



COUNTY of NAPA Juvenile Justice Commission

NAPA COUNTY JUVENILE JUSTICE COMMISSION 2009 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 the Napa County Juvenile Justice Center 212 Walnut Street Napa, Ca 94559 Phone 707-253-4361. Type of facility inspected is the juvenile hall detention center.

Copies of this 2009 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 09, 2009 Friday 8:30 a. m.

The Juvenile Justice Commission had been split into 4 teams all conducting inspections of the juvenile halls school, kitchen, toilet facilities, showers, nurse examining room, wards rooms, exterior and interior. Commissioners interviewed the administrative staff, nursing staff, school staff, food service staff, and the wards in custody. On this date of the inspection there were 37 boys and 3 girls in custody.

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

Question #31: Describe the food and nutrition

Finding #31 16 wards felt that the food is nutritious, appetizing, good, fair, healthy, great, and it's ok, 2 wards felt that sometimes the food is not always good, taste bad, taste like crap, it's gross, it's nasty, and the food is not the best.

Recommendations: None

Question #32: Are servings ample and appetizing?

Finding #32 17 wards felt that the meals are amply served and are appetizing, 1 ward would like more food.

Recommendations: None

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

Finding #33 15 wards feel they do have enough time to eat and 3 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

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

Finding #3 15 wards felt that staff officers are consistent and fair. 3 wards felt that some staff officers were not consistent when enforcing the juvenile hall rules. The 3 wards that felt staff was not consistent were in Prospect unit.

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, 1 ward did not have the Rules, but was given the Procedures reviewed with him/her upon entering the hall, and 2 wards were just given a packet of the Rules and Procedures to read.

Recommendation: None

Question #5: Describe the Grievance Procedure?

Finding #5 11 wards knew about filling out a form for the Grievance Procedure, 6 wards were unable to describe the Grievance Procedure, 1 ward did not think the Grievance Procedure works.

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 15 wards were aware of the Grievance Procedure by staff, 1 ward by packet received at intake, and 2 wards were not aware. 13 wards have never filed a grievance, 5 wards filled out a grievance report and 1 ward did not think the grievance procedure works.

Recommendation: None

Question #7: How are they handled by staff?

Finding #7 11 wards did not know how they were handled, and 5 wards were aware that a staff member or a supervisor would review the grievances with them after their grievance was filed, 2 wards felt grievances were pointless.

Recommendation: None

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

Finding #8 13 wards felt that the daily point system works well and is fair, 2 wards 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 2 wards were aware that the Juvenile Justice Commission reviews their grievances each month and 16 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 13 wards felt that there is adequate space and accommodations for visits, 4 wards did not and 1 ward felt sometimes parent have to pick from times available on the halls schedule and not their parent's schedule. Wards felt parents would prefer more evening 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, 3 wards felt somewhat private, 11 wards felt there was adequate privacy, and 18 wards were aware that staff officers supervise visits.

Recommendation: None

Question #12: Describe the hall supervision.

Finding #12 4 wards felt that staff supervision is good, 1 ward felt supervision was strict and 13 wards felt there is usually 2-3 staff persons roaming the area and they switch off supervision. Rooms are checked every 15 minutes.

Recommendation: None

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

Finding #13 15 wards felt that staff officers were very accessible when needed, and 3 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 18 wards felt safe.

Recommendation: None

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

Finding #15 18 wards felt safe.

Recommendation: None

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

Finding #16 9 wards liked the food, movie night, board games, free time, school, television, sleeping, time spent out of their rooms. 8 wards did not like anything about the hall, 1 ward felt he/she did not like the food.

Recommendation:

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

Finding #17 7wards said yes, if people are working outside, if the group is not following directions, if you are hurt, injured or have a medical excuse. 11 wards said no.

Recommendation: None

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

Finding #18 All 18 wards enjoy basketball, video games, board games, dominos, all other games, watching television, playing cards, free time, P.E. and talking with people. 15 wards felt that there is enough quantity of recreational supplies, and 3 wards did not think there were enough supplies.

Recommendation: None

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

Finding #19 16 wards felt the condition of the recreational supplies were fairly new, and good, 2 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 4 wards felt they do not. Some of the wards felt they also have access to personal hygiene accessories from their parents. 4 wards complained about the shampoo they have to use, stating it smells like hand soap. 1 ward stated that he did not have access to dandruff shampoo.

Recommendation: None

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

Finding #21 9 wards felt that there was nothing causing them to be uncomfortable while in the hall, 1 ward did not like the mattress, 1 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 16 wards interviewed felt their privacy and safety is well maintained while showering, 1 ward did not and 1 ward was uncomfortable.

Recommendation: None

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

Finding #23 18 wards are aware that they would be provided with blankets, sheets, pillows, and extra blankets when needed.

Recommendation: None

**Question #24: Are there programs offered to you in the hall
That you participate in?**

Finding #24 17 wards interviewed do participate in some juvenile hall programs such as substance abuse classes, music therapy, church groups, pet therapy, Art, and Planned Parenthood, 1 ward did not.

Recommendation: None

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

Finding #25 9 wards would like to have programs like sex education, peer pressure groups, girl's only groups, sport activities groups, and an art program, and 9 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 16 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 17 wards felt that there are adequate supplies in the classroom, and 1 ward felt that they needed computers.

Recommendation: None

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

Finding #28 16 wards interviewed felt there are adequate supplies when needed for homework, and 1 ward did not know, 1 ward stated they did not have homework.

Recommendation: None

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

Finding #29 13 wards felt the relationship with hall staff and probation was good, 2 wards felt that staff members were cool, adequate, staff makes you feel comfortable, and school is ok, 1 ward felt that staff provokes the wards, and 2 wards felt that they were different.

Recommendation: None

**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 smell of the shampoo, the need for dandruff shampoo, the need for more privacy during showers, the need for longer shower doors for more privacy, 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 a change in the way points are taken away.

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. The RN was unaware of any response time policy.

There are protocols from the CFMG for the RNs to follow for assessment and plan. The assessments are based on minor complaint and the RNs 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 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 RN about problems. RN also administers PPDs unless recent record or known positive. All female 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: stored unlocked while RN in clinic, it was noted that all other facilities keep meds locked at all times. 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, ie seizure, diabetes etc, the RN may try and call family for verbal or review med with Med record consultant at Corporate.

Emergency kit has limited supplies, does include some syringes and is not locked or zip tied. There are no AEDs on site.

RN draws labs for med levels, std screening if symptoms or risky behavior, CBC, Chemistry panels, Hgb A1c levels etc. No standard. Pregnant patients go to women's center.

Psychiatrist available by teleconference on Wednesdays can have crisis staff come from Napa County if necessary.

The Medical facility was generally clean but the sink area was overcrowded with multiple supplies some of which were cleaning products amongst the medical products. The sink and counter was also in need of a cleaning.

Juvenile Justice Commission Recommendations:

- Request response to policy for MD response time**
- Request response to unlocked medicine cabinet policy**
- Request response to unsecured emergency kit**
- Request response to keeping cleaning products separate from medical supplies and adequate storage**

Juvenile Hall Staff Development Inspection Report

Question #1 Describe your training prior to being hired.

Of all the staff interviewed the majority have Associate or Baccalaureate degrees in Criminal Justice and or Psychology. Several had training at other correctional facilities and counseling.

Question #2 In your own words what is the mission of this Juvenile hall?

Provide juveniles structure and focus that they haven't been getting, create an environment to develop a different way of thinking and acting on life's situations to function better in society. To provide a safe and secure environment for the Juveniles, as well as the community. A couple of staff voiced their concerns that what is stated about the Mission isn't actually happening.

Question #3 Tell us what you like about this Juvenile hall.

Several liked the small community and the minors, they aren't as hard as other communities. Many also commented that the staff is very supportive and concerned with each other and show respect.

Question #4 What is the hall's practice on conflict resolution with the minors?

Cognitive groups focus on changing behaviors. All staff agree that if verbal conflict occurs separate, counsel each individually, resolve and make agreement between, two. More intense response if physical altercation.

Question #5 Describe your relationship with your co-workers.

Most staff stated they had a good working relationship, trusted them, newer staff need a little more training.

Question #6 If there are issues in your relationship with a co-worker on your shift, how is this dealt with.

All staff agreed that they would have open communication with individual, talk about issue and escalate to supervisor if needed.

Question #7 Do you feel supported by your staff?

The consensus was most of the staff, most of the time, but not all.

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

Most staff felt there was little team building and what there was fragmented, little to improve morale. Staff did agree that there were mini staff meetings. Most communicate with their regular partners for support.

Question #9 How accessible is juvenile hall staff to individual wards when they need to talk?

Staff felt they were usually accessible to minors but the lack of staff and job duties may limit their ability to talk right away and it also depends on the individual staff if they want to be available. As well there is mental health access 10a-3p daily.

Questions #10 In your opinion how effective is the point system? Any changes you can recommend?

Most staff felt the point system is very effective and shouldn't be changed, but that some staff is too harsh. Some staff felt administration was getting on them for not taking away enough points.

Question #11 Do you have the option to subtract points or sit down and talk with the minor:

Most staff tries to talk to minor before taking away points however some are feeling dictated that they have to take points away over talking.

Question #12 How do you and your co-workers maintain consistency when enforcing the hall rules?

Many of the staff felt that communication was the most important component of maintaining consistency and setting a plan with their partner. Several also felt it was difficult to maintain consistency because of the human factor, people will do what they want to in their own way.

Question #13 If a minor disagrees with the way a rule or discipline is implemented against them, how are they able to express this?

All staff acknowledged the role of the grievance process is the way this is usually handled however some felt it empowered the minors while others feel that it doesn't go anywhere.

Question #14 How do you feel about the hall rules you implement?

Most of the staff felt they were fair and just and easy to understand, while other staff felt that just some were fair and they had to implement the rest regardless.

Question #15 Are you aware that the Juvenile Justice Commission is now reviewing the wards grievances each month?

50% of the staff didn't know this.

Question #16 In your opinion what works well here at this facility?

The staff was felt to be the best part of the facility and that they are willing to work with the minors and want to be there. Staff also felt that having the ability to motivate the minors with the point system and not always penalize them.

Question #17 In your opinion what needs attention or correction?

How hard the justice system is on the minor; a scuffle at school with get them arrested now where other counties aren't as strict and the minor won't end up with a record just for a school disagreement.

Shower times changed back to after P.E.; now the minors stay in there sweaty clothes until dinner time (6pm). Also giving the minors more clothing or pants per week, they have been cut back on how often they get clean pants/clothes each week. Give minors better personal products for hygiene, current multiuse soap doesn't work well for hair.

Spork (fork/spoon), it is very difficult to eat with and no good reason for switch.

Ombudsman for monolingual, night help.

Morale improvement, get management to participate and see what staff face.

Fix plumbing.

Yard cleaned more often or hosed down to reduce allergens.

Improve incentive program, help the minors who can't make it achieve something.

Respect, listen to suggestions & recognize achievements staff & minors.

Question #18 Any other final comments?

Although most staff gave a comment of happy to work here and enjoy their job, other staff wanted a little more focus on morale.

Juvenile Justice Inspection Report October 9, 2009

Commissioners inspection of the School Curriculum:

There are two classrooms in the new Juvenile Hall, and there are adequate school supplies. The school curriculum follows the guidelines of the Napa County Department of Education. There is one full time teacher, who tutors in the afternoon, and 3 – 4 teacher's aides for 32 students (20 Merit and 12 Prospect). IEPs are followed; as of this report, there were no wards on independent study. The wards study the standard curriculum in preparation for proficiency tests; there is no homework unless the ward requests it.

Wards are excused from class for illness, temporary confinement to their room, doctor, attorney and nurse visits, lockdowns, probation issues, court appearances, and court ordered activities.

The juvenile hall staff and the school staff meet monthly.

Recommendations: none

Commissioners inspection on Meals and Nutrition:

The Food is nutritious and appetizing (dinner reportedly less so). Meals are served cafeteria style; serving portions are small, and everyone wants seconds; however, there is not enough food for everyone to have them. Wards can talk after everyone is served; staff supervises but does not sit down and eat with the wards. Thirty minutes are allotted for mealtime rather than the required twenty minutes. Monthly menus are announced but not posted. (see attached).

Recommendations: Food portions might be reconsidered.

Commissioners Inspection of the Kitchen:

The kitchen was clean; utensils, cleaning supplies and chemicals are locked when wards are present. The youth working in the kitchen are trained on the equipment and procedures. The staff is also trained annually on Title 15 regulations concerning food handling and sanitation.

Recommendation and response requested:

The ice maker needs thorough cleaning; fungus was found.

Commissioners Inspection on the Personal Appearance of Wards:

The general condition of the wards' clothing was satisfactory; some sweaters appeared to be too large. Minors have access to personal hygiene supplies, which are locked on the unit to monitor proper use. Personal products do not include hairspray, gels or make-up, which are not allowed.

Recommendations: none

Commissioners Inspection Regarding Visits:

Wards are allowed two one hour visits a week limited to parents and grandparents. Others have to be approved and arranged by Probation. There is plenty of space for and flexibility in the range of visiting hours. The visits are supervised; visits are not private unless previously arranged. (15 visitors maximum in a room that holds 45 people). Not all minors have visits if their relatives are not local or are illegal aliens. Good behavior is rewarded with home passes, which are arranged by the Probation Officer.

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. (see attached). Several wards indicated that they were reticent to fill out grievances for fear of reprisal, that staff intimidates and baits them to get them to act out and then deduct points.

Recommendations: none

Commissioners Inspection on the Interior Condition of the Juvenile Hall:

The general condition of the interior of the Juvenile Hall (paint, floors, drains, plumbing fixtures, air vents, windows, noise) is good. The hallways were clear, and the doors were not propped open. Except as noted below, everything looked clean. There is no graffiti.

Cleaning supplies are labeled and stored in a locked closet. The weapons locker is in the Sally Port and is in good condition.

The wards' beds are mattresses on top of concrete blocks; the lighting in the rooms is very good; the temperature is comfortable and controlled off-site. The students study in the classroom or in their rooms. Towels, underwear, shirts and socks are changed daily; pants twice a week (although several wards reported they did not get clean pants on schedule) and sheets weekly. Wards can request as many blankets as they need.

The sports equipment and facilities are more than adequate; there is extra equipment in the storage room.

Recommendations:

Suggest Public Works pay more attention to dust on stairway and bookcases as well as the shelves in the school room; replace burned out lights and remove storage items from Sally Port

Response requested:

The upper walls and ceilings in some of the wards' rooms were dirty;

Mold was found in the grout around fixtures in some of the showers;

Many of the shirts, socks, underwear and blankets were found to be stained and towels frayed.

Commissioners Inspection on the Exterior Condition of the Juvenile Hall:

The general condition of the exterior of the Juvenile Hall (paint, roof, drains/gutters, etc.) is excellent.

Recommendations:

Suggest Public Works use orange peel type compound for graffiti on pavement stains by the front entrance pavement

Program:

In order to encourage normal adolescent development, the wards are required to clean their rooms weekly, observe personal hygiene and good table manners.

Staff tries to build self-esteem and empower the youth through positive reinforcement for good behavior. They model good behavior and lead by example. They 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 behavior and better interaction in the community through encouraging behavior modification and

attendance at various classes that are offered. They feel that the mission of the Juvenile Hall is to keep the minors healthy and safe through custody, good care and control. They would like to see more educational and restorative programs provided for the minors.

Wards have one hour of large muscle exercise daily and one hour of recreation time. At level one and two, they are entitled to earn more recreation time. On Sundays there are two hours of optional religious activities; there are no formal services. Medical and mental services are available on the wards' request and/or on the recommendation of staff or a roving mental health counselor.

Minors confined to their rooms have their schoolwork delivered and are still allowed to participate in the one hour of large muscle exercise. They are also able to have library books, puzzles, and personal art supplies. (see attached for personal items allowed in their rooms)

Each staff person is assigned to a number of wards. At the end of every shift, each staff writes a summary of each ward and every 15 days writes up a behavioral analysis for that period.

Family reunification planning is handled by Probation and the Court.

Most of the programs in the Hall are offered by volunteer organizations. Substance abuse counseling is recommended by Probation and delivered by the Wolfe Center. A Victim Awareness class to be taught by staff is just starting up. Anger Replacement Therapy and "Thinking for a Change" cover Gang Awareness; "Youth at Risk" and "Girls Circle" cover Sexual Harassment; "Girls Circle" and "Planned Parenthood" cover Parenting Classes. There are currently no vocational classes, community service programs or for-pay work programs. (see attached list of programs)

Discipline of Minors:

Behavior modification is the type of discipline used. Wards receive and lose points according to their behavior. Their 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. "The Committee" (the Superintendent, Asst. Superintendent and head of Probation) practices conflict resolution through meeting and talking with the minor/s. The wards' grievances are read and filed (see attached form); bi-weekly statistics are recorded, and staff grievances are sent to their supervisor.

Correspondence:

Minors 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 24 requirements for the Year 2009.

This Commission commends the Napa County Chief Probation Officer, Napa County Juvenile Hall Superintendent, Juvenile Hall Management, Juvenile Hall Staff Officers, and Juvenile Hall Office Personnel for their courtesy, respect, and concern during the 2009 Juvenile Hall Inspection.

For their help this Commission wishes to give special recognition and acknowledgement to **Superintendent Christopher Howard, Assistant Superintendent Alexander J. Alarcon, Supervisor Chuck Hannaford, Senior Counselor Desiree Peterson and Counselor Oliver Rodriguez** for their skillful proficient capabilities during the 2009 Juvenile Hall Inspection.

This Chair commends the Student Commissioner and the Adult Commissioners of the Juvenile Justice Commission for their professionalism, efficiency, concern, and interest during the 2009 Juvenile Hall Inspection.

Members of the 2009 Inspection Teams were Commissioners: Jean McCollum, Patricia Wells, Javier Flores, Jennifer Muhlner, Vice-Chair Randi Storm, and Chairperson Samuel John Reyes, Sr.