, clinics, and reception centers. During these visits, the Ombudsman monitors the placement of the posters and educates and informs the youth, individually and in group settings, of the Youth Bill of Rights and their right to contact the Office of the Ombudsman.

The DJJ Ombudsman will also continue to visit facilities during family functions—such as Visiting, Family Nights, and graduations—to introduce the youth’s family to the Youth Bill of Rights and the role of the Ombudsman as mandated by Senate Bill 518.

Contact Information:

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## **Appendix A**

### **Glossary of Terms**

#### **Definitions of Actions**

**Resolved**—shall include any inquiry in which the Ombudsman has conducted a review of the inquiry, made any necessary recommendations for the satisfaction or resolution of the complaint, responded to the youth, and no further action is necessary.

**Referral**—shall include any referral that is made to an entity or agency outside of DJJ. This shall include referrals to internal CDCR matrix entities such as Office of Internal Affairs; it also includes external state or county agencies, such as Department of Mental Health or Public Defenders.

**Unresolved**—shall include any inquiry in which a youth’s concern is following the administrative process, in which not enough information has been received to resolve the concern, or any inquiry in which a recommendation was made but not adopted at the facility level.

#### **Definitions of Categories**

**Access to Programs**—shall include any complaints about access to programs, including but not limited to: substance abuse treatment program, free venture, fire camp, etc. This category also includes complaints from youth who are not on alternative programs and are concerned about access to programs, or inquiries regarding Program Service Day.

**Access to Counsel and Courts**—(previously categorized as Access to Legal Counsel and Court/Hearings & Representation) shall include requests for legal aid/advice, requests for new hearings of case and /or commitment to DJJ, complaints about attorneys such as public defenders or CalPAP attorneys.

**ADA**—shall include inquiries relating to meeting youth’s needs as identified in the Ward with Disabilities Program, such as providing accommodations for vision, hearing, or learning disabilities.

**Alternative Program**— (formerly categorized as Restrictive Program, modified to be consistent with DJJ terminology) shall include all calls related to conditions of Alternative Programs, Temporary Detention (TD), TIP (Temporary Intervention Program), Program Change Protocol Status (PCP) or Suicide Risk Reduction Status (SRRS).

**BTP**—shall include any calls relating to the Behavior Treatment Program, which is a program designed to meet the mandates of *Farrell v. Cate* by providing “intensive treatment interventions for youth who demonstrate violent, disruptive aggressive behavior and who do not meet the criteria for intensive mental health treatment or a higher level of mental health care.”<sup>5</sup>

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<sup>5</sup> Behavior Treatment Program Guide, submitted by the BTP Charter Workgroup, July 15, 2009.

**DDMS**—shall include any calls regarding the Disciplinary Decision Making System, including calls about appeals, behavior reports, and allegations of due process violations.

**Delivery of Mandated Services**—shall include basic necessities such as clothing, food, bedding, access to showers, etc.

**Discrimination**—shall include allegations that youth are being discriminated against based on race, gender, sexual orientation, or religion. This category also includes allegations based on protected classes, such as youth with mental health diagnoses or ADA requirements.

**Education**—shall include any inquiries regarding education services.

**Facility Condition**—shall include any inquiries regarding the physical plant of the facilities.

**Grievances**—shall include any inquiries where the specific complaint is that the youth is not receiving a response to his grievance, or is not satisfied with the response to the grievance. If the youth calls about a specific issue, and indicates that he has filed a grievance, the inquiry is categorized under the specific issue.

**Juvenile Parole Board**—shall include any hearings, actions, or decisions of the JPB, including Parole Consideration Hearings and all proceedings related to the LH lawsuit, such as Probable Cause Hearings or the setting of Revocation Release Dates, and hearings and actions relating to AB 1053 or AB 1628.

**Medical**—shall include any issues relating to access to medical care.

**Miscellaneous**—shall include calls in which not enough information is provided by the youth regarding the nature of their concern; calls where the issues may fall under multiple jurisdictions; or items that do not fall under any other specific category in this report.

**Parole**—shall include any calls about parole operations, including placement plans, issues in the community, warrants, tickets, etc.

**Property**—shall include any calls relating to a youth's property.

**Staff Complaint**—shall include any complaint against staff that is not regarding discrimination (see Discrimination) or Use of Force (see Use of Force).

**Transfers**—shall include any calls regarding inter- or intra-facility transfers to another facility, program, or living unit. This category shall also include calls regarding transfers to the Division of Adult Institutions.

**Use of Force**—shall include any allegation of excessive or unnecessary use of chemical or physical force that is reported to the Ombudsman. Any allegation of excessive or unnecessary chemical or physical force made to the Office of the Ombudsman is reported immediately to the Superintendent or designee upon receipt of the allegation.

**Visiting/Family Contact**—shall include any inquiries regarding contact with family via mail, telephone, or through the Visiting Program.

## *Appendix B: 2010 DJJ Hotline Inquiries by Facility*

<i>Facility</i>	<i>Date Received</i>	<i>Issue</i>
<i>N.A. CHADERJIAN YCF</i>		
	7 /15/2010	Medical
	6 /22/2010	Medical
	9 /26/2010	Delivery of Mandated Services
	12/28/2010	Access to Counsel and Courts
	12/20/2010	DDMS
	12/16/2010	DDMS
	8 /29/2010	Miscellaneous
	4 /27/2010	Delivery of Mandated Services
	9 /21/2010	Staff Complaint
	12/28/2010	Grievance
	8 /24/2010	Access to Counsel and Courts
	8 /26/2010	Use of Force
	12/3 /2010	DDMS
	5 /17/2010	Staff Complaint
	11/6 /2010	Discrimination
	11/11/2010	Transfers
	8 /7 /2010	Delivery of Mandated Services
	8 /13/2010	Miscellaneous
	4 /20/2010	Staff Complaint
	4 /22/2010	Staff Complaint
	10/21/2010	Staff Complaint
	10/13/2010	Medical
	10/28/2010	Staff Complaint
	9 /21/2010	Staff Complaint
	7 /20/2010	Staff Complaint
	4 /19/2010	Property
	8 /12/2010	Juvenile Parole Board
	4 /14/2010	Access to Counsel and Courts
	12/28/2010	Staff Complaint
	10/6 /2010	DDMS

<i>Facility</i>	<i>Date Received</i>	<i>Issue</i>
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*N. A. CHADERJIAN YCF (cont.)*

	9 /23/2010	Staff Complaint
	9 /19/2010	DDMS
	7 /11/2010	Staff Complaint
	11/30/2010	Transfers
	10/11/2010	Visiting/Family Contact
	5 /20/2010	Use of Force
	5 /21/2010	Use of Force
	10/5 /2010	Parole
	10/21/2010	Delivery of Mandated Services
	10/14/2010	Juvenile Parole Board
	12/31/2010	Miscellaneous
	11/7 /2010	ADA
	6 /8 /2010	Staff Complaint
	7 /14/2010	Transfers
	4 /8 /2010	DDMS
	4 /6 /2010	DDMS
	6 /12/2010	Property
	9 /12/2010	Facility Condition
	10/5 /2010	Staff Complaint
	8 /10/2010	Juvenile Parole Board
	7 /20/2010	Staff Complaint

*O.H. CLOSE YCF*

	10/16/2010	DDMS
	10/15/2010	DDMS
	7 /14/2010	Delivery of Mandated Services
	9 /10/2010	Delivery of Mandated Services
	7 /8 /2010	Delivery of Mandated Services
	9 /9 /2010	Delivery of Mandated Services
	9 /9 /2010	Transfers
	9 /29/2010	Transfers
	7 /23/2010	Medical
	6 /24/2010	Delivery of Mandated Services

<i>Facility</i>	<i>Date Received</i>	<i>Issue</i>
<i>O.H. CLOSE (cont.)</i>		
	11/2 /2010	Visiting/Family Contact
	6 /24/2010	Delivery of Mandated Services
	6 /27/2010	Delivery of Mandated Services
	6 /21/2010	Delivery of Mandated Services
	6 /21/2010	Delivery of Mandated Services
	6 /28/2010	Delivery of Mandated Services
<i>PINE GROVE YCC</i>		
	7 /21/2010	DDMS
	5 /6 /2010	Visiting/Family Contact
<i>PRESTON YCF</i>		
	7 /12/2010	Staff Complaint
	7 /15/2010	DDMS
	7 /31/2010	Transfers
	7 /31/2010	Transfers
	7 /7 /2010	DDMS
	6 /24/2010	Staff Complaint
	6 /13/2010	Property
	6 /10/2010	Visiting/Family Contact
	6 /10/2010	Staff Complaint
	10/31/2010	Staff Complaint
	6 /6 /2010	Staff Complaint
	6 /8 /2010	Transfers
	5 /12/2010	Transfers
	11/2 /2010	Miscellaneous
	11/9 /2010	Grievance
	12/3 /2010	Transfers
	8 /29/2010	Visiting/Family Contact
	8 /16/2010	Miscellaneous
	9 /29/2010	Transfers
	8 /14/2010	Transfers

<i>Facility</i>	<i>Date Received</i>	<i>Issue</i>
<i>PRESTON YCF (cont.)</i>		
	10/27/2010	Discrimination
	4 /15/2010	DDMS
	11/29/2010	Use of Force
	11/30/2010	ADA
	8 /9 /2010	Miscellaneous
	12/30/2010	Parole
	11/2 /2010	Miscellaneous
	12/2 /2010	Transfers
	12/14/2010	Use of Force
	10/18/2010	Staff Complaint
<i>SYCRCC</i>		
	4 /20/2010	Access to Programs
	6 /29/2010	Delivery of Mandated Services
	4 /1 /2010	Staff Complaint
	4 /2 /2010	Alternative Program
	4 /13/2010	Juvenile Parole Board
	8 /16/2010	Staff Complaint
	7 /19/2010	Juvenile Parole Board
	7 /15/2010	Staff Complaint
	5 /19/2010	Transfers
	5 /17/2010	Transfers
	5 /17/2010	Transfers
<i>VENTURA YCF</i>		
	6 /15/2010	Discrimination
	6 /16/2010	Parole
	5 /13/2010	Visiting/Family Contact
	7 /27/2010	BTP
	5 /12/2010	Miscellaneous
	12/16/2010	DDMS
	5 /11/2010	Staff Complaint
	6 /28/2010	Parole
	9 /21/2010	Visiting/Family Contact

<i>Facility</i>	<i>Date Received</i>	<i>Issue</i>
<i>VENTURA YCF (cont.)</i>		
	5 /13/2010	Alternative Program
	5 /31/2010	Delivery of Mandated Services
	12/29/2010	Property
	5 /26/2010	DDMS
	8 /16/2010	Juvenile Parole Board
	6 /12/2010	BTP
	5 /18/2010	Alternative Program
	5 /18/2010	Alternative Program
	7 /14/2010	Alternative Program
	10/4 /2010	Staff Complaint
	12/12/2010	Miscellaneous
	6 /23/2010	Grievance
	5 /26/2010	DDMS
	6 /15/2010	Miscellaneous
	7 /16/2010	Access to Programs
	10/4 /2010	Miscellaneous
	9 /19/2010	BTP
	9 /2 /2010	Transfers
	8 /31/2010	Grievance
	8 /31/2010	Property
	8 /12/2010	Visiting/Family Contact
	12/1 /2010	ADA
	8 /10/2010	Visiting/Family Contact
	4 /19/2010	Visiting/Family Contact
	7 /19/2010	DDMS
	12/16/2010	DDMS
	8 /6 /2010	Juvenile Parole Board
	7 /21/2010	BTP
	4 /30/2010	Education
	8 /6 /2010	Juvenile Parole Board
	8 /5 /2010	Access to Programs

<i>Facility</i>	<i>Date Received</i>	<i>Issue</i>
<i>VENTURA YCF (cont.)</i>		
	7 /16/2010	Alternative Program
	10/18/2010	Visiting/Family Contact
	6 /24/2010	Alternative Program
	7 /6 /2010	Transfers
	7 /22/2010	Staff Complaint
	11/30/2010	Visiting/Family Contact
	8 /2 /2010	Alternative Program
	12/27/2010	Juvenile Parole Board
	11/15/2010	Miscellaneous
	9 /21/2010	DDMS
	11/6 /2010	Access to Programs
	4 /17/2010	BTP
	10/18/2010	BTP
	7 /21/2010	Visiting/Family Contact
	10/2 /2010	Staff Complaint
	8 /30/2010	BTP
	10/3 /2010	Discrimination
	6 /23/2010	Alternative Program
	12/6 /2010	DDMS
	11/9 /2010	BTP

## *Appendix C: 2010 DJJ Hotline Inquiries by Issue and Facility*

<i>Issue</i>	<i>Facility</i>	<i>Date Received</i>
<i>Access to Courts and Counsel</i>		
	NAC YCF	12/28/2010
	NAC YCF	4 /14/2010
	NAC YCF	8 /24/2010
<i>Access to Programs</i>		
	SYCRCC	4 /20/2010
	VENTURA YCF	8 /5 /2010
	VENTURA YCF	7 /16/2010
	VENTURA YCF	11/6 /2010
<i>ADA</i>		
	PRESTON YCF	11/30/2010
	VENTURA YCF	12/1 /2010
	NAC YCF	11/7 /2010
<i>Alternative Program</i>		
	VENTURA YCF	5 /13/2010
	VENTURA YCF	9 /19/2010
	VENTURA YCF	5 /18/2010
	VENTURA YCF	7 /14/2010
	VENTURA YCF	6 /24/2010
	VENTURA YCF	7 /16/2010
	SYCRCC	4 /2 /2010
	VENTURA YCF	8 /2 /2010
	VENTURA YCF	5 /18/2010

<i>Issue</i>	<i>Facility</i>	<i>Date Received</i>
<i>BTP</i>	VENTURA YCF	8 /30/2010
	VENTURA YCF	7 /21/2010
	VENTURA YCF	7 /27/2010
	VENTURA YCF	6 /23/2010
	VENTURA YCF	4 /17/2010
	VENTURA YCF	10/18/2010
	VENTURA YCF	6 /12/2010
	VENTURA YCF	11/9 /2010
<i>DDMS</i>	NAC YCF	4 /6 /2010
	NAC YCF	12/16/2010
	VENTURA YCF	12/16/2010
	VENTURA YCF	5 /26/2010
	VENTURA YCF	9 /21/2010
	VENTURA YCF	12/6 /2010
	NAC YCF	12/3 /2010
	NAC YCF	12/20/2010
	VENTURA YCF	5 /26/2010
	PINE GROVE YCC	7 /21/2010
	PRESTON YCF	4 /15/2010
	VENTURA YCF	12/16/2010
	VENTURA YCF	7 /19/2010
	PRESTON YCF	7 /15/2010
	NAC YCF	10/6 /2010
	OHC YCF	10/16/2010
	OHC YCF	10/15/2010
	PRESTON YCF	7 /7 /2010
	NAC YCF	9 /19/2010
	NAC YCF	4 /8 /2010

<i>Issue</i>	<i>Facility</i>	<i>Date Received</i>
<i>Delivery of Mandated Services</i>		
	NAC YCF	9 /26/2010
	OHC YCF	6 /21/2010
	OHC YCF	7 /8 /2010
	OHC YCF	6 /21/2010
	NAC YCF	4 /27/2010
	OHC YCF	6 /27/2010
	OHC YCF	7 /14/2010
	OHC YCF	9 /10/2010
	OHC YCF	6 /24/2010
	OHC YCF	9 /9 /2010
	OHC YCF	6 /28/2010
	OHC YCF	6 /24/2010
	SYCRCC	6 /29/2010
	NAC YCF	8 /7 /2010
	NAC YCF	10/21/2010
	VENTURA YCF	5 /31/2010
<i>Discrimination</i>		
	VENTURA YCF	10/3 /2010
	PRESTON YCF	10/27/2010
	VENTURA YCF	6 /15/2010
	NAC YCF	11/6 /2010
<i>Education</i>		
	VENTURA YCF	4 /30/2010
<i>Facility Condition</i>		
	NAC YCF	9 /12/2010
<i>Grievance</i>		
	PRESTON YCF	11/9 /2010
	VENTURA YCF	8 /31/2010
	VENTURA YCF	6 /23/2010
	NAC YCF	12/28/2010

*Issue* *Facility* *Date Received*

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*Juvenile Parole Board*

VENTURA YCF	8 /16/2010
NAC YCF	8 /10/2010
VENTURA YCF	12/27/2010
VENTURA YCF	8 /6 /2010
SYCRCC	7 /19/2010
VENTURA YCF	8 /6 /2010
NAC YCF	10/14/2010
NAC YCF	8 /12/2010
SYCRCC	4 /13/2010

*Medical*

NAC YCF	6 /22/2010
OHC YCF	7 /23/2010
NAC YCF	7 /15/2010
NAC YCF	10/13/2010

*Miscellaneous.*

VENTURA YCF	10/4 /2010
NAC YCF	12/31/2010
VENTURA YCF	12/12/2010
PRESTON YCF	11/2 /2010
PRESTON YCF	8 /9 /2010
NAC YCF	8 /29/2010
VENTURA YCF	6 /15/2010
VENTURA YCF	5 /12/2010
NAC YCF	8 /13/2010
VENTURA YCF	11/15/2010
PRESTON YCF	8 /16/2010
PRESTON YCF	11/2 /2010

<i>Issue</i>	<i>Facility</i>	<i>Date Received</i>
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*Parole*

VENTURA YCF	6 /16/2010
NAC YCF	10/5 /2010
PRESTON YCF	12/30/2010
VENTURA YCF	6 /28/2010

*Property*

VENTURA YCF	8 /31/2010
NAC YCF	6 /12/2010
NAC YCF	4 /19/2010
PRESTON YCF	6 /13/2010
VENTURA YCF	12/29/2010

*Staff Complaint*

VENTURA YCF	5 /11/2010
NAC YCF	4 /22/2010
NAC YCF	4 /20/2010
PRESTON YCF	6 /6 /2010
PRESTON YCF	10/31/2010
PRESTON YCF	6 /24/2010
NAC YCF	6 /8 /2010
NAC YCF	5 /17/2010
PRESTON YCF	6 /10/2010
NAC YCF	10/5 /2010
VENTURA YCF	10/4 /2010
NAC YCF	10/28/2010
NAC YCF	10/21/2010
PRESTON YCF	10/18/2010
VENTURA YCF	10/2 /2010
SYCRCC	4 /1 /2010
NAC YCF	9 /21/2010
SYCRCC	7 /15/2010

<i>Issue</i>	<i>Facility</i>	<i>Date Received</i>
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*Staff Complaint (cont.)*

	SYCRCC	8 /16/2010
	NAC YCF	9 /23/2010
	NAC YCF	9 /21/2010
	NAC YCF	12/28/2010
	NAC YCF	7 /20/2010
	VENTURA YCF	7 /22/2010
	NAC YCF	7 /11/2010
	PRESTON YCF	7 /12/2010
	NAC YCF	7 /20/2010

*Transfers*

	PRESTON YCF	7 /31/2010
	PRESTON YCF	5 /12/2010
	PRESTON YCF	6 /8 /2010
	PRESTON YCF	9 /29/2010
	PRESTON YCF	8 /14/2010
	PRESTON YCF	7 /31/2010
	PRESTON YCF	12/3 /2010
	SYCRCC	5 /19/2010
	PRESTON YCF	12/2 /2010
	VENTURA YCF	9 /2 /2010
	SYCRCC	5 /17/2010
	OHC YCF	9 /9 /2010
	VENTURA YCF	7 /6 /2010
	NAC YCF	11/30/2010
	OHC YCF	9 /29/2010
	SYCRCC	5 /17/2010
	NAC YCF	7 /14/2010
	NAC YCF	11/11/2010

<i>Issue</i>	<i>Facility</i>	<i>Date Received</i>
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*Use of Force*

NAC YCF	5 /21/2010
NAC YCF	5 /20/2010
PRESTON YCF	11/29/2010
NAC YCF	8 /26/2010
PRESTON YCF	12/14/2010

*Visiting/Family Contact*

VENTURA YCF	8 /12/2010
VENTURA YCF	9 /21/2010
PINE GROVE YCC	5 /6 /2010
VENTURA YCF	7 /21/2010
VENTURA YCF	4 /19/2010
OHC YCF	11/2 /2010
VENTURA YCF	11/30/2010
VENTURA YCF	8 /10/2010
NAC YCF	10/11/2010
PRESTON YCF	8 /29/2010
VENTURA YCF	10/18/2010
PRESTON YCF	6 /10/2010
VENTURA YCF	5 /13/2010

## *Appendix D: 2010 DJJ Hotline Inquiries by Action, Facility, and Issue*

<i>Action</i>	<i>Facility</i>	<i>Date Received</i>	<i>Issue</i>
<i>Referral</i>			
	PRESTON YCF	10/18/2010	Staff Complaint
	NAC YCF	10/28/2010	Staff Complaint
	NAC YCF	12/28/2010	Access to Counsel and Courts
	NAC YCF	4 /20/2010	Staff Complaint
	NAC YCF	8 /24/2010	Access to Counsel and Courts
<i>Resolved</i>			
	VENTURA YCF	4 /30/2010	Education
	VENTURA YCF	6 /23/2010	Alternative Program
	VENTURA YCF	10/3 /2010	Discrimination
	VENTURA YCF	8 /30/2010	Alternative Program
	NAC YCF	7 /20/2010	Staff Complaint
	VENTURA YCF	7 /21/2010	Visiting/Family Contact
	NAC YCF	9 /21/2010	Staff Complaint
	NAC YCF	10/13/2010	Medical
	NAC YCF	5 /17/2010	Staff Complaint
	NAC YCF	8 /29/2010	Miscellaneous
	NAC YCF	4 /19/2010	Property
	NAC YCF	4 /22/2010	Staff Complaint
	NAC YCF	8 /12/2010	Juvenile Parole Board
	NAC YCF	8 /13/2010	Miscellaneous
	NAC YCF	8 /7 /2010	Delivery of Mandated Services
	NAC YCF	7 /15/2010	Medical
	VENTURA YCF	12/12/2010	Miscellaneous
	NAC YCF	7 /14/2010	Transfers
	VENTURA YCF	7 /21/2010	Alternative Program
	PINE GROVE YCC	7 /21/2010	DDMS
	NAC YCF	7 /20/2010	Staff Complaint
	SYCRCC	7 /19/2010	Juvenile Parole Board
	VENTURA YCF	12/16/2010	DDMS

<i>Action</i>	<i>Facility</i>	<i>Date Received</i>	<i>Issue</i>
<i>Resolved (cont.)</i>			
	VENTURA YCF	7 /19/2010	DDMS
	VENTURA YCF	7 /16/2010	Access to Programs
	VENTURA YCF	8 /10/2010	Visiting/Family Contact
	VENTURA YCF	4 /19/2010	Visiting/Family Contact
	PRESTON YCF	7 /15/2010	DDMS
	VENTURA YCF	4 /17/2010	Alternative Program
	PRESTON YCF	7 /12/2010	Staff Complaint
	OHCLOSE YCF	11/2 /2010	Visiting/Family Contact
	OHCLOSE YCF	10/16/2010	DDMS
	OHCLOSE YCF	10/15/2010	DDMS
	OHCLOSE YCF	7 /14/2010	Delivery of Mandated Services
	OHCLOSE YCF	7 /8 /2010	Delivery of Mandated Services
	SYCRCC	4 /20/2010	Access to Programs
	VENTURA YCF	7 /6 /2010	Transfers
	VENTURA YCF	7 /16/2010	Alternative Program
	VENTURA YCF	5 /18/2010	Alternative Program
	VENTURA YCF	5 /31/2010	Delivery of Mandated Services
	PRESTON YCF	6 /8 /2010	Transfers
	PRESTON YCF	5 /12/2010	Transfers
	VENTURA YCF	5 /26/2010	DDMS
	VENTURA YCF	5 /26/2010	DDMS
	NAC YCF	5 /21/2010	Use of Force
	NAC YCF	5 /20/2010	Use of Force
	SYCRCC	5 /19/2010	Transfers
	PRESTON YCF	11/2 /2010	Miscellaneous
	VENTURA YCF	5 /18/2010	Alternative Program
	PRESTON YCF	10/31/2010	Staff Complaint
	SYCRCC	5 /17/2010	Transfers
	SYCRCC	5 /17/2010	Transfers
	VENTURA YCF	5 /13/2010	Visiting/Family Contact
	VENTURA YCF	5 /13/2010	Alternative Program
	VENTURA YCF	5 /12/2010	Miscellaneous

<i>Action</i>	<i>Facility</i>	<i>Date Received</i>	<i>Issue</i>
<i>Resolved (cont.)</i>			
	VENTURA YCF	5 /11/2010	Staff Complaint
	PINE GROVE YCC	5 /6 /2010	Visiting/Family Contact
	VENTURA YCF	9 /21/2010	Visiting/Family Contact
	VENTURA YCF	7 /14/2010	Alternative Program
	OHCLOSE YCF	6 /21/2010	Delivery of Mandated Services
	PRESTON YCF	7 /31/2010	Transfers
	SYCRCC	6 /29/2010	Delivery of Mandated Services
	OHCLOSE YCF	6 /24/2010	Delivery of Mandated Services
	VENTURA YCF	6 /24/2010	Alternative Program
	PRESTON YCF	6 /24/2010	Staff Complaint
	OHCLOSE YCF	6 /28/2010	Delivery of Mandated Services
	OHCLOSE YCF	6 /24/2010	Delivery of Mandated Services
	OHCLOSE YCF	6 /27/2010	Delivery of Mandated Services
	NAC YCF	6 /8 /2010	Staff Complaint
	OHCLOSE YCF	6 /21/2010	Delivery of Mandated Services
	PRESTON YCF	6 /6 /2010	Staff Complaint
	VENTURA YCF	6 /16/2010	Juvenile Parole Board
	VENTURA YCF	6 /15/2010	Discrimination
	VENTURA YCF	6 /15/2010	Miscellaneous
	PRESTON YCF	6 /13/2010	Property
	NAC YCF	6 /12/2010	Property
	VENTURA YCF	6 /12/2010	Alternative Program
	PRESTON YCF	6 /10/2010	Visiting/Family Contact
	PRESTON YCF	6 /10/2010	Staff Complaint
	PRESTON YCF	7 /7 /2010	DDMS
	NAC YCF	6 /22/2010	Medical
	NAC YCF	12/16/2010	DDMS
	PRESTON YCF	9 /29/2010	Transfers
	PRESTON YCF	8 /14/2010	Transfers
	VENTURA YCF	8 /16/2010	Juvenile Parole Board
	VENTURA YCF	12/29/2010	Property
	VENTURA YCF	7 /27/2010	Alternative Program

<i>Action</i>	<i>Facility</i>	<i>Date Received</i>	<i>Issue</i>
<i>Resolved (cont.)</i>			
	PRESTON YCF	12/30/2010	Juvenile Parole Board
	NAC YCF	11/6 /2010	Discrimination
	PRESTON YCF	11/30/2010	ADA
	NAC YCF	12/20/2010	DDMS
	NAC YCF	4 /6 /2010	DDMS
	VENTURA YCF	12/16/2010	DDMS
	PRESTON YCF	12/14/2010	Use of Force
	VENTURA YCF	12/6 /2010	DDMS
	NAC YCF	12/3 /2010	DDMS
	PRESTON YCF	12/3 /2010	Transfers
	PRESTON YCF	12/2 /2010	Transfers
	VENTURA YCF	12/1 /2010	ADA
	VENTURA YCF	7 /22/2010	Staff Complaint
	PRESTON YCF	11/2 /2010	Miscellaneous
	NAC YCF	10/5 /2010	Juvenile Parole Board
	NAC YCF	12/28/2010	Staff Complaint
	NAC YCF	10/6 /2010	DDMS
	NAC YCF	9 /23/2010	Staff Complaint
	NAC YCF	9 /19/2010	DDMS
	NAC YCF	7 /11/2010	Staff Complaint
	VENTURA YCF	6 /28/2010	Juvenile Parole Board
	NAC YCF	11/30/2010	Transfers
	NAC YCF	10/11/2010	Visiting/Family Contact
	NAC YCF	11/7 /2010	ADA
	VENTURA YCF	10/4 /2010	Staff Complaint
	SYCRCC	4 /2 /2010	Alternative Program
	NAC YCF	10/21/2010	Delivery of Mandated Services
	NAC YCF	10/14/2010	Juvenile Parole Board
	VENTURA YCF	6 /23/2010	Grievance
	NAC YCF	4 /14/2010	Access to Counsel and Courts
	PRESTON YCF	4 /15/2010	DDMS
	SYCRCC	4 /13/2010	Juvenile Parole Board

<i>Action</i>	<i>Facility</i>	<i>Date Received</i>	<i>Issue</i>
<i>Resolved (cont.)</i>			
	NAC YCF	4 /8 /2010	DDMS
	PRESTON YCF	11/29/2010	Use of Force
	SYCRCC	7 /15/2010	Staff Complaint
	VENTURA YCF	8 /12/2010	Visiting/Family Contact
	OHCLOSE YCF	9 /9 /2010	Delivery of Mandated Services
	VENTURA YCF	11/30/2010	Visiting/Family Contact
	NAC YCF	9 /12/2010	Facility Condition
	VENTURA YCF	9 /2 /2010	Transfers
	VENTURA YCF	8 /31/2010	Grievance
	VENTURA YCF	8 /31/2010	Property
	PRESTON YCF	8 /29/2010	Visiting/Family Contact
	OHCLOSE YCF	7 /23/2010	Medical
	PRESTON YCF	8 /16/2010	Miscellaneous
	OHCLOSE YCF	9 /9 /2010	Transfers
	NAC YCF	8 /10/2010	Juvenile Parole Board
	PRESTON YCF	8 /9 /2010	Miscellaneous
	VENTURA YCF	8 /6 /2010	Juvenile Parole Board
	VENTURA YCF	8 /6 /2010	Juvenile Parole Board
	VENTURA YCF	8 /5 /2010	Access to Programs
	VENTURA YCF	8 /2 /2010	Alternative Program
	PRESTON YCF	7 /31/2010	Transfers
	NAC YCF	12/31/2010	Miscellaneous
	NAC YCF	8 /26/2010	Use of Force
	VENTURA YCF	10/2 /2010	Staff Complaint
	VENTURA YCF	12/27/2010	Juvenile Parole Board
	VENTURA YCF	11/15/2010	Miscellaneous
	NAC YCF	11/11/2010	Transfers
	PRESTON YCF	11/9 /2010	Grievance
	VENTURA YCF	11/9 /2010	Alternative Program
	VENTURA YCF	11/6 /2010	Access to Programs
	PRESTON YCF	10/27/2010	Discrimination
	NAC YCF	10/21/2010	Staff Complaint

<i>Action</i>	<i>Facility</i>	<i>Date Received</i>	<i>Issue</i>
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*Resolved (cont.)*

VENTURA YCF	10/18/2010	Visiting/Family Contact
VENTURA YCF	10/18/2010	Alternative Program
OHCLOSE YCF	9 /10/2010	Delivery of Mandated Services
OHCLOSE YCF	9 /29/2010	Transfers
NAC YCF	9 /26/2010	Delivery of Mandated Services
VENTURA YCF	9 /21/2010	DDMS
NAC YCF	12/28/2010	Grievance
NAC YCF	9 /21/2010	Staff Complaint
VENTURA YCF	10/4 /2010	Miscellaneous
VENTURA YCF	9 /19/2010	Alternative Program

*Unresolved*

SYCRCC	4 /1 /2010	Staff Complaint
NAC YCF	4 /27/2010	Delivery of Mandated Services
NAC YCF	10/5 /2010	Staff Complaint
SYCRCC	8 /16/2010	Staff Complaint

**CALIFORNIA DEPT OF CORRECTIONS AND REHABILITATION  
DIVISION OF JUVENILE JUSTICE  
AVERAGE DAILY POPULATION (ADP) FOR CALENDER-YEAR 2010  
AS OF DECEMBER 31, 2010**

**ADP    FACILITY**

1377    ***ALL DJJ FACILITIES***

***CLINIC/RECEPTION CENTERS***

209    SOUTHERN YOUTH CORR RECEPTION CENTER AND CLINIC \*  
265    PRESTON YOUTH CORRECTIONAL FACILITY  
283    VENTURA YOUTH CORRECTIONAL FACILITY

***YOUTH FACILITIES***

13    HEMAN G STARK YOUTH CORRECTIONAL FACILITY (CLOSED 2/2010)  
243    NA CHADERJIAN YOUTH CORRECTIONAL FACILITY  
219    OH CLOSE YOUTH CORRECTIONAL FACILITY  
0    EL PASO DE ROBLES YOUTH CORRECTIONAL FACILITY (CLOSED 6/2008)  
0    DEWITT NELSON YOUTH CORRECTIONAL FACILITY (CLOSED 6/2008)

***YOUTH CAMPS***

74    PINE GROVE YOUTH CONSERVATION CAMP  
70    VENTURA CAMP

***ALL DAI FACILITIES***

83    DUAL COMMITMENTS IN STATE PRISON FACILITIES

\* Includes youth housed at the CTC Living Unit located at Heman G. Stark after February 2010.