California Department of Corrections and Rehabilitation
Office of the Ombudsman

Senate Bill 518 Report
2014

Table of Contents

Executive Summary..... 3

Appendix A: Glossary of Terms.....10

Appendix B: 2014 DJJ Hotline Inquiries by Facility.....12

Appendix C: 2014 DJJ Hotline Inquiries by Issue and Facility.....17

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.

The Office of the Ombudsman's DJJ Hotline was implemented on July 1, 2008. 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 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 2014. This report includes all inquiries made to the Office of the Ombudsman's DJJ Hotline.

This is the seventh report issued by the Office of the Ombudsman. It contains data for inquiries received via the DJJ Hotline from January 1, 2014 through December 31, 2014. Although this is the seventh year in which the Ombudsman's Office has been providing the services required by Senate Bill 518, this is the fifth year that the report contains data for the full calendar year. Over the seven year period, the issues have changed slightly due to evolving programs. There are currently a total of twenty-two (22) categories identified.

In 2014, the Office of the Ombudsman received seventy-nine (79) DJJ Hotline inquiries. This is a significant increase since the 2013 inquiries which the Office received twenty-nine (29) Hotline calls. The inquiries came from the four (4) DJJ Facilities: Ventura Youth Correctional Facility (VYCF), N.A. Chaderjian Youth Correctional Facility (NACYCF), O.H. Close Youth Correctional Facility (OHYCF), and the Pine Grove Youth Conservation Camp. The average population has dropped from 1955 youth in 2008 to 671 in 2014. Currently the DJJ receives its youthful offender population from both juvenile and superior court referrals. Those youths are sent to the DJJ to receive various training and treatment services.

The Integrated Behavior Treatment Model (IBTM) has been evolving since the implementation in two living units at O.H. Close Youth Correctional Facility in October 2010. The IBTM provides a fundamental vision through screening, assessment, case planning, treatment and rehabilitation. Staff work with the youth and family to develop a case plan for the youth's success. As of December 2014 the IBTM was implemented at all DJJ Facilities.

From January 1, 2014 through December 31, 2014, the Office of the Ombudsman received a total of 79 inquiries. This is an increase from 2013, when the Office received 29 calls.

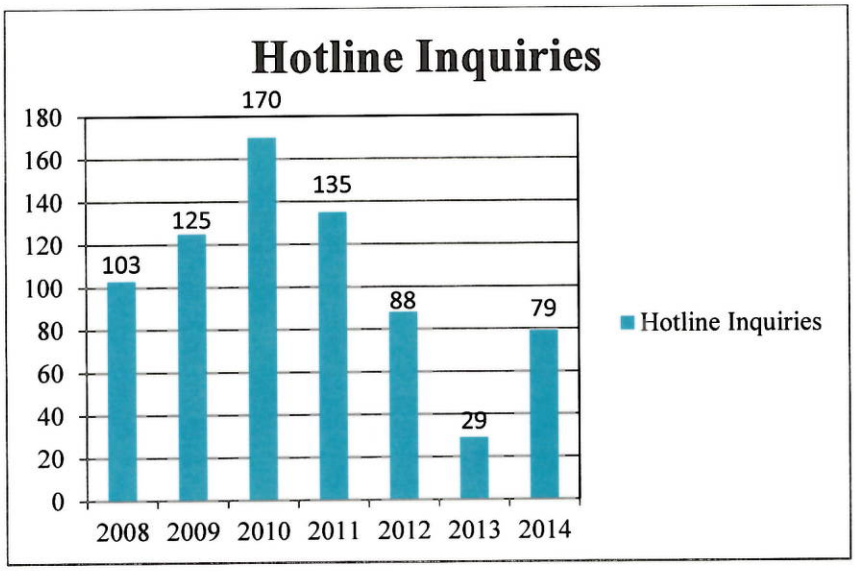

Table A. Hotline Inquiries received by the Office of the Ombudsman's DJJ Hotline, 2008-2014

In calendar year 2014, the DJJ continued to experience a decline in the youth population. Numerous legislative and regulatory changes have realigned the juvenile justice population to county jurisdiction, including post-custody release supervision.

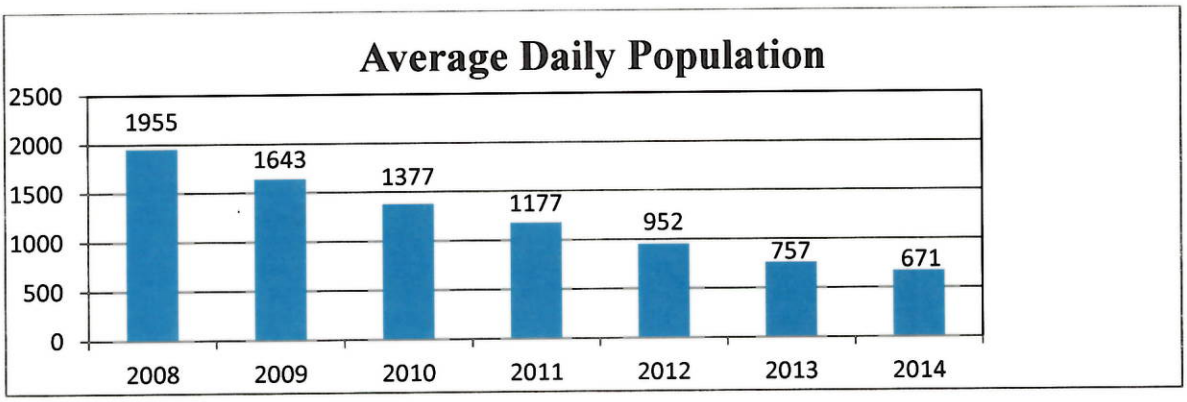

Table B. Average Daily Population for the Division of Juvenile Justice, 2008-2014

In 2014, the average number of inquiries per month by the Office of the Ombudsman was 7. The highest numbers of inquiries were received in the month of April (12) and the lowest (0) in the month of October.

Hotline Inquiries by Month 2014

Month	*Total Number of Inquiries*
Jan-14	7
Feb-14	3
Mar-14	11
Apr-14	12
May-14	8
Jun-14	11
Jul-14	3
Aug-14	8
Sep-14	7
Oct-14	0
Nov-14	3
Dec-14	6
Total Number of Inquiries	**79**

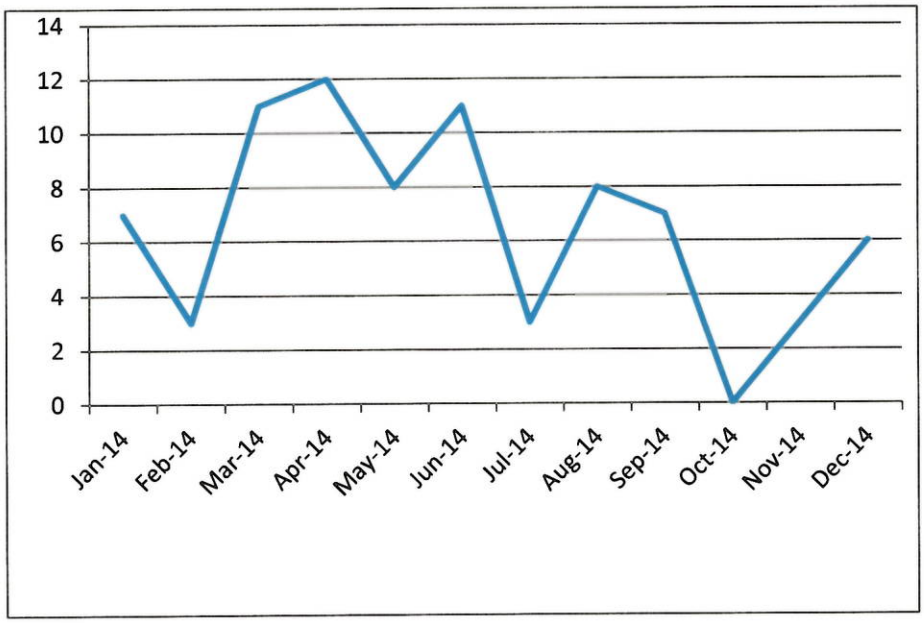

Table C. 2014 DJJ Hotline Inquiries per Month

In a cross-year comparison from 2008 – 2014, the number of calls received per month does not indicate any trends.

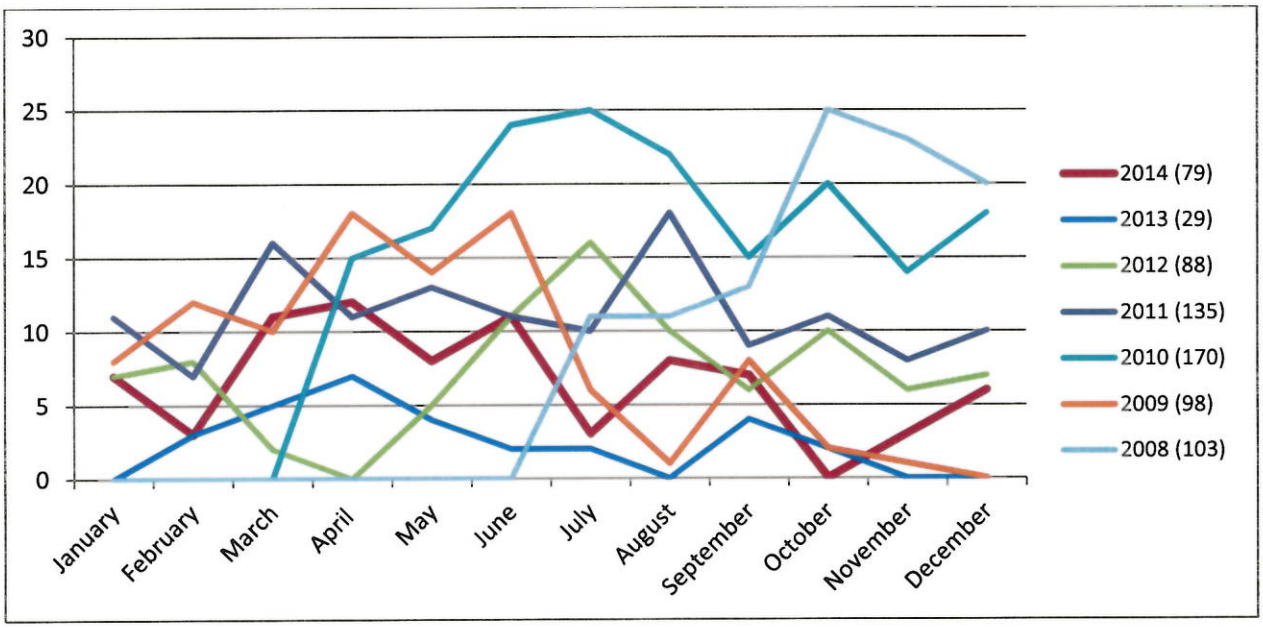

Table D. Comparison by Year of DJJ Hotline Inquiries per Month

The greatest number of total inquiries received were related to concerns at the Ventura Youth Correctional Facility (45 calls; 57% of total inquiries), followed by O.H Close Youth Correctional Facility (19 calls; 24% of total inquiries) and N.A. Chaderjian Youth Facility (14 calls; 18% of total inquiries). Only one (1) call was received from the Pine Grove Youth Conservation Camp in 2014.

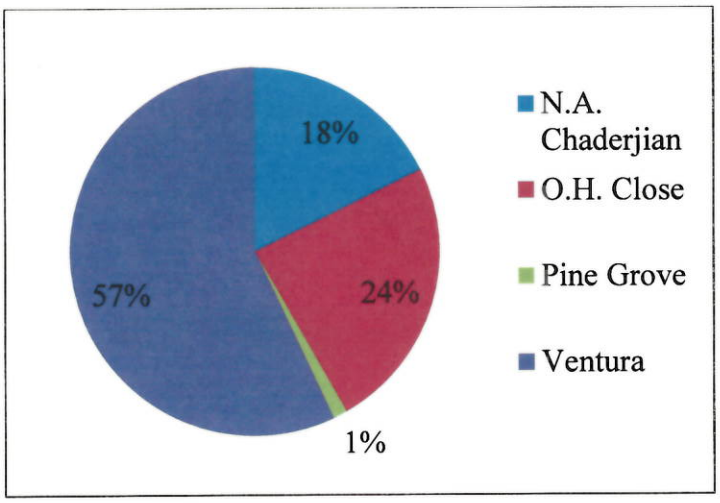

Table E. 2014 Percentage of DJJ Hotline Inquiries by Facility

2014 DJJ Hotline Inquiries by Category and Facility

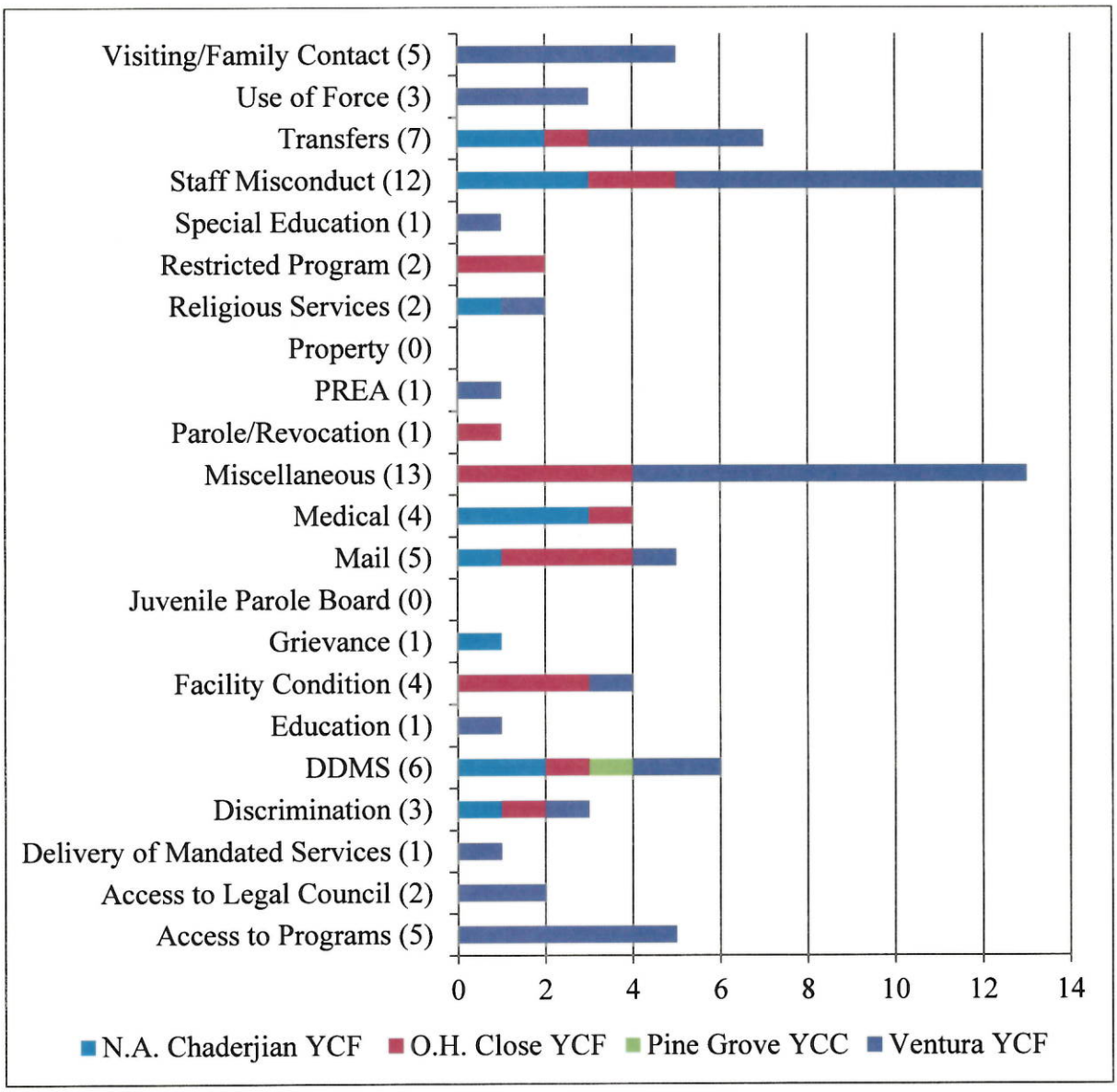

Table F. DJJ Hotline Inquiries by Issue Category and by Facility

Staff Misconduct: The Ombudsman's Office does not conduct investigations into allegations of staff misconduct. These complaints are referred to the attention of the Superintendent and the inquiry is monitored or investigated is conducted in accordance with the DJJ's Staff Misconduct Complaint policy. In 2014 the Office of the Ombudsman received twelve (12) Staff Misconduct inquiries. This is a significant decrease in inquiries since 2010 where there were twenty-eight (28) Staff Misconduct inquiries.

In 2014 there was a 20% reduction in Use of Force incidents. Allegations of excessive or unnecessary physical or chemical force are captured under Use of Force (3). All allegations received by the Office of the Ombudsman were reported to the Superintendent and to the Division Force Review Committee. 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.

The Miscellaneous category traditionally captures a significant number of inquiries. In 2014, thirteen (13) inquiries fell in the Miscellaneous category which constitutes 16% of the total calls received on the DJJ Hotline. The type of calls ranged from grooming standards, food temperature, policies/procedures and telephone use.

Another category that received the third highest number of inquiries was inter- and intra-facility transfers. Seven (7) inquiries were received in this category. Five (5) were calls regarding youth who wanted to be transferred to another Facility, one (1) regarding transfer out of the Behavior Treatment Program and one (1) with allegations of safety and wanted to be moved 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 Office also received five (5) calls pertaining to Visiting and Family Contact. Youth primarily called the Office because some sort of restriction had been placed on their Visitation. This number has been significantly reduced since 2013 where there were thirteen (13) inquiries related to Visiting and Family Contact. The Youth Bill of Rights states that youth shall not be deprived of contact with his or her family for disciplinary reasons. 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 Integrated Behavior Treatment Model (IBTM) is the map that guides all services received by the youth from the time they arrive at the Division of Juvenile Justice (DJJ) until they re-enter the community. In addition to the case plan for the youth's success, the plan is for all levels of staff to receive some type of the training of the following: IBTM Overview, Skill-of-the Week/Advanced Practice, Cognitive Behavioral Primer, Substance Abuse, Aggression Interruption Training/ Reinforcement, and Effective Casework. Group activities have promoted teamwork and communication. There has been implementation of programs to assist Mental Health Youth and Interventions for Substance Abuse for youth in need of treatment. Teams have implemented a revised reinforcement system. Substantial compliance has increase at all facilities as the DJJ continues to move closer to ending the court oversight in the *Farrell vs. Beard* case.

Though the data captured in this report only tracked 79 DJJ Hotline calls, the Office of the Ombudsman also captured an additional eighteen (18) inquiries from mail, email and phone inquiries received by youth and family members bringing the total to ninety-seven (97) inquiries in 2014. All inquiries received by the Office were resolved.

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.

Contact Information:

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Debra Moreno, SSM I, Office of the Ombudsman	(916) 324-3540

Appendix A -
Glossary of Terms

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 Facilities.

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 A: All 2014 DJJ Hotline Inquiries

Facility	Date Received	Issue	Contact Mode
CHAD	2/3/2014	Mail	Hotline
CHAD	4/9/2014	Grievance	Hotline
CHAD	7/31/2014	Staff Misconduct	Hotline
CHAD	8/7/2014	Transfers	Hotline
CHAD	8/12/2014	Transfers	Hotline
CHAD	8/13/2014	Religious Services	Hotline
CHAD	8/22/2014	Staff Misconduct	Hotline
CHAD	8/25/2014	Staff Misconduct	Hotline
CHAD	9/5/2014	DDMS	Hotline
CHAD	9/9/2014	DDMS	Hotline
CHAD	9/14/2014	Discrimination	Hotline
CHAD	9/23/2014	Medical	Hotline
CHAD	11/3/2014	Medical	Hotline
CHAD	11/28/2014	Medical	Hotline
OHCLOSE	2/4/2014	Parole/Revocation LH	Hotline
OHCLOSE	3/2/2014	Miscellaneous	Hotline
OHCLOSE	3/11/2014	Staff Misconduct	Hotline
OHCLOSE	3/13/2014	Discrimination	Hotline
OHCLOSE	3/23/2014	Facility Condition	Hotline

Appendix A: All 2014 DJJ Hotline Inquiries

Facility	Date Received	Issue	Contact Mode
OHCLOSE	3/30/2014	Transfers	Hotline
OHCLOSE	4/18/2014	Facility Condition	Hotline
OHCLOSE	4/18/2014	Facility Condition	Hotline
OHCLOSE	4/18/2014	Miscellaneous	Hotline
OHCLOSE	4/18/2014	Staff Misconduct	Hotline
OHCLOSE	4/27/2014	Medical	Hotline
OHCLOSE	4/30/2014	Miscellaneous	Hotline
OHCLOSE	6/3/2014	Mail	Hotline
OHCLOSE	7/16/2014	DDMS	Hotline
OHCLOSE	8/27/2014	Mail	Hotline
OHCLOSE	8/27/2014	Miscellaneous	Hotline
OHCLOSE	12/3/2014	Restricted Program	Hotline
OHCLOSE	12/3/2014	Restricted Program	Hotline
OHCLOSE	12/15/2014	Mail	Hotline
PINE GROVE	3/19/2014	DDMS	Hotline
VENTURA	1/21/2014	Access to Programs	Hotline
VENTURA	1/22/2014	PREA	Hotline
VENTURA	1/22/2014	Transfers	Hotline

Appendix A: All 2014 DJJ Hotline Inquiries

Facility	Date Received	Issue	Contact Mode
VENTURA	1/23/2014	Access to Programs	Hotline
VENTURA	1/24/2014	Access to Programs	Hotline
VENTURA	1/24/2014	Religious Services	Hotline
VENTURA	1/28/2014	Staff Misconduct	Hotline
VENTURA	2/27/2014	Use of Force	Hotline
VENTURA	3/5/2014	Miscellaneous	Hotline
VENTURA	3/20/2014	Staff Misconduct	Hotline
VENTURA	3/21/2014	Delivery of Mandated Services	Hotline
VENTURA	3/26/2014	Visiting/Family Contact	Hotline
VENTURA	3/28/2014	Transfers	Hotline
VENTURA	4/1/2014	Visiting/Family Contact	Hotline
VENTURA	4/3/2014	Use of Force	Hotline
VENTURA	4/5/2014	Discrimination	Hotline
VENTURA	4/22/2014	Staff Misconduct	Hotline
VENTURA	4/25/2014	Education	Hotline
VENTURA	5/14/2014	Visiting/Family Contact	Hotline
VENTURA	5/17/2014	Access to Legal Counsel	Hotline

Appendix A: All 2014 DJJ Hotline Inquiries

Facility	Date Received	Issue	Contact Mode
VENTURA	5/17/2014	Miscellaneous	Hotline
VENTURA	5/20/2014	Miscellaneous	Hotline
VENTURA	5/21/2014	Miscellaneous	Hotline
VENTURA	5/22/2014	DDMS	Hotline
VENTURA	5/25/2014	Facility Condition	Hotline
VENTURA	5/29/2014	Staff Misconduct	Hotline
VENTURA	6/1/2014	Access to Legal Counsel	Hotline
VENTURA	6/1/2014	Use of Force	Hotline
VENTURA	6/3/2014	Access to Programs	Hotline
VENTURA	6/3/2014	Mail	Hotline
VENTURA	6/8/2014	DDMS	Hotline
VENTURA	6/8/2014	Miscellaneous	Hotline
VENTURA	6/16/2014	Access to Programs	Hotline
VENTURA	6/23/2014	Staff Misconduct	Hotline
VENTURA	6/23/2014	Staff Misconduct	Hotline
VENTURA	6/30/2014	Staff Misconduct	Hotline
VENTURA	7/23/2014	Miscellaneous	Hotline
VENTURA	8/13/2014	Special Education	Hotline
VENTURA	9/23/2014	Transfers	Hotline

Appendix A: All 2014 DJJ Hotline Inquiries

Facility	Date Received	Issue	Contact Mode
VENTURA	9/27/2014	Visiting/Family Contact	Hotline
VENTURA	9/27/2014	Visiting/Family Contact	Hotline
VENTURA	11/14/2014	Transfers	Hotline
VENTURA	12/8/2014	Miscellaneous	Hotline
VENTURA	12/26/2014	Miscellaneous	Hotline
VENTURA	12/31/2014	Miscellaneous	Hotline

Appendix B: 2014 DJJ Inquiries by Issue and Facility

Issue	Facility	Date Received
Mail	CHAD	2/3/2014
Grievance	CHAD	4/9/2014
Staff Misconduct	CHAD	7/31/2014
Transfers	CHAD	8/7/2014
Transfers	CHAD	8/12/2014
Religious Services	CHAD	8/13/2014
Staff Misconduct	CHAD	8/22/2014
Staff Misconduct	CHAD	8/25/2014
DDMS	CHAD	9/5/2014
DDMS	CHAD	9/9/2014
Discrimination	CHAD	9/14/2014
Medical	CHAD	9/23/2014
Medical	CHAD	11/3/2014
Medical	CHAD	11/28/2014
Parole/Revocation LH	OHCLOSE	2/4/2014
Miscellaneous	OHCLOSE	3/2/2014
Staff Misconduct	OHCLOSE	3/11/2014
Discrimination	OHCLOSE	3/13/2014
Facility Condition	OHCLOSE	3/23/2014
Transfers	OHCLOSE	3/30/2014

Appendix B: 2014 DJJ Inquiries by Issue and Facility

Issue	Facility	Date Received
Facility Condition	OHCLOSE	4/18/2014
Miscellaneous	OHCLOSE	4/18/2014
Staff Misconduct	OHCLOSE	4/18/2014
Medical	OHCLOSE	4/27/2014
Miscellaneous	OHCLOSE	4/30/2014
Mail	OHCLOSE	6/3/2014
DDMS	OHCLOSE	7/16/2014
Mail	OHCLOSE	8/27/2014
Miscellaneous	OHCLOSE	8/27/2014
Restricted Program	OHCLOSE	12/3/2014
Restricted Program	OHCLOSE	12/3/2014
Mail	OHCLOSE	12/15/2014
DDMS	PINE GROVE	3/19/2014
Access to Programs	VENTURA	1/21/2014
PREA	VENTURA	1/22/2014
Transfers	VENTURA	1/22/2014
Access to Programs	VENTURA	1/23/2014

Appendix B: 2014 DJJ Inquiries by Issue and Facility

Issue	Facility	Date Received
Staff Misconduct	VENTURA	1/28/2014
Use of Force	VENTURA	2/27/2014
Miscellaneous	VENTURA	3/5/2014
Staff Misconduct	VENTURA	3/20/2014
Delivery of Mandated Services	VENTURA	3/21/2014
Visiting/Family Contact	VENTURA	3/26/2014
Transfers	VENTURA	3/28/2014
Visiting/Family Contact	VENTURA	4/1/2014
Use of Force	VENTURA	4/3/2014
Discrimination	VENTURA	4/5/2014
Staff Misconduct	VENTURA	4/22/2014
Education	VENTURA	4/25/2014

Appendix B: 2014 DJJ Inquiries by Issue and Facility

Issue	Facility	Date Received
Visiting/Family Contact	VENTURA	5/14/2014
Access to Legal Council	VENTURA	5/17/2014
Access to Legal Council	VENTURA	5/17/2014
Miscellaneous	VENTURA	5/20/2014
Miscellaneous	VENTURA	5/21/2014
DDMS	VENTURA	5/22/2014
Facility Condition	VENTURA	5/25/2014
Staff Misconduct	VENTURA	5/29/2014
Access to Legal Counsel	VENTURA	6/1/2014
Use of Force	VENTURA	6/1/2014
Access to Programs	VENTURA	6/3/2014
Mail	VENTURA	6/3/2014
DDMS	VENTURA	6/8/2014
Miscellaneous	VENTURA	6/8/2014
Access to Programs	VENTURA	6/16/2014
Staff Misconduct	VENTURA	6/23/2014

Appendix B: 2014 DJJ Inquiries by Issue and Facility

Issue	Facility	Date Received
Staff Misconduct	VENTURA	6/23/2014
Staff Misconduct	VENTURA	6/30/2014
Miscellaneous	VENTURA	7/23/2014
Special Education	VENTURA	8/13/2014
Transfers	VENTURA	9/23/2014
Visiting/Family Contact	VENTURA	9/27/2014
Visiting/Family Contact	VENTURA	9/27/2014
Transfers	VENTURA	11/14/2014
Miscellaneous	VENTURA	12/8/2014
Miscellaneous	VENTURA	12/26/2014
Miscellaneous	VENTURA	12/31/2014