California Department of Corrections and Rehabilitation

Office of the Ombudsman

Senate Bill 518 Report
2011

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Executive Summary

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.[1]

The Office of the Ombudsman's DJJ Hotline was implemented on July 1, 2008.[2] 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 2011. This report includes all inquiries made to the Office of the Ombudsman's DJJ Hotline.

This is the fourth report issued by the Office of the Ombudsman. It contains data for inquiries received via the DJJ Hotline from January 1, 2011 through December 31, 2011. Although this is the fourth year in which the Ombudsman's Office has been providing the services required by Senate Bill 518, it should be noted that this is only the second year that the report contains data for the full calendar year. The 2008 report captured data from the date of implementation, July 1, 2008, through the end of the calendar year. The 2010 report only captured data from April 1, 2010, through the end of the calendar year, due to budget cutbacks resulting in the loss of a dedicated DJJ Ombudsman.

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[1] Welfare and Institutions Code § 224.70-224.74

[2] 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 January 1, 2011 through December 31, 2011, the Office of the Ombudsman received a total of 135 inquiries; this is a decline from last year, when the Office received 170 calls.

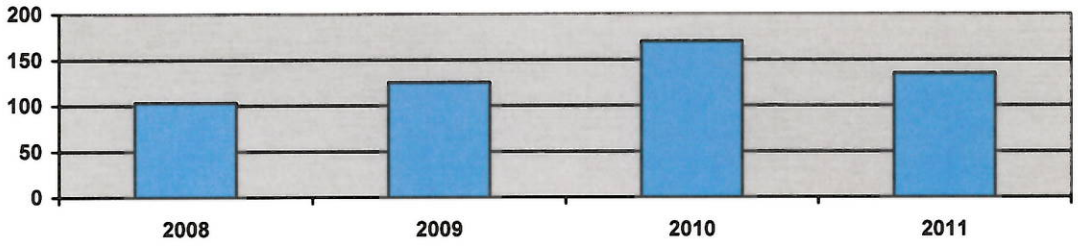

Table A. Hotline Inquiries received by the Office of the Ombudsman's DJJ Hotline, 2008-2011

It should be noted, however, that DJJ has also been experiencing a significant population decline since the implementation of Senate Bill 518. Numerous legislative and regulatory changes have realigned the juvenile justice population to county jurisdiction. Table B shows the steady decline in DJJ population from 2008 to 2011.

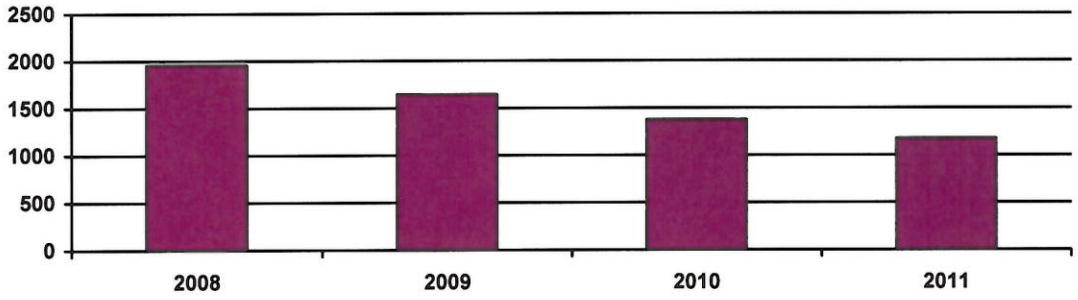

Table B. Average Daily Population for the Division of Juvenile Justice, 2008-2011

Based on the population decline, a simple comparison of numbers of inquiries does not necessarily shed light on the youth's use of the DJJ Hotline. However, a comparison of the rate of inquiries per 100 youth provides more insight into the youth's access of Ombudsman services [see Table C]. In 2011, the youth accessed the Hotline at a rate of 11.47 calls per 100 youth. This is a slight rate decrease from last year, when the Hotline received 12.34 calls per 100 youth.

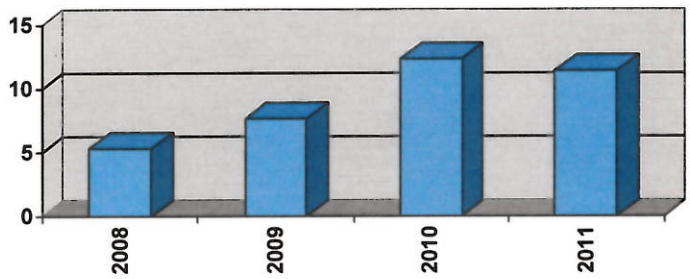

Table C. Cross-Year Comparison of Rate of Hotline Inquiries received per 100 youth, 2008-2011

The average number of inquiries received per month from the Office of the Ombudsman was 11. The highest number of inquiries was received in the month of August (18). The lowest number of inquiries was received in February (7).

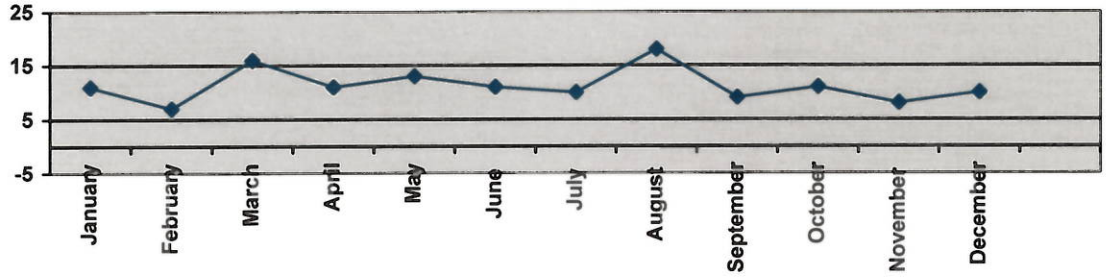

Table D. 2010 DJJ Hotline Inquiries per Month

A cross-year comparison of calls received per month does not indicate any trends, although calls have peaked in the summer months in previous years.

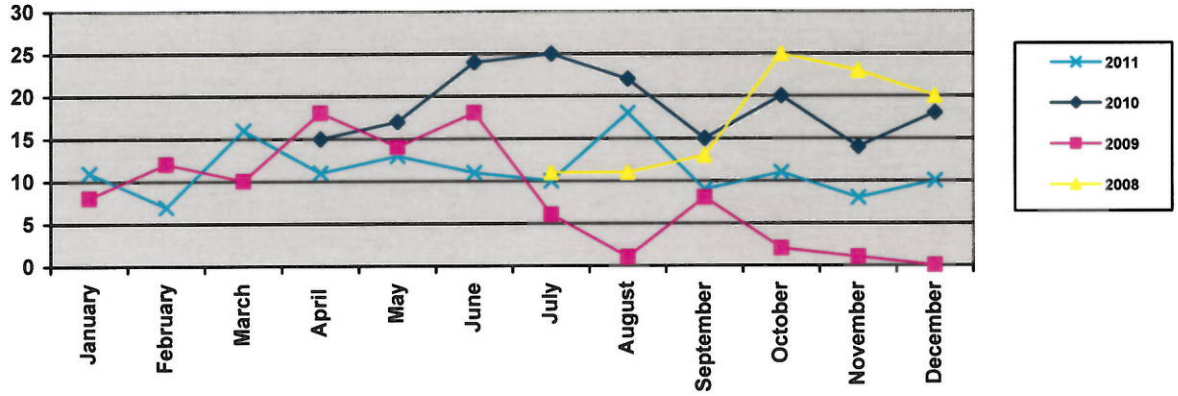

Table E. Comparison by Year of DJJ Hotline Inquiries per Month

The greatest numbers of total inquiries received were related to concerns at the N.A. Chaderjian Youth Facility (60; 44% of total inquiries) and the Ventura Youth Correctional Facility (55; 41% of total inquiries). The least number of inquiries were received from Pine Grove Youth Conservation Camp (2; 2% of total inquiries). Eleven (11) calls were received from the Southern Youth Correctional Reception Center and Clinic prior to closure, comprising 8% of calls. Eight (8) calls were received from the Preston Youth Correctional Facility prior to closure, comprising 3% of calls. Three (3) were received from the O.H. Close Youth Correctional Facility, comprising 2% of calls.

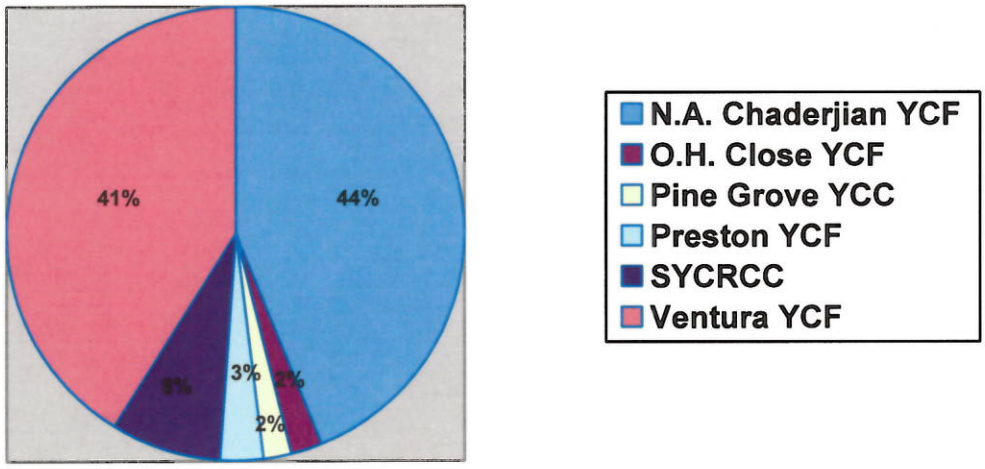

Table F. Percentage of DJJ Hotline Inquiries by Facility

In previous years, the rate of inquiries per 100 youth per facility grew steadily. However, in 2011, half of the facilities actually experienced a decline in the rate of inquiries. Most notably, the rate of inquiries received from the O.H. Close Youth Correctional Facility declined by -5.32 and the rate of inquiries received from N.A. Chaderjian Youth Correctional Facility declined by -4.16. On the other hand, the rate of inquiries increased by +1.98 at the Southern Youth Reception Center and Clinic, by +2.05 at the Preston Youth Correctional Facility, and by +3.08 at the Ventura Youth Correctional Facility.

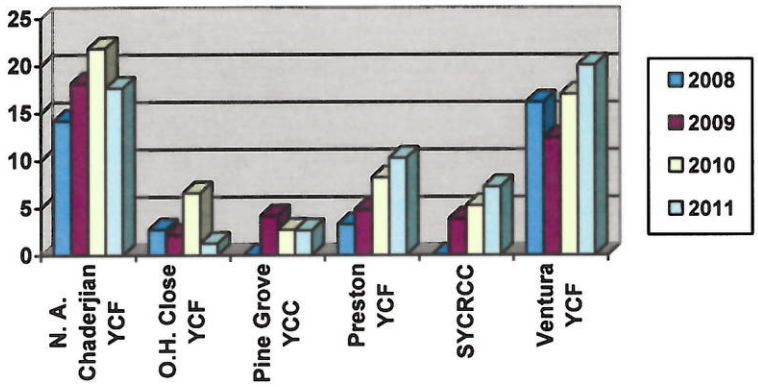

Table G. Cross-Year Comparison of Rate of Inquiries per 100 youth

The greatest number of inquiries was received in the area of Staff Complaints; seventeen (17) inquiries were received. This category traditionally receives the highest number of inquiries and can cover anything from allegations of disrespect to allegations of negligence. The majority were received from N.A. Chaderjian YCF (9), which typically receives the highest rate of 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 the inquiry or investigation is conducted, as outlined in DJJ's Staff Complaint Policy.

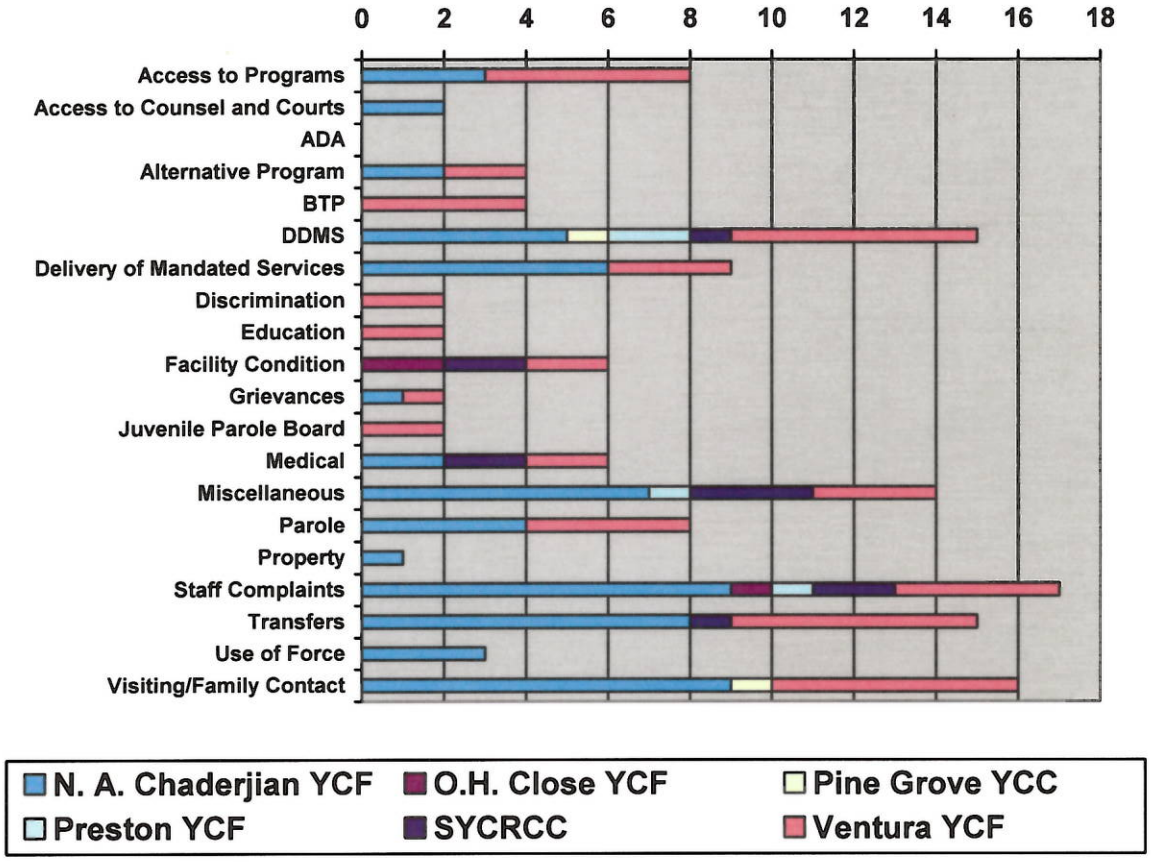

Table H. DJJ Hotline Inquiries by Issue Category and by Facility

Allegations of excessive or unnecessary physical or chemical force are captured under Use of Force; this year, three (3) allegations of excessive or unnecessary force were lodged via the DJJ Hotline. 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.

Last year, the Office 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."[3] Last year, the Office received nine (9) calls regarding BTP, which had recently been implemented at Ventura YCF. This year, however, the Office only received 4 calls relating to the Behavior Treatment Program at Ventura.

In 2011, the Office received four (4) inquiries regarding Alternative Program, a category that includes all calls relating to Temporary Detention, the Temporary Intervention Program, and the implementation of Program Change Protocol (PCP). These programs, which are designed to mitigate youth danger to self, staff, or other youth, can often entail short-term restrictive environments for the youth while the threat is contained. The Office received one (1) call regarding Temporary Detention, one (1) call relating to a youth on a Temporary intervention Program, and two (2) calls regarding PCP.

The Office also received a high number of calls pertaining to Visiting and Family Contact (16). Youth primarily called the Office because some sort of restriction had been placed on their Visitation. Some examples of restrictions placed on Visitation include: specific visitors were restricted from entering the facility, or a youth was limited to visiting only with immediate family or from specific visitors for a specific time frame. The Youth Bill of Rights states that youth shall not be deprived of contact with his or her family for disciplinary reasons. However, DJJ's Visiting Policy allows for restrictions to be placed on a youth if misconduct, such as aggressive behavior or the introduction of contraband, has occurred in the Visiting Hall or relating to activities in the Visiting Hall. Similarly, a visitor may be restricted for serious or repeated violations of the rules, regulations, procedures, and/or upon belief of the visitor's involvement in a criminal act. The Ombudsman monitored all inquiries in which a youth or a visitor was restricted from Visiting Program to ensure that a nexus occurred between the subject, youth or visitor, the alleged misconduct, and the Visiting Program.

Another category that received a high number of inquiries is Transfers, which pertains to both inter- and intra-facility transfers. Fourteen (14) inquiries were received in this category. The main driver for these was the closure of two DJJ facilities in 2011. The Preston Youth Correctional Facility was closed on June 30, 2011, and the Southern Youth Correctional Reception Center and Clinic was closed on December 31, 2011. The closures caused large movements of youth as the population of the two facilities was consolidated into the remaining DJJ facilities. The closures therefore not only resulted in immediate calls relating to the anxiety of where the youth would be housed, but also had long term ramifications as DJJ strove to place youth in the remaining three facilities. Two (2) calls were relating to concerns about where a youth would be housed upon closure of a facility. Four calls (4) were regarding intra-facility transfers, in which the youth concerned about the consolidation of housing units in a specific facility. The remaining eight (8) calls were from youth who were housed in or transferred to a facility a

[3] Behavior Treatment Program Guide, submitted by the BTP Charter Workgroup, July 15, 2009.

significant distance from their homes; these youth requested Ombudsman assistance in being transferred closer to home. The Office of the Ombudsman does not have any jurisdiction over transfers. These calls were 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 Ombudsman also reviewed the transfer proceedings to ensure that youth were provided with the ability to have an exit interview with the Superintendent, if desired, and the right to appeal the transfer.

The Miscellaneous category traditionally captures a significant number of inquiries; in 2011, fourteen (14) inquiries fell in the Miscellaneous category, which constitutes 10% of the total calls to the DJJ Hotline. Eight (8) of these calls were relating to release dates, two (2) calls did not provide enough information, one (1) call was relating to alleged errors in paperwork, two (2) of the calls were from youth submitting protests regarding the closure of a DJJ facility, and one (1) call was relating to an issue from the county jail.

The majority of inquiries received by the Office were resolved. One hundred and thirty (130), 96% of inquiries received were resolved by the Ombudsman. Two (2) inquiries were referred to matrix CDCR organizations (such as the Office of Internal Affairs) or external stakeholders (such as county law enforcement). Three (3) 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.

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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, 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 internal CDCR matrix entities such as Office of Internal Affairs, and 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 information has been received to resolve the concern, or any inquiry in which a recommendation was made but not addressed at the facility level.

Definitions of Categories

Access to Programs—shall include any complaints about youth access to programs, including but not limited to: religious services, substance abuse treatment program, free venture, fire camp, etc. This category also includes complaints from youth who are not on alternate 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 inquiries regarding seeking legal advice, requesting new hearings of case and /or commitment to DJJ, complaints about attorneys such as public defenders or CalPAP.

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; the terminology was modified to be consistent with DJJ terminology) shall include all calls related to conditions of Alternative Programs, Temporary Detention (TD), TIP (Temporary Intervention Program), BTP (Behavior Treatment Program), Program Change Protocol Status (PCP).

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, to include the structure, the plumbing, air conditioning, etc.

Grievances—shall include any inquiries where the specific complaint is that the youth is not receiving responses to his grievances, or feels that the responses are being appropriate. If the youth calls about a specific issue, and mentions 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 and/or receiving medical attention.

Miscellaneous—shall include calls in which not enough information is provided by the youth regarding the nature of their concern; calls where the issues that 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). This category shall also include allegations of abuse by staff that do not occur in documented situations where chemical or physical force was used.

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 Facilitys.

Use of Force—shall include any allegation of excessive or unnecessary use of chemical or physical force that is reported to the Office of the Ombudsman. Please note that 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 phone call regarding contact with family via mail, telephone or through the Visiting Program.

Appendix B: Inquiries by Facility 2011

Facility	Date Received	Issue
N.A. CHADERJIAN		
	5 /29/2011	Access to Courts and Counsel
	8 /15/2011	Property
	8 /25/2011	Miscellaneous
	8 /3 /2011	Access to Programs
	3 /1 /2011	Medical
	7 /28/2011	Access to Programs
	7 /29/2011	Access to Courts and Counsel
	11/19/2011	Delivery of Mandated Services
	12/3 /2011	Staff Complaint
	7 /18/2011	Restricted Program
	6 /24/2011	Miscellaneous
	12/30/2011	Medical
	6 /13/2011	Grievance
	8 /5 /2011	Miscellaneous
	8 /15/2011	Delivery of Mandated Services
	4 /19/2011	Parole
	2 /15/2011	DDMS
	1 /25/2011	Transfers
	1 /17/2011	Transfers
	3 /18/2011	Transfers
	9 /10/2011	Use of Force
	7 /14/2011	Staff Complaint
	5 /16/2011	Transfers
	12/30/2011	Delivery of Mandated Services
	4 /28/2011	Visiting/Family Contact
	8 /18/2011	Behavior Treatment Program
	9 /1 /2011	Visiting/Family Contact
	5 /7 /2011	Visiting/Family Contact
	5 /11/2011	DDMS
	8 /5 /2011	Miscellaneous
	12/29/2011	Delivery of Mandated Services
	6 /25/2011	Transfers

Facility	*Date Received*	*Issue*
N.A. CHADERJIAN (cont.)	3 /28/2011	Transfers
	11/14/2011	Staff Complaint
	10/20/2011	Staff Complaint
	10/4 /2011	Miscellaneous
	11/20/2011	Visiting/Family Contact
	11/24/2011	Visiting/Family Contact
	7 /29/2011	Miscellaneous
	8 /16/2011	Use of Force
	12/4 /2011	Staff Complaint
	4 /27/2011	Miscellaneous
	4 /1 /2011	Delivery of Mandated Services
	9 /30/2011	Visiting/Family Contact
	3 /13/2011	Visiting/Family Contact
	8 /31/2011	DDMS
	12/14/2011	DDMS
	11/19/2011	Access to Programs
	12/4 /2011	Use of Force
	12/15/2011	Staff Complaint
	10/4 /2011	Parole
	10/10/2011	Parole
	8 /29/2011	Staff Complaint
	2 /8 /2011	Staff Complaint
	11/29/2011	Visiting/Family Contact
	9 /14/2011	Staff Complaint
	9 /13/2011	DDMS
	9 /15/2011	Visiting/Family Contact
	9 /19/2011	Parole
	12/29/2011	Delivery of Mandated Services
O.H. CLOSE		
	11/30/2011	Facility Condition
	5 /23/2011	Staff Complaint
	9 /27/2011	Facility Condition
PINE GROVE		
	5 /14/2011	Visiting/Family Contact
	2 /28/2011	DDMS

Facility	*Date Received*	*Issue*
PRESTON		
	3 /28/2011	DDMS
	1 /5 /2011	DDMS
	3 /30/2011	Miscellaneous
	1 /12/2011	Staff Complaint
SYCRCC		
	7 /7 /2011	Facility Condition
	4 /6 /2011	Facility Condition
	8 /26/2011	Staff Complaint
	1 /8 /2011	Staff Complaint
	6 /21/2011	Miscellaneous
	6 /21/2011	Miscellaneous
	3 /28/2011	Medical
	10/30/2011	DDMS
	3 /29/2011	Miscellaneous
	1 /6 /2011	Transfers
	3 /23/2011	Medical
VENTURA		
	8 /18/2011	Behavior Treatment Program
	10/1 /2011	Staff Complaint
	4 /2 /2011	Staff Complaint
	4 /5 /2011	Parole
	1 /18/2011	Parole
	8 /25/2011	Transfers
	11/3 /2011	Delivery of Mandated Services
	9 /1 /2011	Access to Programs
	8 /18/2011	Behavior Treatment Program
	7 /24/2011	Transfers
	7 /20/2011	Medical
	10/1 /2011	Staff Complaint
	1 /18/2011	Education
	10/11/2011	Grievance
	6 /16/2011	Visiting/Family Contact
	10/12/2011	Transfers
	7 /19/2011	Delivery of Mandated Services
	10/20/2011	DDMS
	8 /16/2011	Access to Programs
	5 /26/2011	Transfers
	12/28/2011	Facility Condition
	5 /8 /2011	Visiting/Family Contact
	3 /11/2011	DDMS

Facility	*Date Received*	*Issue*
	5 /13/2011	Facility Condition
	6 /17/2011	Parole
	1 /12/2011	Miscellaneous
	5 /20/2011	DDMS
	3 /11/2011	Visiting/Family Contact
	3 /2 /2011	Visiting/Family Contact
	3 /1 /2011	Juvenile Parole Board
	3 /12/2011	Restricted Program
	8 /17/2011	Behavior Treatment Program
	2 /21/2011	Miscellaneous
	6 /30/2011	Discrimination
	2 /15/2011	DDMS
	3 /22/2011	Transfers
	2 /1 /2011	Visiting/Family Contact
	2 /10/2011	Medical
	4 /4 /2011	Discrimination
	8 /27/2011	Visiting/Family Contact
	10/11/2011	Transfers
	4 /21/2011	Delivery of Mandated Services
	5 /3 /2011	Miscellaneous
	5 /15/2011	DDMS
	8 /1 /2011	Transfers
	6 /8 /2011	Access to Programs
	4 /27/2011	Restricted Program
	1 /18/2011	Restricted Program
	7 /13/2011	Access to Programs
	5 /19/2011	Parole
	6 /2 /2011	DDMS
	1 /3 /2011	Juvenile Parole Board
	6 /16/2011	Access to Programs
	3 /18/2011	Education
	4 /14/2011	Staff Complaint

Appendix C: Number of Inquiries by Issue and by Facility, 2011

Issue	*Facility*	*Date Received*
Access to Programs		
	N.A. CHADERJIAN	11/19/2011
	VENTURA	9 /1 /2011
	VENTURA	6 /16/2011
	VENTURA	8 /16/2011
	VENTURA	6 /8 /2011
	VENTURA	7 /13/2011
	N.A. CHADERJIAN	8 /3 /2011
	N.A. CHADERJIAN	7 /28/2011
Access to Courts and Counsel		
	N.A. CHADERJIAN	7 /29/2011
	N.A. CHADERJIAN	5 /29/2011
Alternative Program		
	N.A. CHADERJIAN	7 /18/2011
	VENTURA	4 /27/2011
	VENTURA	1 /18/2011
	VENTURA	3 /12/2011
	N.A. CHADERJIAN	8 /18/2011
Behavior Treatment Program		
	VENTURA	8 /18/2011
	VENTURA	8 /18/2011
	VENTURA	8 /17/2011
DDMS		
	N.A. CHADERJIAN	8 /31/2011
	PRESTON	1 /5 /2011
	VENTURA	5 /20/2011
	N.A. CHADERJIAN	9 /13/2011
	N.A. CHADERJIAN	2 /15/2011
	VENTURA	2 /15/2011
	PINE GROVE	2 /28/2011
	VENTURA	6 /2 /2011

Issue	*Facility*	*Date Received*
DDMS (cont.)	VENTURA	5 /15/2011
	N.A. CHADERJIAN	5 /11/2011
	PRESTON	3 /28/2011
	VENTURA	10/20/2011
	VENTURA	3 /11/2011
	N.A. CHADERJIAN	12/14/2011
	SYCRCC	10/30/2011
Delivery of Mandated Services		
	N.A. CHADERJIAN	8 /15/2011
	N.A. CHADERJIAN	4 /1 /2011
	N.A. CHADERJIAN	12/29/2011
	VENTURA	11/3 /2011
	VENTURA	4 /21/2011
	VENTURA	7 /19/2011
	N.A. CHADERJIAN	12/29/2011
	N.A. CHADERJIAN	11/19/2011
	N.A. CHADERJIAN	12/30/2011
Discrimination		
	VENTURA	4 /4 /2011
	VENTURA	6 /30/2011
Education		
	VENTURA	1 /18/2011
	VENTURA	3 /18/2011
Facility Condition		
	VENTURA	12/28/2011
	O.H. CLOSE	11/30/2011
	O.H. CLOSE	9 /27/2011
	VENTURA	5 /13/2011
	SYCRCC	7 /7 /2011
	SYCRCC	4 /6 /2011
Grievance		
	N.A. CHADERJIAN	6 /13/2011
	VENTURA	10/11/2011
Juvenile Parole Board		
	VENTURA	3 /1 /2011
	VENTURA	1 /3 /2011

Issue	*Facility*	*Date Received*
Medical		
	SYCRCC	3 /23/2011
	N.A. CHADERJIAN	3 /1 /2011
	VENTURA	7 /20/2011
	VENTURA	2 /10/2011
	N.A. CHADERJIAN	12/30/2011
	SYCRCC	3 /28/2011
Miscellaneous		
	VENTURA	2 /21/2011
	N.A. CHADERJIAN	4 /27/2011
	VENTURA	1 /12/2011
	PRESTON	3 /30/2011
	N.A. CHADERJIAN	10/4 /2011
	N.A. CHADERJIAN	8 /5 /2011
	N.A. CHADERJIAN	8 /5 /2011
	N.A. CHADERJIAN	8 /25/2011
	SYCRCC	6 /21/2011
	N.A. CHADERJIAN	6 /24/2011
	VENTURA	5 /3 /2011
	SYCRCC	3 /29/2011
	SYCRCC	6 /21/2011
	N.A. CHADERJIAN	7 /29/2011
Parole		
	VENTURA	5 /19/2011
	N.A. CHADERJIAN	10/4 /2011
	VENTURA	4 /5 /2011
	VENTURA	1 /18/2011
	N.A. CHADERJIAN	4 /19/2011
	N.A. CHADERJIAN	10/10/2011
	VENTURA	6 /17/2011
	N.A. CHADERJIAN	9 /19/2011
Property		
	N.A. CHADERJIAN	8 /15/2011

Issue	Facility	Date Received
Staff Complaint		
	VENTURA	4 /14/2011
	VENTURA	10/1 /2011
	VENTURA	10/1 /2011
	N.A. CHADERJIAN	8 /29/2011
	VENTURA	4 /2 /2011
	PRESTON	1 /12/2011
	N.A. CHADERJIAN	7 /14/2011
	N.A. CHADERJIAN	11/14/2011
	N.A. CHADERJIAN	10/20/2011
	N.A. CHADERJIAN	2 /8 /2011
	SYCRCC	8 /26/2011
	N.A. CHADERJIAN	12/3 /2011
	N.A. CHADERJIAN	9 /14/2011
	SYCRCC	1 /8 /2011
	N.A. CHADERJIAN	12/4 /2011
	N.A. CHADERJIAN	12/15/2011
	O.H. CLOSE	5 /23/2011
Transfers		
	VENTURA	7 /24/2011
	VENTURA	10/12/2011
	VENTURA	10/11/2011
	N.A. CHADERJIAN	1 /25/2011
	N.A. CHADERJIAN	6 /25/2011
	VENTURA	8 /25/2011
	N.A. CHADERJIAN	3 /18/2011
	N.A. CHADERJIAN	3 /28/2011
	N.A. CHADERJIAN	5 /16/2011
	VENTURA	5 /26/2011
	VENTURA	8 /1 /2011
	SYCRCC	1 /6 /2011
	VENTURA	3 /22/2011
	N.A. CHADERJIAN	1 /17/2011
Use of Force		
	N.A. CHADERJIAN	12/4 /2011
	N.A. CHADERJIAN	9 /10/2011
	N.A. CHADERJIAN	8 /16/2011

Issue	*Facility*	*Date Received*
Visiting/Family Contact		
	N.A. CHADERJIAN	9 /30/2011
	N.A. CHADERJIAN	11/24/2011
	VENTURA	5 /8 /2011
	N.A. CHADERJIAN	11/20/2011
	N.A. CHADERJIAN	4 /28/2011
	N.A. CHADERJIAN	3 /13/2011
	N.A. CHADERJIAN	9 /15/2011
	VENTURA	8 /27/2011
	N.A. CHADERJIAN	11/29/2011
	PINE GROVE	5 /14/2011
	N.A. CHADERJIAN	9 /1 /2011
	VENTURA	3 /11/2011
	VENTURA	3 /2 /2011
	VENTURA	2 /1 /2011
	VENTURA	6 /16/2011
	N.A. CHADERJIAN	5 /7 /2011

Inquiries by Action, Facility, and Issue, 2011

Action	*Facility*	*Date Received*	*Issue*
Referral			
	N.A. CHADERJIAN	7 /29/2011	Access to Courts and Counsel
	N.A. CHADERJIAN	5 /29/2011	Access to Courts and Counsel
Resolved			
	VENTURA	8 /1 /2011	Transfers
	PRESTON	1 /5 /2011	DDMS
	N.A. CHADERJIAN	3 /18/2011	Transfers
	PRESTON	3 /28/2011	DDMS
	N.A. CHADERJIAN	12/29/2011	Delivery of Mandated Services
	N.A. CHADERJIAN	5 /16/2011	Transfers
	VENTURA	5 /20/2011	DDMS
	N.A. CHADERJIAN	1 /25/2011	Transfers
	SYCRCC	4 /6 /2011	Facility Condition
	VENTURA	6 /8 /2011	Access to Programs
	VENTURA	4 /27/2011	Restricted Program
	VENTURA	1 /18/2011	Restricted Program
	VENTURA	7 /13/2011	Access to Programs
	SYCRCC	3 /23/2011	Medical
	SYCRCC	7 /7 /2011	Facility Condition
	PINE GROVE	2 /28/2011	DDMS
	VENTURA	3 /22/2011	Transfers
	VENTURA	8 /17/2011	Behavior Treatment Program
	VENTURA	3 /12/2011	Restricted Program
	VENTURA	3 /18/2011	Education
	VENTURA	3 /11/2011	Visiting/Family Contact
	VENTURA	3 /2 /2011	Visiting/Family Contact
	N.A. CHADERJIAN	1 /17/2011	Transfers
	N.A. CHADERJIAN	3 /1 /2011	Medical
	VENTURA	1 /3 /2011	Juvenile Parole Board
	VENTURA	2 /21/2011	Miscellaneous
	VENTURA	6 /30/2011	Discrimination
	VENTURA	2 /15/2011	DDMS
	N.A. CHADERJIAN	2 /15/2011	DDMS

Action	Facility	Date Received	Issue
	VENTURA	2 /1 /2011	Visiting/Family Contact
	VENTURA	2 /10/2011	Medical
	VENTURA	3 /1 /2011	Juvenile Parole Board
	VENTURA	5 /26/2011	Transfers
	PRESTON	1 /12/2011	Staff Complaint
	VENTURA	1 /12/2011	Miscellaneous
	N.A. CHADERJIAN	4 /27/2011	Miscellaneous
	N.A. CHADERJIAN	2 /8 /2011	Staff Complaint
	N.A. CHADERJIAN	10/4 /2011	Miscellaneous
	VENTURA	7 /19/2011	Delivery of Mandated Services
	VENTURA	1 /18/2011	Parole
	VENTURA	8 /16/2011	Access to Programs
	N.A. CHADERJIAN	3 /13/2011	Visiting/Family Contact
	N.A. CHADERJIAN	9 /30/2011	Visiting/Family Contact
	N.A. CHADERJIAN	4 /1 /2011	Delivery of Mandated Services
	VENTURA	5 /8 /2011	Visiting/Family Contact
	VENTURA	3 /11/2011	DDMS
	N.A. CHADERJIAN	12/15/2011	Staff Complaint
	SYCRCC	1 /8 /2011	Staff Complaint
	N.A. CHADERJIAN	3 /28/2011	Transfers
	N.A. CHADERJIAN	11/19/2011	Access to Programs
	N.A. CHADERJIAN	12/30/2011	Delivery of Mandated Services
	SYCRCC	8 /26/2011	Staff Complaint
	VENTURA	4 /21/2011	Delivery of Mandated Services
	N.A. CHADERJIAN	7 /14/2011	Staff Complaint
	N.A. CHADERJIAN	6 /13/2011	Grievance
	N.A. CHADERJIAN	12/30/2011	Medical
	VENTURA	1 /18/2011	Education
	N.A. CHADERJIAN	11/19/2011	Delivery of Mandated Services
	PRESTON	3 /30/2011	Miscellaneous
	VENTURA	9 /1 /2011	Access to Programs
	N.A. CHADERJIAN	12/4 /2011	Use of Force
	N.A. CHADERJIAN	10/4 /2011	Parole
	N.A. CHADERJIAN	6 /25/2011	Transfers
	VENTURA	4 /5 /2011	Parole
	VENTURA	4 /2 /2011	Staff Complaint

Action	Facility	Date Received	Issue
	N.A. CHADERJIAN	12/3 /2011	Staff Complaint
	N.A. CHADERJIAN	8 /31/2011	DDMS
	VENTURA	10/1 /2011	Staff Complaint
	O.H. CLOSE	9 /27/2011	Facility Condition
	N.A. CHADERJIAN	9 /19/2011	Parole
	N.A. CHADERJIAN	9 /15/2011	Visiting/Family Contact
	N.A. CHADERJIAN	9 /13/2011	DDMS
	N.A. CHADERJIAN	8 /15/2011	Property
	N.A. CHADERJIAN	11/29/2011	Visiting/Family Contact
	VENTURA	10/11/2011	Grievance
	N.A. CHADERJIAN	8 /29/2011	Staff Complaint
	VENTURA	8 /25/2011	Transfers
	VENTURA	8 /18/2011	Behavior Treatment Program
	VENTURA	8 /18/2011	Behavior Treatment Program
	N.A. CHADERJIAN	8 /16/2011	Use of Force
	SYCRCC	3 /28/2011	Medical
	N.A. CHADERJIAN	9 /14/2011	Staff Complaint
	N.A. CHADERJIAN	11/14/2011	Staff Complaint
	VENTURA	6 /17/2011	Parole
	VENTURA	5 /13/2011	Facility Condition
	N.A. CHADERJIAN	12/29/2011	Delivery of Mandated Services
	VENTURA	12/28/2011	Facility Condition
	N.A. CHADERJIAN	12/4 /2011	Staff Complaint
	O.H. CLOSE	11/30/2011	Facility Condition
	VENTURA	10/1 /2011	Staff Complaint
	N.A. CHADERJIAN	11/20/2011	Visiting/Family Contact
	N.A. CHADERJIAN	10/10/2011	Parole
	SYCRCC	10/30/2011	DDMS
	VENTURA	10/20/2011	DDMS
	N.A. CHADERJIAN	10/20/2011	Staff Complaint
	VENTURA	10/12/2011	Transfers
	VENTURA	11/3 /2011	Delivery of Mandated Services
	N.A. CHADERJIAN	8 /25/2011	Miscellaneous
	N.A. CHADERJIAN	11/24/2011	Visiting/Family Contact
	N.A. CHADERJIAN	4 /28/2011	Visiting/Family Contact
	N.A. CHADERJIAN	8 /15/2011	Delivery of Mandated Services

Action	Facility	Date Received	Issue
	PINE GROVE	5 /14/2011	Visiting/Family Contact
	N.A. CHADERJIAN	5 /11/2011	DDMS
	N.A. CHADERJIAN	5 /7 /2011	Visiting/Family Contact
	VENTURA	5 /3 /2011	Miscellaneous
	O.H. CLOSE	5 /23/2011	Staff Complaint
	N.A. CHADERJIAN	8 /18/2011	Behavior Treatment Program
	VENTURA	6 /2 /2011	DDMS
	N.A. CHADERJIAN	4 /19/2011	Parole
	VENTURA	10/11/2011	Transfers
	VENTURA	4 /14/2011	Staff Complaint
	VENTURA	4 /4 /2011	Discrimination
	N.A. CHADERJIAN	9 /10/2011	Use of Force
	SYCRCC	3 /29/2011	Miscellaneous
	N.A. CHADERJIAN	9 /1 /2011	Visiting/Family Contact
	N.A. CHADERJIAN	6 /24/2011	Miscellaneous
	N.A. CHADERJIAN	8 /5 /2011	Miscellaneous
	N.A. CHADERJIAN	8 /3 /2011	Access to Programs
	N.A. CHADERJIAN	7 /29/2011	Miscellaneous
	VENTURA	7 /24/2011	Transfers
	VENTURA	5 /19/2011	Parole
	N.A. CHADERJIAN	7 /18/2011	Restricted Program
	SYCRCC	1 /6 /2011	Transfers
	SYCRCC	6 /21/2011	Miscellaneous
	SYCRCC	6 /21/2011	Miscellaneous
	N.A. CHADERJIAN	8 /5 /2011	Miscellaneous
	VENTURA	8 /27/2011	Visiting/Family Contact
	VENTURA	6 /16/2011	Visiting/Family Contact
	VENTURA	6 /16/2011	Access to Programs
	VENTURA	7 /20/2011	Medical
Unresolved			
	N.A. CHADERJIAN	7 /28/2011	Access to Programs
	VENTURA	5 /15/2011	DDMS
	N.A. CHADERJIAN	12/14/2011	DDMS