

**NAPA COUNTY
JUVENILE JUSTICE COMMISSION
2010 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 five high schools in the county. The Juvenile Justice Commission is charged with the annual inspection of the county juvenile hall. The commissioners are appointed by the Napa County Superior Court Judges.

Location and type of facility inspected:

Name and location is Napa County Juvenile Justice Center 212 Walnut Street Napa, Ca 94559 Phone 707-253-4361. Type of facility inspected is juvenile hall detention center.

Copies of this 2010 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 Inspection

October 4th, 2010 Monday at 9:00 a.m. and October 7th, 2010 Thursday at 9:00 a.m.

The Juvenile Justice Commission had to be split into 4 teams all conducting inspections of the juvenile hall school, kitchen, toilet facilities, showers, examining room, wards rooms, exterior and interior. Commissioners interviewed the administrative staff, nursing staff, school staff, food service staff, and wards in custody. On this date of the inspection there were 28 boys and 4 girls.

Juvenile Ward Interviews:

A total of 15 wards were interviewed, the ages of the wards varied from 15 years old to 18 years old, 6 wards were at Level 1, 4 wards were at Level 2, 3 wards were at Level 3 and 2 wards were at Level 4. All wards knew what the rules are while at Juvenile hall and all wards were well aware of what happens to them when they break those rules such as having points taken away or sent back to their room for lockdown. There were 2 wards in Juvenile hall for the first time, 3 wards for the second time, 2 for the third time, 1 for the fourth time, 1 ward for the sixth time, 3 wards for the eight times, 1 ward for the ninth time, and 2 wards said more than 10 times. 15 wards were to be released anywhere from 1 day to 10 months. 15 wards interviewed were in custody ranging from 1 week to 10 months. All 15 wards interviewed knew what personal possessions they could or could not have in their room. 15 wards felt comfortable knowing there is someone on staff that they could speak to. 15 wards felt that there were staff officers from their ethnic background that could speak their primary language.

15 wards knew what medical services including psychological counseling were available for them. 13 wards knew that by filling out a form they could obtain these services, and 2 wards did not know. 15 wards knew that religious services were available. All 15 wards interviewed knew how often and how long they could exercise daily. All 15 wards knew they could shower once a day and 14 wards are aware of how often their families were allowed to visit them, 1 ward did not know. All 15 wards were aware that they were allowed to talk during meals after everyone is seated at the table and 14 wards are aware there are provisions for special diets, and 1 ward was not aware. 13 wards were aware that sometimes staff would eat with them, and 2 wards were not aware. 13 wards attended school on the grounds, and 2 wards attended school off the grounds.

Juvenile Ward Interviews Additional Findings and Recommendations:

Question #1: Are the hall rules understandable and reasonable?

Finding #1 11 wards found them understandable, reasonable, and fair and 4 wards stated sometimes to the question.

Recommendation: None

Question # 2: Are the rules posted

Finding #2 13 of the wards were aware that the hall rules are posted and 2 wards were not.

Recommendation: None

Question # 3: Are staff consistent and fair when enforcing rules and issuing consequences?

Finding #3 9 wards felt that staff officers are consistent and fair, 6 wards felt that some staff officers were not consistent when enforcing the juvenile hall rules.

Recommendation: None

Question #4: Are Rules and Procedures reviewed with you when you enter the hall?

Finding # 4 15 wards had the Rules and Procedures reviewed upon entering the hall. All 15wards were just given a packet of the Rules and Procedures to read.

Recommendation: None

Question #5: Describe the Grievance Procedure?

Finding #5 10 wards knew about filling out a form for the Grievance Procedure, and 5 wards were unable to describe the Grievance Procedure.

Recommendation: None

Question #6: How are you made aware of the Grievance Procedure upon entering the hall and have you ever filled out a grievance report?

Finding #6 6 wards were aware of the Grievance Procedure by staff, 1 ward by packet received at intake, and 1 ward by posting in the unit, 7 wards were not aware. 11 wards have never filed a grievance, 4 wards filled out a grievance report.

Recommendation: Review Grievance Procedure at intake.

Question #7: How are they handled by staff?

Finding #7 9 wards did not know how they were handled, and 6 wards were aware that a staff member or a supervisor would review the grievances with them after their grievance was filed.

Recommendation: None

Question #8: Do you think the daily point system works well and is fair?

Finding #8 11 wards felt that the daily point system works well and is fair, 1 ward felt it depended on the staff, 1 ward felt that points are taken away for little mistakes and 2 wards felt that the staff is not consistent in taking points away.

Recommendation: None

Question #9: Are you aware the Juvenile Justice and Delinquency Prevention Commission is now reviewing the resident's Grievances each month?

Finding #9 6 wards were aware that the Juvenile Justice Commission reviews their grievances each month and 9 wards were not aware of this commission's monthly review of their grievances.

Recommendation: None

Question # 10: Is there adequate space, convenient times or accommodation to parent work schedules, special visits etc.

Finding #10 All 15 wards felt that there is adequate space and accommodations for visits.

Recommendation: None

Question # 11: Is there adequate privacy during visits and how are visits supervised?

Finding #11 4 wards felt there was no privacy, 1 ward did not know, 10 wards felt there was adequate privacy, and 15 wards were aware that staff officers supervise visits.

Recommendation: None

Question #12: Describe the hall supervision.

Finding #12 All 15 wards felt that staff supervision is good, fine, ok, adequate and comfortable to be around.

Recommendation: None

Question #13: How Accessible are staff when you need them?

Finding #13 10 wards felt that staff officers were very accessible when needed, and 5 wards felt that staff was accessible on every shift by ringing/pushing a button.

Recommendation: None

Question #14: Do you feel safe from harm from staff?

Finding #14 All 15 wards felt safe.

Recommendation: None

Question #15: Do you feel safe from harm from the other kids?

Finding #15 13 wards felt safe and 2 wards did not feel safe.

Recommendation: None

Question #16: Tell us what things you like about the hall?

Finding #16 6 wards liked the food, movie night, board games, free time, school, television, sleeping, time spent out of their rooms. 6 wards did not like anything about the hall, 1 ward liked the structure, 1 ward liked the groups and 1 ward liked staff.

Recommendation: None

Question #17: Is your exercise period of one hour ever restricted?

Finding #17 3 wards said yes, if you are hurt, injured or have a medical excuse. 12 wards said no.

Recommendation: None

Question #18: Describe recreation activities and supplies and is there enough quantity.

Finding #18 All 15 wards enjoy basketball, video games, board games, dominos, all other games, watching television, playing cards, free time, P.E. and talking with people. 10 wards felt that there is enough quantity of recreational supplies, and 5 wards did not think there were enough supplies.

Recommendation: None

Question #19: Describe the condition of the recreation supplies?

Finding #19 9 wards felt the condition of the recreational supplies were fairly new, and good, 6 wards felt that there is a need for new stuff.

Recommendation: None

Question #20: Do you have access to personal hygiene accessories?

Finding #20 14 wards acknowledged that they do have access to personal hygiene accessories from juvenile hall, and 1 ward felt they do not.

Recommendation: None

Question #21: What factors cause you to be most uncomfortable while at the hall?

Finding #21 2 wards felt that there was nothing causing them to be uncomfortable while in the hall, 1 ward did not like the mattress, 5 ward felt uncomfortable while in the showers because the shower doors don't provide enough privacy, 1 ward did not like being searched, 1 ward did not like all the rules, 2 wards did not like the fact they could not see their parents, 1 ward did not like being locked up, 1 ward did not like exercising, and 1 ward disliked everything.

Recommendation: None

Question #22: Is your privacy and safety maintained while you shower?

Finding #22 All 15 wards interviewed felt their privacy and safety is well maintained while showering.

Recommendation: None

**Question #23: What provisions are provided for clothing, blankets?
air temperature, etc. to assure comfort?**

Finding #23 13 wards are aware that they would be provided with blankets, sheets, pillows, and extra blankets when needed, 2 wards felt there were not enough provisions.

Recommendation: None

Question #24: Are there programs offered to you that you participate in?

Finding #24 15 wards interviewed do participate in some juvenile hall programs such as substance abuse classes, music therapy, church groups, pet therapy, Art, and Planned Parenthood.

Recommendation: None

Question #25: What other kinds of programs would you like to see offered?

Finding #25 12 wards would like to have programs like sex education, peer pressure groups, cooking, college classes, girl's only groups, sport activities groups, and an art program, and 3 wards felt that there was no need for any other new programs.

Recommendation: None

Commissioners Inspection of the School Curriculum:

Wards have 2 classrooms in juvenile hall and they have adequate school supplies. Wards can be excused from attending class by reason of illness, doctor, attorney, nurse visits, lockdown, probation issues, court appearance, and court ordered activities. We find that the halls school course work follows the Napa County Department of Education guidelines.

Recommendation: None

Juvenile Ward Interviews on School Curriculum, Additional Findings, and Recommendations:

Question #26: How would you describe the atmosphere in the classroom?

Finding #26 13 wards had different comments regarding the atmosphere in their classroom; it was boring, it was strict, it is calm, it is ok, it is small, really nice, good, quiet, better than public school, very helpful, everybody working hard, easy, controlled, appropriate, and the school is fine and 2 wards did not know because they went to school off grounds.

Recommendation: None

Question #27: Are there adequate supplies in the classroom?

Finding #27 All 15 wards felt that there are adequate supplies in the classroom.

Recommendation: None

Question #28: Are you provided with adequate school supplies in the hall for homework?

Finding #28 13 wards interviewed felt there are adequate supplies when needed for homework, and 2 wards stated they did not have homework.

Recommendation: None

Question #29: Describe your relationship to school, hall staff, and probation.

Finding #29 11 wards felt the relationship with the school, hall staff and probation was good, ok or fair, the wards felt that staff members were cool, adequate, and the staff makes you feel comfortable, 4 wards complained about not seeing their probation officer.

Recommendation: Address turn around time for Probation officers once a request is submitted.

**Question #30: What would you like to share with us as a result of our visit?
What works well, and what needs attention or correction?**

Finding #30 Commissioners findings were: Wards complained about the need for more privacy during showers, the need for longer shower doors, a quicker turn around time when a request is submitted to see their probation officer, more free time out of their room, shorts for PE, visitation schedule that better fits their parents' needs, and returning to the old points system, the nurse, the need for music therapy and the ability to make collect phone calls. 1 ward complained about a riot on August 16, 2010 and being put on a 24 hour lockdown, handcuffed and everything stripped out of his room. No water, toilet not working and no mattress for five hours. This ward reported that some wards had nothing for up to ten hours. This ward also noted that there was a special program form that had to be signed under pressure.

Recommendation: Response to Commission requested

Commissioners Inspection of Programs and Correspondence:

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

Recommendations: None

Commissioner Inspection on the Meals and Nutrition:

We found the meals for the wards 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 medical facility is run by the California Forensic Medical Group (CFMG). The clinic is staffed by an RN M-F 7am-1pm and 7am-12pm Saturday and Sunday. There is one MD on call 24/7 and if that MD is not available there is another MD at the corporate office that can be used for consultation.

There are protocols from CFMG for the RN's to follow for assessment and plan. The assessments are based on minor complaint and the RN's have had special training to perform physicals.

There is a blank intake form that helps the admitting staff evaluate the minor and determine if there are immediate medical needs or can wait until the RN arrives following day if after clinic hours. RN does a physical on all minors unless returning in less than 1 year. Minors may also fill out a sick call sheet to talk with the RN about most problems. RN also administers PPDs unless recent record or known positive. All females' minors get pregnancy test on arrival. Vaccines are also administered if indicated and stored properly. All minors are searched when they leave the Medical clinic.

Med cabinet: locked while RN in clinic. RN logs all meds. Meds are in a bubble pack for single dose administration and well labeled with minors name and directions. If a minor arrives with clearly labeled medications they can approve use for 7 days if a consent from parent on file, if not they need to wait for court approval, if important medication, i.e. seizure, diabetes etc. the RN may try and call family for verbal or review med with Med record consultant at Corporate.

Emergency kit was locked and has limit supplies, but is available. There is an AED on site.

RN draws labs for med levels, STD screening if symptoms or risky behavior, CBC, Chemistry panels, Hgb A 1 c levels etc. No standards.

Psychiatrist available by teleconference on Wednesday can have crisis staff come from Napa Crisis if necessary.

The Medical facility was clean and every thing was orderly.

Recommendation: None

Juvenile Justice Report: Hall Staff Development Inspection

1. Describe your training prior to being hired? Majority of staff have an Associate and/or Baccalaureate degree in criminal justice, social sciences and or psych.
2. In your own words, what is the mission of this juvenile hall? Rehabilitation, provide a safe and secure environment, resources, cognitive behavior, evidence based practice and personal choices.
3. Tell us what you like about this juvenile hall? More personal, positive learning opportunities, minors school is great, good team work on most units, especially in crisis. Independence in working with minors and giving them tools for behavior changes.
4. What is the hall's practice on conflict resolution with the wards? Separate minors, once diffused, sit down with minor 1:1 then sit the minors from the conflict down for discussion together and often a cognitive writing assignment.
5. Describe your relationship with your coworkers. Most try and keep it professional, not bring personal issues up, keep out of "inner circle" which seemed to be different relationship between shifts or days of week. New facility seemed to increase expectations and education requirements which were good and practicing more new than old.
6. If there are issues in your relationship with a co-worker on your shift, how is this dealt with? Discuss issue directly with co-worker, escalate if persists.
7. Do you feel supported by your co-workers? For most part.
8. Describe staff meeting and team building with your co-workers in the hall. Many responses felt that there weren't enough meetings; there are limited resources to have large staff meetings. Staff would like to see annual or biannual meeting with supervisors and management.
9. How accessible is the juvenile hall staff to individual wards when they need to talk? Most staff members try and take the time but there are limited resources to spend much time and it varies per person.
10. In your opinion how effective is the point system? Any changes you can recommend? Staff was divided on the new system, in place for 6 months vs. the old system. Some feel the incentives aren't good enough or it may take the minors too long to achieve a level and they can lose it easily. Feel that some minors have too much time in room because of points. Where as, other staff felt it was more rewarding.
11. Do you have the option to subtract points or sit down and talk with the juveniles? Yes, but some staff takes points away without communicating and it depends on the staff and their mood that day.
12. How do you and your co-workers maintain consistency when enforcing the hall rules? Try and remain consistent on specific shift and open communication.
13. If a juvenile disagrees with the way a rule or discipline is implemented against them, how are they able to express this? They can approach staff directly or write a grievance which will then be dealt with and if no agreement or satisfaction can be escalated until "signed off". Some felt unfair because of minors' ability to communicate issues well in writing.
14. How do you feel about the hall rule you implement? Respectful, generally good but the information given to minors needs to be updated as rules are added or changed.
15. Are you aware that the Juvenile Justice Commission is now reviewing the wards Grievances? 99% of staff was aware of this.

16. In your opinion what works well here at this facility? Many programs for minors and outside affiliations, parent project, make-up and layout of facility, ART and reporting center are very positive. For staff, block trainings are good and the shifts.
17. In your opinion what needs attention or correction? Could improve communication between staff, shifts, probation and supervisors. Some felt point system needed some changes as may be to harsh. Lack of snacks for the minors. Would like more respect as a valued staff member.
18. Any other final comments? Treat each other respectfully, teamwork, respect from management. Maybe having a comment box that management reads directly so if a suggestion is made staff feel safer about making comment/suggestion and that it goes straight to management so no other interpretation is added.

JUVENILE HALL PHYSICAL INSPECTION REPORT

The grounds outside the facility look well cared for. The grass was mowed; there was no garbage of any kind on the grounds, and the general condition of the exterior of the building look good. The sports equipment is in good 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 stored behind 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 and the lighting was adequate.

Linens are changed weekly, towels changed daily, new blankets are distributed monthly and more are given upon request. The thermostat is 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, parenting classes, life skill classes, spiritual counseling, etc. In addition, several of the juvenile hall staff led cognitive behavioral groups as well.

Every ward upon entering the hall is assigned a juvenile hall counselor who meets with them weekly. In addition, they write up a behavior support plan with the wards every 2 weeks.

Napa's Juvenile Hall attempts to individualize rewards and consequences. Typically, staff uses a behavior modification point system, whereby wards 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.

Wards are encouraged to resolve their own conflicts with staff acting as a facilitator. If a ward has a grievance or complaint, there are forms posted on the wall in each unit for them to fill out. The staff would review these first, then the supervisor and 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.

Wards are allowed to use the phone to call home, but this must be arranged through their probation officer. Wards can write letters and have free postage. Their mail is not read by staff but monitored in front of the wards. With confidential correspondence, there is no monitoring.

Parents can visit their child twice a week in a large room and sit at their own table for privacy. Staff monitors all visits except for lawyers who are meeting with their clients. Minors 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. The classroom is connected to each unit, Prospect and Merit. There are 2 full time teachers and 1 that is certified in special education. In addition, there are 4 teacher aids. The maximum number of students in each classroom is 25. The only time wards do not go to school is if they have not gone to their detention hearing 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 are able to decorate the walls of the classroom with their work. The school staff has regular meetings with the hall staff to assure open communication.

All wards have access to religious services. All wards have access to physical education which includes 3 hours per day, (one being a large muscle exercise) and 5 hours on the weekend. All wards 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 ward. The orientation packet and grievance forms are available in Spanish as well.

The kitchen was very clean with weekly prepared menus and individual food allergies posted. The wards have 20 minutes to eat once the last ward is seated and can begin conversing once everyone has their food. The servings appear ample, nutritious and appetizing. Staff monitors the wards at all times. Some privileged wards are allowed to work in the kitchen with supervision. All chemicals are stored behind locked doors.

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

All wards have access to medical and mental health services. There is a nurse available on site seven days a week for 6 hours a day. The psychiatrist hired through CFMG is available by teleconferencing and is on call 24 hrs, 7 days a week. Wards fill out a written request to access these services.

The mission of Juvenile Hall is to ensure safety and security of minors while providing positive social programming to enable minors to make better choices while being accountable and taking responsibility. The Juvenile Hall staff hopes that the wards do not return to Juvenile Hall and have instead learned more pro-social skills.

The only improvement staff requested was for another covered courtyard for wards to be able to participate in outdoor activities in the rain.

Commissioners Inspection of the Kitchen:

The kitchen was very clean with weekly prepared menus and individual food allergies posted. The wards have 20 minutes to eat once the last ward is seated and can begin conversing once every one has their food. The servings appear ample, nutritious and appetizing. Staff monitors the wards at all times. Some privileged wards are allowed to work in the kitchen with supervision. All chemicals are stored behind locked doors.

Recommendations: None

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

Question #31: Describe the food and nutrition

Finding #31 15 wards felt that the food is nutritious, appetizing, good, fair, healthy, great, and it's ok.

Recommendations: None

Question #32: Are servings ample and appetizing?

Finding #32 13 wards felt that the meals are amply served and are appetizing, 2 wards would like more food.

Recommendations: None

Question #33: Do you have enough time to eat?

Finding #33 10 wards feel they do have enough time to eat and 5 wards felt they don't.

Recommendations: None

Commissioners Inspection on the Personal Appearance of Wards:

Commissioner's inspections found that the wards clothing is appropriate for the weather and their clothing was clean. All wards have access to personal hygiene accessories such as shampoo, toothpaste, toothbrushes, deodorants, feminine products, and hairbrushes.

Recommendations: None

Commissioners Inspection Regarding Visits:

Wards are allowed two (2) one hour visits a week limited to parents and grandparents. Others members of the family have to 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 minors have visits.

Recommendations: None

Commissioners Inspection regarding the Orientation for the Wards:

The wards are given rules and procedures at intake. Rules and Grievance Procedures are also posted in both English and Spanish in each unit. Several wards indicated that they were not aware of the grievance procedures.

Recommendation: Staff needs to make sure that the procedures are reviewed with the wards at intake.

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 excellent.

Recommendation: None

Program:

The wards are required to clean their rooms, observe personal hygiene and good table manners.

Staff provides positive reinforcement for good behavior. The staff model good behavior and lead by example. The staff deal 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 minor healthy and safe through custody, good care and control.

Wards have one (1) hour of exercise daily and one (1) hour of recreation time.

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. A Victim Awareness class is taught by staff. Anger Replacement Therapy (ART) and Thinking for Changes cover Gang Awareness; Youth at Risk and Girls Circle cover Sexual Harassment; these classes are provided by Planned Parenthood.

Discipline of Minors:

Behavior modification is the type of discipline used. Wards receive and lose points according to their behavior (see attached new point system). The wards 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 minor/s are practiced. Grievances are read; bi-weekly statistics are recorded, and staff grievances are sent to their supervisor.

Correspondence:

Minors can call their parents and talk for five (5) 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.