



COUNTY OF NAPA JUVENILE JUSTICE COMMISSION

NAPA COUNTY JUVENILE JUSTICE COMMISSION 2017 ANNUAL INSPECTION REPORT

General Information:

The Juvenile Justice Commission of Napa County is a state mandated county commission consisting of both adult members and student members from any of the high schools in the county. The Juvenile Justice Commission is charged with the annual inspection of the County Juvenile Hall facility. Napa County Superior Court Judges appoint the Commissioners.

Location and type of facility inspected:

Name and location: Napa County Juvenile Justice Center, 212 Walnut Street Napa, CA 94559
Phone 707-253-4361. Type of facility inspected: Juvenile Hall Detention Center.

Copies of this 2017 Annual Report will go to:

The Presiding Juvenile Court Judge of Napa County, Chief Probation Officer of Napa County, Deputy Director of the Board of Corrections State of California, Juvenile Hall Superintendent, and the Assistant Juvenile Hall Superintendent of Napa County.

Date and Time of Inspections Tuesday, October 24th, 2017 at 9:00 a.m.

The Juvenile Justice Commission had to be split into 3 group, each conducting inspections of the Juvenile Hall: school, kitchen, toilet facilities, showers, examining room, youth's rooms and the exterior and interior of the facility. Commissioners interviewed the administrative staff, nursing staff, school staff, food service staff, and youth in custody. On the date of the inspection there were 10 boys and 4 girls housed in the facility.

Juvenile Youth Interviews:

A total of 14 youth were interviewed. The ages of the youth varied from 13 years old to 17 years old. Six youth were at Level 1, four youth were at Level 2, four youth were at Level 3; 11 youth knew what the rules are while in Juvenile Hall; three youth did not know the rules. Fourteen youth were aware of what happens to them when they break those rules such as having points taken away or being sent back to their room for lockdown. There was one youth in Juvenile Hall for the first time; two youth for the second time, no youth for the third time, no youth for the fourth time, two youth for the fifth time, nine youth for the eighth time or more. All 14 youth interviewed knew what personal possessions they could or could not have in their room(s). Fourteen youth felt comfortable knowing that there is someone on staff to whom they could speak. Fourteen youth felt that there were staff members from their ethnic background that could speak their primary language. Fourteen youth knew what medical services, including psychological counseling, were available for them. Fourteen youth knew that by filling out the proper form they could obtain these services. All 14 youth knew that religious services were available. All 14 youth interviewed knew how often and how long they could exercise daily. All 14 youth knew they could shower once a day and 14 youth were aware of how often their families could visit them. All 14 youth were aware that they could talk during meals after everyone is seated at the table and 14 youth were aware there are provisions for special diets. Seven youth attended school on the grounds.

Juvenile Youth Interviews- Additional Findings and Recommendations:

Question #1: Do you know the rules in Juvenile Hall and where they are posted?

Finding: 11 youth said yes, and 3 youth said no

Recommendation: None

Question # 2: Is the staff consistent and fair when enforcing rules?

Finding: Nine youth felt that staff are consistent and fair, and 5 youth said some staff members have favorites and don't treat everyone the same.

Recommendation: None.

Question #3: Are rules and procedures reviewed with you when you enter Juvenile hall?

Finding: Fourteen youth had the rules and procedures reviewed upon entering the hall; 14 youth think the rules are fair and reasonable.

Recommendation: None

Question #4: Describe the Grievance Procedure?

Finding: Fourteen youth knew about filling out a form for the Grievance Procedure.

Recommendation: None.

Question #5: Are you aware of the Grievance Procedure and have you ever filled out a grievance report?

Finding: Twelve youth were aware of the Grievance Procedure and 2 youth were not aware. None of the youth have ever filed a grievance.

Recommendation: None.

Question #6: How does the staff handle your grievance, and do you think it's a fair process?

Finding: Fourteen youth were aware that a staff member or a supervisor would review the grievances with them after their grievance was filed.

Recommendation: None

Question #7: Do you think the point system works well? If yes, why so? If no, how could it be improved?

Finding: Ten youth felt that the daily point system works well and is fair and four youth felt that the points system was not fair, too strict, didn't work, and needed to be changed.

Recommendation: None

Question #8: Are you aware that the Juvenile Justice System reviews youth grievances each month?

Finding: Ten youth were aware that the identified Commissions review their grievances each month and four youth were not aware of the monthly review of their grievances.

Recommendation: None

Question # 9: Is there adequate space, convenient times or accommodations to parent work schedules, special visits etc.?

Finding: Fourteen youth felt that there is adequate space and accommodations for visits.

Recommendation: None

Question # 10: Is there adequate privacy during visits and how are visits supervised?

Finding: Fourteen youth felt there was adequate privacy, and 14 youth were aware that staff supervise visits.

Recommendation: None

Question #11: Describe the hall supervision.

Finding: Fourteen youth felt that staff supervision is good, fine, ok, adequate, and comfortable to be around.

Recommendation: None

Question #12: How accessible are staff when you need them?

Finding: Fourteen youth felt that staff is always or mostly accessible when needed by ringing the buzzer.

Recommendation: None

Question #13: Do you feel safe from harm from staff?

Finding: Twelve youth said that they felt safe; one youth said maybe; and one youth said no.

Recommendation: None

Question #14: Do you feel safe from harm from the other kids?

Finding: Thirteen youth said that they felt safe; one youth said no.
Recommendation: None

Question #15: Do you have access to personal hygiene accessories?

Finding: All 14 youth acknowledged that they do have access to personal hygiene accessories from Juvenile Hall.
Recommendation: None

Question #16: How often can you shower and is your privacy and safety maintained while you shower?

Finding: All 14 youth interviewed felt their privacy and safety is well maintained while showering. All 14 youth felt you could take a shower every day.
Recommendation: None

Question #17: What provisions are provided for clothing, blankets, air temperature, etc. to assure comfort?

Finding: All 14 youth are aware that they would be provided with blankets, sheets, pillows, and extra blankets when needed.
Recommendation: None

Question #18: Are there programs offered to you that you participate in?

Finding: All 14 youth interviewed do participate in some Juvenile Hall programs such as Planned Parenthood, substance abuse classes, music therapy, church groups, pet therapy, Anger Replacement Therapy (ART), and gang awareness.
Recommendation: None

Question #19: What other kinds of programs would you like to see offered?

Finding: The youth would like to have some additional sports activities, career programs, outside activities, Thinking for a Change, and art programs (painting, drawing etc.).
Recommendation: None

Commissioners Inspection of the School Curriculum:

There is one classroom in the Juvenile Hall and it has adequate school supplies. Any youth can be excused from attending class(s) by reasons of illness, doctor, or attorney appointment(s), nurse visits, lockdown, probation issues, court appearances, and court ordered activities. We found that the Hall's school course work follows the Napa County Office of Education guidelines.
Recommendation: None

Minor Interviews on School Curriculum, Additional Findings, and Recommendations:

Question #20: How would you describe the atmosphere in the classroom?

Finding: Seven youth who attend Crossroads in Juvenile Hall had different comments regarding the atmosphere in their classroom; the death of their teacher, it was boring, it is calm, it is ok, it is small, nice, good, quiet, better than public school, very helpful, everybody works hard, easy, controlled, appropriate, and the school is fine. Note: there are seven youth that are 17 years old who do not attend school.

Recommendation: College classes for youth who have graduated from high school.

Question #21: Are there adequate supplies in the classroom?

Finding: All 7 youth felt that there are adequate supplies in the classroom.

Recommendation: None

Question #22: Are you provided with adequate school supplies in the Hall for homework?

Finding: All 7 youth interviewed felt there are adequate supplies when needed for homework.

Recommendation: None

Question #23: Describe your relationship to school, Hall staff, and probation.

Finding: All 14 youth felt the relationship with the school and Hall staff was good, ok, or fair; the 14 youth felt that staff members were cool, adequate, and that staff make them feel comfortable. All 14 youth felt that their Probation Officer was good.

Recommendation: None.

Question #24: Is there anything else you would like to share with us because of our visit? What works well, and what needs attention or correction?

Finding: The youth had the following suggestions: longer showers, something to do if you have already graduated from high school, additional education, and college courses for youth 17 and over.

Recommendation: None.

Commissioners Inspection of Programs and Correspondence:

Programs are adequate for the youth while in custody at Juvenile Hall. There is a telephone available. Postage is free; letters written or received are unlimited for the youth. All outgoing mail by the youth is uncensored and unread.

Recommendations: None

Commissioner Inspection on the Meals and Nutrition:

We found the meals for the youth adequate and nutritious with no significant health or safety issues and in compliance with the Napa County Public Health Division.

Recommendations: None

Inspection of Health Care Facility

The facility was clean, all cabinets and refrigerators were locked including medicine cabinets. They continue to utilize bubble packs and have a bin for new youth's medications until a new hall prescription is in place. Only licensed personnel give medication now. A LVN comes in at approximately 7pm to pass evening medications. Staff can pass over-the-counter medications such as Tums, acetaminophen and chap sticks. The RN reviews all intake sheets from when the youth are admitted to the hall.

There is a 96-hour health appraisal and physical, then repeated annually if youth is still at the Hall. With the physical they are offered a genital exam, and if refused, a refusal is signed. The MD does all the physicals; this has not always been met because the doctor is only there on Saturdays.

They continue to use the same intake sheet that ask questions about abuse and risky sexual activity, which directs RN and Medical staff to order STD screenings (with youth's consent), pregnancy testing and referrals or CPS as needed, RN has youth sign refusal if declined. If the RN is called out during a health intake, the RN needs to complete a new form "Medical Intake Triage/Receiving Screening". The health intake form asks if the youth is sexually active; the staff is offering any youth who is sexually active STD screening. If the youth is returning in less than one year the RN will do a re-admit review; if new or greater than one year a complete physical is done.

PPDs are administered to all youth if greater than six months since last admit or new to Hall. PPD is not given if there is history of positive test. Pregnancy tests are done on all female youth on admit, using Consult Diagnostic Pregnancy tests. There has been no history of problems with the test, although the manufacturer can vary now based on cost. RN will repeat test in 10-14 days. The process seems well organized. Plan B is given based on sexual history and risks. It is not formulary so the staff sends a secure message requesting an exemption and then picks up at local drug store a few blocks away. DMPA is offered and given if negative pregnancy tests.

The staff continues to use typed labels for charts and all labeling for clear identity. The RN states that the youth have access to educational pamphlets about STDs and other health topics. Vaccines are reviewed on all youth. Will review old chart if re-admit; have parent's complete history, bring in record and give release of information form. RN can often obtain from school if parent does not have. There is a medication binder that contains each youth's medication list with name, dose, time, and route to administer. If the youth brings in their own medication, RN will use if clearly labeled and will write on med sheet "own medication". RN will use until gone and then use individual bubble packs.

Dr. Martinez is MD on call for CFMG and now works at the VA, not family practice as in past. Dr. Martinez does rounds, usually every Saturday in the morning and completes chart checks and will see youth as needed and may come at other times. He works at main jail three days per week and the Hall one day plus being on call by pager or cell phone for consults at other times and has been easily reachable and responds in very reasonable time.

Dr. Herr is CFMG's Medical Director and Teresa Del Rio RN has taken over as the CFMG Medical Program Manager. CFMG is part of a larger umbrella company called Correctional Medical Companies. RN states they continue to maintain the emergency kit/backpack that is zip-locked and dated each month when inventory is assessed and expiration dates, also has O2 tank in the backpack. The Medtronic AED is available on site with the emergency backpacks. The AED was checked late September by Via Heart Project, they plan to return every 1-2 years to check machine. The RN currently checks the AED monthly and documents in the computer. ViaHeart has an online log for regular documentation.

Currently training two new RNs to cover, Jenna previously regular part time RN has moved to the main jail, however comes back to cover. Jenna was the vaccine coordinator and Crystal is now taking over

that task. Teresa Del Rio RN, has taken over for Jason as new Program Director. Debra Price the PHN that is at Hall once a week to help with community transition of youth. She will be retiring in October, not sure of her replacement at this time. There was a pharmacy inspection two weeks ago which went well. The RN is organizing the medicine cabinet for non-prescriptive products, putting into separate bins and labeling so they are easier to find. A new program called Orista started this year. The RN can go to the website and present youth's medical case/condition, history and previous treatment and provide photos if indicated; the doctor will review and make recommendations or advise if the youth should have an in-person visit. Then the RN sends recommendation to Dr. Herr for outside referral. Dr. Johnson, who was there tele psych provider is being replaced by Dr. Xie; who will now be on site; this position is still in transition. Dr Xie will go between the jail and hall. Dr. Xie; only gets one hour to see all the youth who need to be seen that week, she mostly focuses on medication management. Ann and Jason are the counselors, they see youth regularly. There is also a new AED in lobby, Crystal does the checks for probation and hall devices. There's an alarm on the lobby one and the checks may be delayed due only having one key. ViaHeart continue to allow online recording or checks; the RN continues to enter her monitoring online.

Juvenile Justice Report: Hall Staff Development Inspection

1. Describe your experience and training prior to being hired:

Experience and training included: life experience, law degree, residential program, and group homes; teaching at court schools and other staff members have degrees from a junior college or university. Staff members graduated with degrees in Sociology and Criminal justice. Some of the training includes Aggression Replacement Training as well as a 40-hour training program.

2. In your own words, what is the mission of this Juvenile Hall?

Mentor and provide positive role models; hold youth accountable; safety and security for youth, for staff and for the community; reduce recidivism; keep the community safe by helping youth transition back to the community; to provide safety and structure for the youth.

3. What do you see as the strengths of this Juvenile Hall Team?

Various staff gave the following responses: safe environment and good leadership; the opportunity to mentor youth; diversity, acceptance, provide structure and support for youth; great communication, valued and supported; staff are a great team; staff cares and wants the same things for the youth; staff is dedicated to the youth; staff members are good at implementing programs.

4. In your opinion what needs attention or improvement?

Some suggested areas for attention or improvement included: additional training, the need to be more observant and proactive; meet with youth and provide conflict resolution support; negotiated agreements between youth; consistency with rules between staff and shifts.

5. What is the Hall's practice on conflict resolution and evidenced based interventions with the youth?

Grievance form; conflict resolution works well with the youth; staff uses the conflict resolution form process and are proactive with the youth; they meet with the youth and review safety needs; talk to youth; weekly check ins.

6. Please describe your relationship with your co-workers?

Various staff gave the following responses: Overall, it's great, good, positive; excellent; mutual respect; support from supervision. It was noted that one colleague was not a team player.

7. If there are issues in your relationship with a co-worker on your shift, how is this dealt with?

Various staff gave the following responses: there is a process, but it is usually settled by staff talking to each other; step out of the unit and have a conversation; encouraged to work it out; colleagues work it out; if not resolved, go to a supervisor, communication between co-workers.

8. Describe staff meetings and team building with your co-workers in the hall:

Various staff gave the following responses: all staff meetings every other month; great trainings; we have probation appreciation days; monthly unit meetings; supervisor journal meeting once a month; there is an open-door policy for support.

9. How accessible is the Juvenile Hall staff to individual needs of the youth?

Various staff gave the following responses: we are very accessible; youth always have access and staff is very approachable; extremely accessible; every youth has an assigned counselor.

10. In your opinion how effective is the current behavior management system? Are there any changes you can recommend?

Various staff gave the following responses: not effective for all youth with behavioral issues; we have built in some new incentives; overall, the youth buy in to it; some room for improvement.

11. How do you and your co-workers maintain consistency when enforcing the policies and procedures within the juvenile hall?

Various staff gave the following responses: communication; make sure everyone is on the same page; being consistent with the youth helps create consistency; safety and security; follow rules; briefings every day.

12. If a youth disagree with the way a rule or discipline is implemented against them, how are they able to express this?

Various staff gave the following responses: by formal grievance.

13. Are you aware that the Juvenile Justice Commission reviews the grievances and incident reports monthly?

All the staff interviewed were aware.

14. Do you feel supported in your role by your supervisors and administration?

Various staff gave the following responses: most of the time; my supervisor is excellent; we meet at least once a month.

15. Do you feel valued in your role and/or receive feedback about your job performance?

Various staff gave the following responses: yes, I felt supported; I felt valued and supported; we always discuss what we are working toward. One staff member felt very supported by Mary Butler. Staff felt included when asked for their feedback.

16. Any other final comments?

Various staff gave the following responses: nothing; better communication; staff felt Probation Officers did not appreciate them; enjoy working here; it's a great facility with great people. There was staff who had no comments.

JUVENILE HALL PHYSICAL INSPECTION REPORT

The grounds outside the facility are maintained by the County of Napa. The grass was mowed; there was no garbage of any kind on the grounds, and the general condition of the exterior of the building looks good. The sports equipment is in fair condition and there appears to be plenty of recreational equipment including volleyballs, basketballs, games, etc.

The cleaning fluids and chemicals are all labeled and safely locked in place, stored in a room with a locked door.

Hallways were clear, sleeping rooms clean and tidy with both a mattress with a built-in pillow in addition to another pillow. There was no graffiti present in Merit Unit and the lighting was adequate.

Linens are changed weekly, towels changed daily, new blankets are distributed monthly and more are given upon request. The thermostats are all centralized from the downtown county building.

Professionals and volunteers from the community come into the hall to provide; substance abuse counseling, tutoring, pet therapy, life skills classes, spiritual counseling, etc. In addition, several of the Juvenile Hall staff facilitate cognitive behavioral groups.

Every youth upon entering Juvenile Hall is assigned a Juvenile Hall Counselor who meets with them weekly. In addition, they write up a behavior support plan with the youth every two weeks.

Napa's Juvenile Hall attempts to individualize rewards and consequences. Typically, staff uses a behavior modification point system, whereby youth can earn points and privileges with good behavior and cannot earn maximum points for negative behavior. Other interventions include, role modeling, non-verbal and verbal cues, time outs, early bed, special program, failure to earn points, etc. The staff's last resort after exhausting other options would be hands on restraint.

Youth are encouraged to resolve their own conflicts with staff acting as facilitators. If a youth has a grievance or complaint, there are forms posted on the wall in each unit for them to fill out. The staff review these first, then the supervisor and then on up the chain of command if not resolved. In addition, the Juvenile Justice Commission reviews these grievances as well as incident reports in our monthly meetings.

Youth can use the phone to call home, but this must be arranged through their Probation Officer. Youth can write letters and have free postage. Their mail is not read by staff but monitored in front of the youth. With confidential correspondence, there is no monitoring.

Parents can visit their child, in a large visitation room, twice a week and sit at their own table for privacy. Staff monitors all visits except for lawyers who are meeting with their clients. Youth or parents can refuse the option of visitation. Their probation officer would approve any visits that occur outside of Juvenile Hall or any special visits (i.e. girlfriend, sibling, etc).

The Juvenile Hall School is run by Napa County Office of Education and is called Crossroads. A classroom is connected to each unit, Prospect, and Merit. There are two full time teachers and one that is certified in special education. In addition, there are four teachers' aides. The maximum number of students in each classroom is 25. The only time youth do not go to school is if they have not gone to their Detention Hearing, if they have been suspended (this rarely happens, but on occasions it does take place) or have already graduated from high school. The atmosphere in the classroom is very quiet with computers and books and other ample school supplies. The students also can decorate the walls of the classroom with their work. The school staff has regular meetings with the hall staff to assure open communication.

All youth have access to religious services. All youth have access to physical education which includes one hour per day (large muscle exercise). All youth are given an orientation packet when they enter the hall which reviews rules and policies. In addition, staff is available to review the packet with the youth. The orientation packet and grievance forms are available in Spanish as well.

Youth can shower once a day and staff supervise by being able to only see the youth's ankles and head. The condition of the clothing was in good shape and very organized. Youth are provided with personal hygiene accessories, such as soap, deodorant, shampoo, toothpaste etc.

All youth have access to medical and mental health services. There is a nurse available on site seven days a week for six hours a day. The Psychiatrist hired through CFMG is available by teleconferencing and is on call 24 hours seven days a week. Youth fill out a written request to access these services. The mission of Juvenile Hall is to ensure safety and security of youth while providing positive social programming to enable youth to make better choices while being accountable and taking responsibility. The Juvenile Hall staff hopes that the youth do not return to Juvenile Hall and have learned more pro-social skills.

Commissioners Inspection of the Kitchen:

The kitchen was clean with weekly prepared menus and individual food allergies posted. The youth have 20 minutes to eat once the last youth is seated and can begin conversing once everyone has their food. The servings appear ample, nutritious, and appetizing. Staff monitor the youth always. Some youth can work in the kitchen with supervision for a culinary class. All chemicals are stored and locked. Recommendations: None

Youth Interviews on Meals, Nutrition, Ample Servings, Additional Findings, and Recommendation:

Question #25: Describe the food and nutrition

Finding: the youth felt that the food was nutritious, appetizing, good, fair, healthy, and great.
Recommendations: None

Question #26: Are servings ample and appetizing?

Finding: The youth felt that the meals were amply served and are appetizing.
Recommendations: None

Question #27: Do you have enough time to eat?

Finding: The youth feel they have enough time to eat.
Recommendations: None

Commissioners Inspection on the Personal Appearance of Youths:

The inspection found that the youths' clothing was appropriate for the weather and their clothing was clean. The youth had access to personal hygiene accessories such as shampoo, toothpaste, toothbrushes, deodorants, feminine products, and hairbrushes.
Recommendations: None

Commissioners Inspection Regarding Visits:

The youths are allowed two (2) one hour visits a week, limited to parents and grandparents. Other members of the family must be approved and arranged by Probation. There is plenty of space for the visits and flexibility in range of visiting hours. The visits are supervised; visits are not private unless previously arranged. Not all the youth can have visits.
Recommendations: None

Commissioners Inspection regarding the Orientation for the Youths:

The youth are given rules and procedures at intake. Rules and Grievance Procedures are also posted in both English and Spanish in each unit. Several youth indicated that they were not aware of the grievance procedures.
Recommendation: None

Commissioners Inspection on the Interior Condition of Juvenile Hall:

The general condition of the interior of the Juvenile Hall (paint, floors, drains, plumbing, fixtures, air vents, and windows) is good. The hallways were clear, and the doors were not propped open. Everything looked clean.
Recommendation: None

Commissioners Inspection on the Exterior Condition of Juvenile Hall:

The general conditions of the exterior of the Juvenile Hall (paint, roof, drains/gutters, etc.) are good.
Recommendation: None

Program:

The youth are required to clean their rooms, observe personal hygiene and good table manners. Staff provides positive reinforcement for good behavior. The staff model's good behavior and lead by example. The staff deals with power and control struggles through mediation, conflict resolution and

motivational interviews; staff works with the youth to encourage the development of socially acceptable behaviors and better interaction in the community through encouraging behavior modification and attendance at various classes that are offered. The mission of the Juvenile Hall is to keep the youth healthy and safe throughout custody with good care and control.

The youth have one hour of exercise daily and one hour of recreation time daily.

Most of the programs in the Hall are provided by volunteer organizations. Substance abuse counseling is recommended by Probation and provided by the Wolfe Center. Staff teaches a Victim Awareness class. Anger Replacement Therapy (ART) and Thinking for Changes, addresses Gang Awareness and Youth at Risk. Girls' Circle provided by Planned Parenthood, covers Sexual Harassment.

Discipline of the Youth:

Behavior modification is the type of discipline used. The youth receive and lose points per their behavior. The youths' points determine the amount of time they can spend out of their rooms. Time outs, meals in rooms and writing papers on their bad behavior are methods used to encourage behavior modification. Interventions range from verbal counseling, room time and assigning essays to hands-on management without restraints to management of assaultive behavior with restraints. Conflict resolution through meeting and talking with the youth is practiced. Grievances are read; bi-weekly statistics are recorded, and staff grievances are sent to their supervisor.

Correspondence:

The youth can call their parents and talk for five minutes. Postage is free; outgoing mail is normally not read. In-coming mail is opened and checked for contraband but not read. Inappropriate mail and confidential correspondence, which is not touched, is delivered to Probation.

Conclusions and Acknowledgments:

We find the Juvenile Hall Facility in compliance with Title 15 and Title 24 requirements for the year 2017.

This Commission commends the Napa County Chief Probation Officer, Napa County Juvenile Hall Superintendent, Juvenile Hall Management, Juvenile Hall Staff Officers, and Juvenile Hall Personnel for their courtesy, respect, and concern during the 2017 Juvenile Hall Inspection.

For his help, this Commission wishes to give special recognition and acknowledgement to Napa County Juvenile Hall Superintendent Marlon Washington and Juvenile Assistant Superintendent AJ Alarcon for their skillful proficient capabilities during the 2017 Juvenile Hall Inspection.

Thank you to the Commissioners of the Juvenile Justice Commission for their professionalism, efficiency, concern, and interest during the 2017 Juvenile Hall Inspection.

Members of the 2017 Inspection Team were commissioners: Jean McCollum Vice-Chair and Pat Wells Chairperson and Commissioners Sam Joen.