

California  
Department of Corrections and Rehabilitation  
Office of the Ombudsman



Senate Bill 518 Report  
2018

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## *Executive Summary*

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Governor Arnold Schwarzenegger signed Senate Bill 518 into law on October 13, 2007. This bill created the Youth Bill of Rights and mandated the Division of Juvenile Justice (DJJ) and the Office of the Ombudsman (Office) to create several services related to the Youth Bill of Rights. It required the Office to implement a toll-free number through which youth in DJJ facilities could contact the Office directly. The Office was required to consult with various stakeholders, including youth advocates and support groups, to develop standardized information explaining the Youth Bill of Rights and to disseminate this information to all facilities. The Office was required to post this standardized information, including the toll-free telephone number, in all DJJ facilities by July 1, 2008.<sup>1</sup>

Senate Bill 518 also requires that the Office compile and make available to the Legislature and to the public, all data collected over the course of the year. The bill requires that the compilation include the number of inquiries to the toll free number, the nature of the inquiries, the actions taken to address the inquiries, the number of referrals made, and the number of unresolved inquiries. On July 1, 2008<sup>2</sup>, the Office of the Ombudsman implemented the DJJ Hotline (Hotline) and began tracking all income calls to the Hotline. All DJJ Facility living units, visiting halls, school areas, libraries, the administration buildings and any other areas deemed appropriate displayed the Youth Bill of Rights posters.

Currently the DJJ receives its youthful offender population from both juvenile and superior court referrals. In 2001 the Division of Juvenile Justice faced significant scrutiny for being overcrowded and having violence in its facilities. Outside experts reviewed the Division's policies, procedures and conditions of confinement. The experts issued six reports on the following topics: education, sex behavior treatment, health care, mental health care, wards with disabilities, and the safety and welfare of the youth. The experts identified major deficiencies in all of these areas. The reports were used in a lawsuit against the State in 2003 and became the foundation of six Remedial Plans used by the DJJ to reform the state juvenile justice system. In February 2016 the court dismissed the DJJ Farrell v Kernan lawsuit, ending over a decade of litigation.

As the result of much reform, the DJJ youths are provided an Integrated Behavior Treatment (IBTM) plan. The IBTM treatment plan is the basis for determining the programing needs of the youth population. The IBTM guides all services provided to youth from arrival at a DJJ facility to community re-entry. The youths participate in a variety of cognitive behavioral intervention groups

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<sup>1</sup> Welfare and Institutions Code § 224.70-224.74

<sup>2</sup> The Inmate/Ward Telephone System (IWTS) Contract that is used by the adult and juvenile facilities for telephone services includes a requirement that does not allow the inmates or wards to dial a toll-free or special service number. This requirement was established to comply with the CDCR policies in Title 15 Section 3282. Therefore, although the hotline number is a normal 10-digit number, it is toll-free when dialed from any phone inside a DJJ facility.

designed to reduce institutional violence, future criminal behavior and anti-criminal attitudes, and provide the youth with personal skills designed to help the youth better manage their environment.

This is the eleventh report issued by the Office of the Ombudsman. This report is a compilation of data captured from January 1, 2018 through December 31, 2018, offering a breakdown of the number of inquiries to the DJJ Hotline by facility, month, issue, and actions taken.

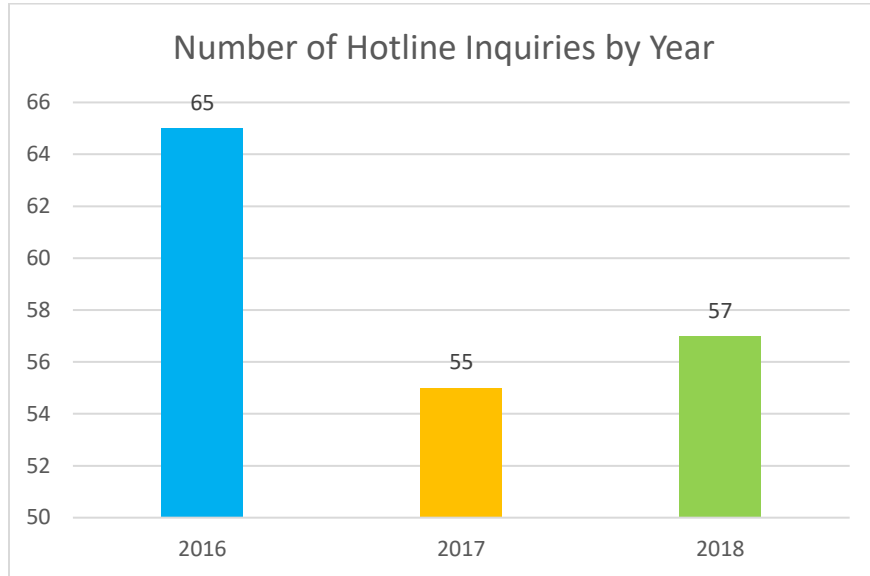
In 2018, the Office of the Ombudsman received fifty-seven (57) inquiries via the DJJ Hotline. The inquiries were received from N.A. Chaderjian Youth Correctional Facility (NACYCF), O.H. Close Youth Correctional Facility (OHYCF), Ventura Youth Correctional Facility (VYCF), and from the Pine Grove Youth Conservation Camp (PGYCC). The majority of inquiries (39 of the 57) received by the Office were resolved or referred. There were a total of two (2) unresolved inquiries, which were a result of the youth being released from DJJ prior to resolution of the issue and/or the call originating by a family member who failed to provide a working telephone number or enough information to conduct an inquiry.

It should be noted the Office received an additional forty-two (42) inquiries in 2018 by means other than the DJJ Hotline. The additional inquiries were received via telephone (35), United States Postal Service - Mail (4), email (2), and interview (1). Two of the inquiries (phone, mail) originated from youth and the remaining five were received from youth family members, who were seeking general information (1 email), reporting allegations of Use of Force (1 email) and three (3) were seeking assistance with visiting disapprovals (email, fax).

This report offers a comparison of DJJ Hotline inquiries received from 2016 through 2018, with a breakdown of the number of DJJ inquiries received by year (Table A), the number of Hotline inquiries by facility (Table B), the percentage of Hotline inquiries by facility (Table C), and the number of inquiries received by month (Table D).

A decrease in the number of Hotline inquiries was noted when comparing 2016 to 2017; however, numbers remained consistent between 2017 and 2018. The Office received a total of 65 inquiries in 2016, 55 inquiries in 2017, and 57 inquiries in 2018. This Office did not identify any trends to explain the decrease in inquiries received; however, there was a significant increase in family/public contacts over prior years.

**Table A: Number of Hotline Inquiries by Year**

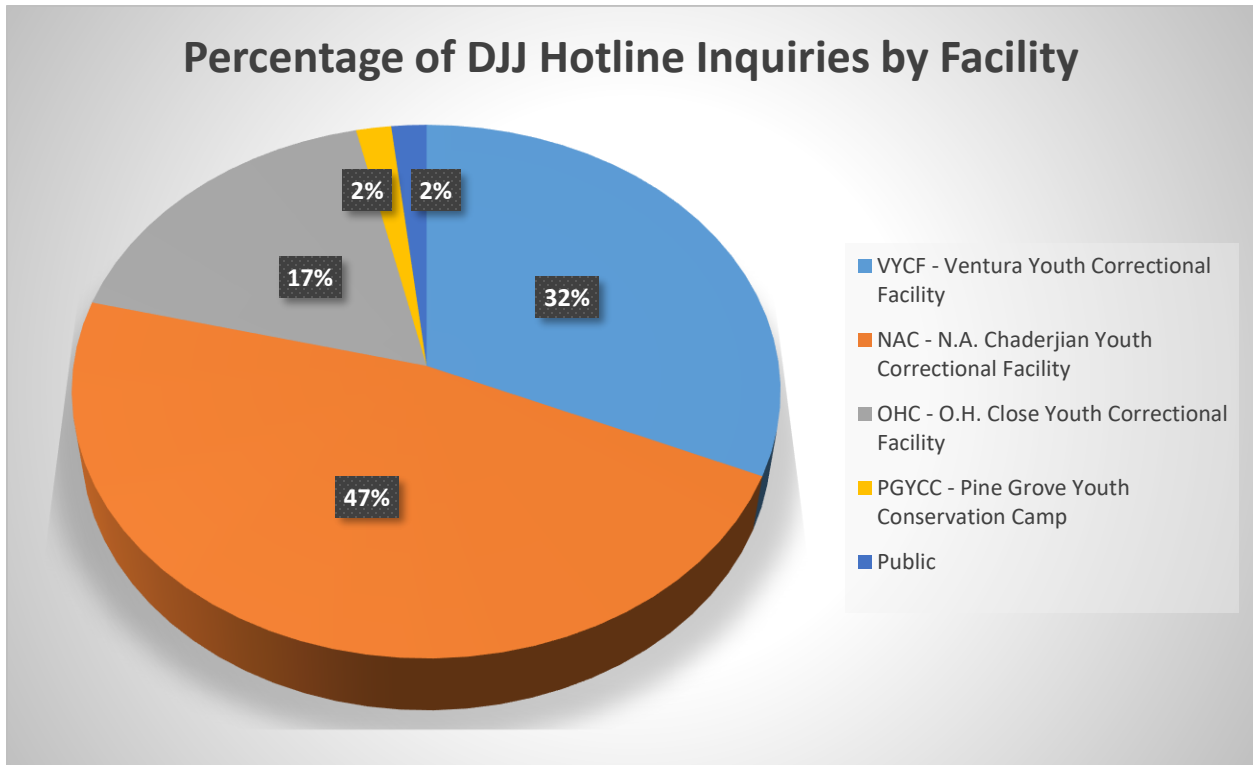


In 2018, nearly half (47%) of the overall hotline inquiries were received from the N.A. Chaderjian (NACYCF) Youth Correctional Facility with 27 of the 57 inquiries, followed by the Ventura Youth Facility (VYCF), with 17 inquiries, resulting in 79% of the overall inquiries. The least number of inquiries were received from the PGYCC - Pine Grove Youth Conservation Camp (1) and the public (2).

**Table B: Number of Hotline Inquiries by Facility**

VYCF - Ventura Youth Correctional Facility	17
NAC - N.A. Chaderjian Youth Correctional Facility	27
OHC - O.H. Close Youth Correctional Facility	10
PGYCC - Pine Grove Youth Conservation Camp	1
Public	2
<b>Grand Total</b>	<b>57</b>

**Table C. Percentage of DJJ Hotline Inquiries by Facility**



The average number of inquiries received per month from the Office of the Ombudsman was 4.75. The highest number of inquiries were reflected in the months of July 2018 and September 2018 with eight (8) inquiries per month. The least number of inquiries was received in the months of October (2) and December (1) 2018.

2018 Hotline Inquiries by Month	
Month	Number of Inquires
January	6
February	5
March	4
April	5
May	3
June	6
July	8
August	4
September	8
October	2
November	5
December	1
<b>Total number of Inquiries</b>	<b>57</b>

The majority of inquiries received by the Office originated from the NACYCF (Chad) facility with twenty-seven (27) inquires. PGYCC - Pine Grove Youth Conservation Camp received only one (1) inquiry; however, the lower number of inquiries from PGYCC is attributed to a significant smaller population.

The majority of the inquiries (51 of the 57 inquiries, or 89%) were resolved or referred, with six (6) of the 57 resulting in no action. This is due to a variety of reasons, such as the inquiry not related to the DJJ, did not require support or resolution, or was a general call from public, such as requesting a tour of a DJJ facility.

The most common Issue received was **Staff Complaints**, with 11 of the 57 contacts (19%). The inquiries originated nearly equally between NAC (Chad) with four (4) inquires and VYCF, with six (6) inquires.

Eight (9) of the eleven (11) Staff Complaints were youth claiming they were being mistreated, generally arising after the youth received a Disciplinary write-up or was involved in an incident. Three (3) of the Staff Complaints were specific to use of force allegations. All allegations related to staff misconduct or Use of Force allegations are referred to the Hiring Authority.

The next most common Issue was **Classification**, with seven (7) inquires, and **Disciplinary; Due Process**, also with seven (7) inquires. These Issues typically related to a disciplinary write up and youth raised concerns with how the write-up was processed and/or the impact it may have on the youth. The inquiry was generally resolved by explaining the disciplinary process to the youth.

The DJJ Ombudsman continues to visit all DJJ facilities. During these visits, the Ombudsman monitors the placement of the posters and educates and informs the youth, individually and in group settings, of the Youth Bill of Rights, their right to contact the Office of the Ombudsman and the role of the Ombudsman as mandated by Senate Bill 518.

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## Appendix A

### Glossary of Terms

**Access to Programs**—shall include any complaints about youth access to programs, including but not limited to: religious services, substance abuse treatment program, free venture, fire camp, etc. This category also includes complaints from youth who are not on alternate programs and are concerned about access to programs or inquiries regarding Program Service Day.

**Access to Counsel and Courts**—(previously categorized as Access to Legal Counsel and Court/Hearings & Representation) shall include inquiries regarding seeking legal advice, requesting new hearings of case and /or commitment to DJJ, complaints about attorneys such as public defenders or CalPAP.

**ADA**—shall include inquiries relating to meeting youth’s needs as identified in the Ward with Disabilities Program, such as providing accommodations for vision, hearing, or learning disabilities.

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

**DDMS**—shall include any calls regarding the Disciplinary Decision Making System, including calls about appeals, behavior reports, and allegations of due process violations.

**Delivery of Mandated Services**—shall include basic necessities such as clothing, food, bedding, access to showers, etc.

**Discrimination**—shall include allegations that youth are being discriminated against based on race, gender, sexual orientation or religion. This category also includes allegations based on protected classes, such as youth with mental health diagnoses or ADA requirements.

**Education**—shall include any inquiries regarding education services.

**Facility Condition**—shall include any inquiries regarding the physical plant of the facilities, to include the structure, the plumbing, air conditioning, etc.

**Grievances**—shall include any inquiries where the specific complaint is that the youth is not receiving responses to his grievances, or feels that the responses are being appropriate. If the youth calls about a specific issue, and mentions that he has filed a grievance, the inquiry is categorized under the specific issue.

**Juvenile Parole Board**—shall include any hearings, actions, or decisions of the JPB, including Parole Consideration Hearings and all proceedings related to the LH lawsuit, such as Probable Cause Hearings or the setting of Revocation Release Dates, and hearings and actions relating to AB 1053 or AB 1628.

**Medical**—shall include any issues relating to access to medical care and/or receiving medical attention.



**Miscellaneous**—shall include calls in which not enough information is provided by the youth regarding the nature of their concern; calls where the issues that fall under multiple jurisdictions; or items that do not fall under any other specific category in this report.

**Parole**—shall include any calls about parole operations, including placement plans, issues in the community, warrants, tickets, etc.

**Property**—shall include any calls relating to a youth’s property.

**Staff Complaint**—shall include any complaint against staff that is not regarding discrimination (see Discrimination) or use of force (see Use of Force). This category shall also include allegations of abuse by staffs that do not occur in documented situations where chemical or physical force was used.

**Transfers**—shall include any calls regarding inter- or intra-facility transfers to another facility, program, or living unit. This category shall also include calls regarding transfers to the Division of Adult Facilities.

**Use of Force**—shall include any allegation of excessive or unnecessary use of chemical or physical force that is reported to the Office of the Ombudsman. Please note that any allegation of excessive or unnecessary chemical or physical force made to the Office of the Ombudsman is reported immediately to the Superintendent or designee upon receipt of the allegation.

**Visiting/Family Contact**—shall include any phone call regarding contact with family via mail, telephone or through the Visiting Program.

**Appendix B: 2018 DJJ Hotline Inquiries by Facility**

<b>VYCF - Ventura Youth Correctional Facility (18 records)</b>	<b>Initial Date of Contact</b>	<b>Type of Contact</b>	<b>Issue</b>
	11/26/2018	DJJ Hotline	Staff Complaint
	11/21/2018	DJJ Hotline	Safety Concerns; Staff Complaint
	3/6/2018	DJJ Hotline	Disciplinary; Staff Complaint
	10/4/2018	DJJ Hotline	Disciplinary
	2/6/2018	DJJ Hotline	Safety Concerns
	10/9/2018	DJJ Hotline	Disciplinary
	11/6/2018	DJJ Hotline	Other
	11/14/2018	DJJ Hotline	PREA; Staff Complaint
	12/15/2018	DJJ Hotline	Staff Complaint
	9/15/2018	DJJ Hotline	Disciplinary; Programs
	1/9/2018	DJJ Hotline	Inmate - Well-being
	1/15/2018	DJJ Hotline	Property
	6/7/2018	DJJ Hotline	Other
	4/26/2018	DJJ Hotline	Disciplinary
	6/20/2018	DJJ Hotline	Staff Complaint
	6/20/2018	DJJ Hotline	Staff Complaint
	5/2/2018	DJJ Hotline	Staff Complaint
	9/6/2018	DJJ Hotline	Parole - JPB
<b>NAC (Chad) N.A. Chaderjian Youth Correctional Facility (27 records)</b>	<b>Initial Date of Contact</b>	<b>Type of Contact</b>	<b>Issue</b>
	7/29/2018	DJJ Hotline	Staff Complaint
	3/7/2018	DJJ Hotline	Classification
	9/28/2018	DJJ Hotline	Health Care - Medical
	2/6/2018	DJJ Hotline	Classification
	7/17/2018	DJJ Hotline	Staff Complaint
	8/1/2018	DJJ Hotline	Health Care - Medical
	7/30/2018	DJJ Hotline	Living Conditions - Telephones
	5/31/2018	DJJ Hotline	Safety Concerns
	2/19/2018	DJJ Hotline	Transfer
	11/16/2018	DJJ Hotline	Staff Complaint
	7/26/2018	DJJ Hotline	Programs
	3/22/2018	DJJ Hotline	Legal Services
	9/20/2018	DJJ Hotline	Inmate - Well-being
	9/18/2018	DJJ Hotline	Disciplinary - Due Process
	9/13/2018	DJJ Hotline	Disciplinary - Due Process
	1/25/2018	DJJ Hotline	Visiting
	6/17/2018	DJJ Hotline	Staff Complaint

	4/12/2018	DJJ Hotline	PREA
	4/6/2018	DJJ Hotline	Disciplinary
	4/12/2018	DJJ Hotline	Classification
	4/19/2018	DJJ Hotline	Safety Concerns
	5/9/2018	DJJ Hotline	Property
	7/30/2018	DJJ Hotline	Disciplinary
	9/6/2018	DJJ Hotline	Property
	7/6/2018	DJJ Hotline	Trust Accounts
	7/3/2018	DJJ Hotline	Disciplinary
	8/3/2018	DJJ Hotline	Classification; Staff Complaint
<b>OHC - O.H. Close Youth Correctional Facility (10 records)</b>	<b>Initial Date of Contact</b>	<b>Type of Contact</b>	<b>Issue</b>
	2/28/2018	DJJ Hotline	Health Care - Medical
	3/22/2018	DJJ Hotline	Staff Complaint
	2/28/2018	DJJ Hotline	Health Care - Medical
	9/20/2018	DJJ Hotline	Transfer
	1/23/2018	DJJ Hotline	Transfer
	1/21/2018	DJJ Hotline	Inmate - Well-being; Transfer
	1/15/2018	DJJ Hotline	Inmate - Family Death
	8/2/2018	DJJ Hotline	Transfer
	7/6/2018	DJJ Hotline	Transfer
	8/15/2018	DJJ Hotline	Transfer
<b>PGYCC - Pine Grove Youth Conservation Camp (1 record)</b>	<b>Initial Date of Contact</b>	<b>Type of Contact</b>	<b>Issue</b>
	6/2/2018	DJJ Hotline	Disciplinary - Due Process
<b>Public (1 record)</b>	<b>Initial Date of Contact</b>	<b>Type of Contact</b>	<b>Issue</b>
	6/20/2018	DJJ Hotline	Trust Accounts

**Appendix C: 2018 Hotline Inquiries by Issue and Facility**

<b>Issue</b>	<b>Initial Date of Contact</b>	<b>VYCF Ventura Youth Correctional Facility</b>	<b>NAC - N.A. Chaderjian Youth Correctional Facility</b>	<b>OHC O.H. Close Youth Correctional Facility</b>	<b>PGYCC Pine Grove Youth Conservation Camp</b>	<b>Public</b>	<b>Total</b>
<b>Other</b>	2/6/2018		1				1
	3/7/2018		1				1
	4/12/2018		1				1
			<b>3</b>				<b>3</b>
<b>Classification</b>	8/3/2018		1				1
	4/6/2018		1				1
	4/26/2018	1					1
	7/3/2018		1				1
	7/30/2018		1				1
	10/4/2018	1					1
	10/9/2018	1					1
		<b>3</b>	<b>4</b>				<b>7</b>
<b>Disciplinary; Programs</b>	9/15/2018	1					1
		<b>1</b>					<b>1</b>
<b>Disciplinary; Staff Complaint</b>	3/6/2018	1					1
		<b>1</b>					<b>1</b>
<b>Disciplinary - Due Process</b>	6/2/2018				1		1
	9/13/2018		1				1
	9/18/2018		1				1
	2/28/2018			2			2
	8/1/2018		1				1
	9/28/2018		1				1
			<b>4</b>	<b>2</b>	<b>1</b>		<b>7</b>
<b>Inmate - Family Death</b>	1/15/2018		1	1			1
				<b>1</b>			<b>1</b>
<b>Inmate - Well- being</b>	1/9/2018	1					1
	9/20/2018		1				1
		<b>1</b>	<b>1</b>				<b>2</b>

Issue	Initial Date of Contact	VYCF Ventura Youth Correctional Facility	NAC - N.A. Chaderjian Youth Correctional Facility	OHC O.H. Close Youth Correctional Facility	PGYCC Pine Grove Youth Conservation Camp	Public	Total
Inmate - Well-being; Transfer	1/21/2018			1			1
	3/22/2018		1				1
			1	1			2
Living Conditions - Telephones	7/30/2018		1				1
	6/7/2018	1					1
	11/6/2018	1					1
		2	1				3
Parole - JPB	9/6/2018	1					1
	4/12/2018		1				1
		1	1				2
PREA; Staff Complaint	11/14/2018	1					1
	7/26/2018		1				1
		1	1				2
Property	1/15/2018	1					1
	5/9/2018		1				1
	9/6/2018		1				1
		1	2				3
Safety Concerns	2/6/2018	1					1
	4/19/2018		1				1
	5/31/2018		1				1
		1	2				3
Staff Complaint	11/21/2018	1					1
	3/22/2018			1			1
	5/2/2018	1					1
	6/17/2018		1				1
	6/20/2018	2					2
	7/17/2018		1				1
	7/29/2018		1				1
	11/16/2018		1				1
	11/26/2018	1					1
	12/15/2018	1					1
		6	4	1			11

Issue	Initial Date of Contact	VYCF Ventura Youth Correctional Facility	NAC - N.A. Chaderjian Youth Correctional Facility	OHC O.H. Close Youth Correctional Facility	PGYCC Pine Grove Youth Conservation Camp	Public	Total
Transfer	2/19/2018		1				1
	1/23/2018			1			1
	7/6/2018			1			1
	8/2/2018			1			1
	8/15/2018			1			1
	9/20/2018			1			1
			1	5			6
Trust Accounts	6/20/2018					1	1
	7/6/2018		1				1
			1			1	2
Visiting	1/25/2018		1				1
			1				1
<b>Grand Total</b>		18	27	10	1	1	57

**Appendix D: 2018 Hotline Inquiries by Action, Issue and Facility**

<b>Facility</b>	<b>Date Received</b>	<b>Issue</b>	<b>Action</b>	<b>Contact Mode</b>
VYCF	1/9/2018	Inmate - Well-being	Resolved	DJJ Hotline
VYCF	1/15/2018	Property	Resolved	DJJ Hotline
OHC	1/15/2018	Inmate - Family Death	Resolved	DJJ Hotline
OHC	1/21/2018	Inmate - Well-being; Transfer	Resolved	DJJ Hotline
OHC	1/23/2018	Transfer	Resolved	DJJ Hotline
NAC	1/25/2018	Visiting	Resolved	DJJ Hotline
NAC	2/6/2018	Classification	Resolved	DJJ Hotline
VYCF	2/6/2018	Safety Concerns	Resolved	DJJ Hotline
NAC	2/19/2018	Transfer	Resolved	DJJ Hotline
OHC	2/28/2018	Health Care - Medical	Resolved	DJJ Hotline
OHC	2/28/2018	Health Care - Medical	Resolved	DJJ Hotline
VYCF	3/6/2018	Disciplinary; Staff Complaint	Resolved	DJJ Hotline
NAC	3/7/2018	Classification	Resolved	DJJ Hotline
NAC	3/22/2018	Legal Services	N/A	DJJ Hotline
OHC	3/22/2018	Staff Complaint	Resolved	DJJ Hotline
NAC	4/6/2018	Disciplinary	Resolved	DJJ Hotline
NAC	4/12/2018	PREA	Referred	DJJ Hotline
NAC	4/12/2018	Classification	Duplicative	DJJ Hotline
NAC	4/19/2018	Safety Concerns	Resolved	DJJ Hotline
VYCF	4/26/2018	Disciplinary	Resolved	DJJ Hotline
VYCF	5/2/2018	Staff Complaint	Resolved	DJJ Hotline
NAC	5/9/2018	Property	Resolved	DJJ Hotline
NAC	5/31/2018	Safety Concerns	Resolved	DJJ Hotline
PGYCC	6/2/2018	Disciplinary - Due Process	Resolved	DJJ Hotline
Public	6/7/2018	Other	N/A	DJJ Hotline
NAC	6/17/2018	Staff Complaint	Resolved	DJJ Hotline
VYCF	6/20/2018	Staff Complaint	Referred	DJJ Hotline
VYCF	6/20/2018	Staff Complaint	Referred	DJJ Hotline
Public	6/20/2018	Trust Accounts	N/A	DJJ Hotline
NAC	7/3/2018	Disciplinary	Resolved	DJJ Hotline
NAC	7/6/2018	Trust Accounts	Resolved	DJJ Hotline
OHC	7/6/2018	Transfer	Resolved	DJJ Hotline
NAC	7/17/2018	Staff Complaint	Resolved	DJJ Hotline
NAC	7/26/2018	Programs	Resolved	DJJ Hotline
NAC	7/29/2018	Staff Complaint	Referred	DJJ Hotline
NAC	7/30/2018	Living Conditions - Telephones	Resolved	DJJ Hotline
NAC	7/30/2018	Disciplinary	Resolved	DJJ Hotline
NAC	8/1/2018	Health Care - Medical	Resolved	DJJ Hotline
OHC	8/2/2018	Transfer	Resolved	DJJ Hotline
NAC	8/3/2018	Classification; Staff Complaint	Referred	DJJ Hotline

<b>Facility</b>	<b>Date Received</b>	<b>Issue</b>	<b>Action</b>	<b>Contact Mode</b>
OHC	8/15/2018	Transfer	Resolved	DJJ Hotline
NAC	9/6/2018	Property	Resolved	DJJ Hotline
VYCF	9/6/2018	Parole - JPB	Resolved	DJJ Hotline
NAC	9/13/2018	Disciplinary - Due Process	Resolved	DJJ Hotline
VYCF	9/15/2018	Disciplinary; Programs	Resolved	DJJ Hotline
NAC	9/18/2018	Disciplinary - Due Process	Resolved	DJJ Hotline
OHC	9/20/2018	Transfer	Resolved	DJJ Hotline
NAC	9/20/2018	Inmate - Well-being	N/A	DJJ Hotline
NAC	9/28/2018	Health Care - Medical	Resolved	DJJ Hotline
VYCF	10/4/2018	Disciplinary	Resolved	DJJ Hotline
VYCF	10/9/2018	Disciplinary	Resolved	DJJ Hotline
VYCF	11/6/2018	Other	N/A	DJJ Hotline
VYCF	11/14/2018	PREA; Staff Complaint	Resolved	DJJ Hotline
NAC	11/16/2018	Staff Complaint	Referred	DJJ Hotline
VYCF	11/21/2018	Safety Concerns; Staff Complaint	Resolved	DJJ Hotline
VYCF	11/26/2018	Staff Complaint	Referred	DJJ Hotline
VYCF	12/15/2018	Staff Complaint	Resolved	DJJ Hotline