

**PROGRAM DESCRIPTION
YOUTH REPORTING CENTER**

AUTHORITY:	1202.8 (a) Penal Code 729.2 Welfare & Institutions Code California Education Code Administrative Directive	
RESCINDS:	Procedure Manual Item 2-6-301, dated 10/26/18 (Major Revision)	
FORMS:	Youth Reporting Center Referral (YRC) YRC Exit Form Progress Summary (YRC)	(Automated) (YRC Form) (Automated)
PURPOSE:	To set forth an overview of the Youth Reporting Center (YRC) program.	

I. GENERAL INFORMATION

A. Program

1. To safely reduce reliance on secure detention, the Orange County Probation Department has established the Youth Reporting Center (YRC). This program has been developed with the assistance of the Annie E. Casey Foundation and the strategies found in the Juvenile Detention Alternatives Initiative (JDAI). The YRC seeks to promote effective and efficient management of juvenile offenders.
2. The YRC program is a collaborative partnership that includes the Orange County Probation Department, Orange County Department of Education (OCDE), Orange County Health Care Agency (HCA-Children and Youth Services), and other community-based organizations. YRCs also welcome departmental volunteers (VIPs, Interns, and VPOs). The YRC program, as part of an overall continuum of juvenile supervision strategies, will decrease the number of youthful offenders in need of secure detention. In addition, it will promote lawful and productive lifestyles of its youthful offenders by providing evidence-based intervention and programming. Further, the YRC will assist the Orange County Probation Department in redirecting public funds towards effective juvenile justice strategies while ensuring public safety.
3. The YRC is a highly structured non-custodial daytime and early evening reporting center. The program operates Monday through Friday from 9:30 a.m. to 4:30 p.m. Youth attend either 30, 45, 60 or 90 days as recommended by their primary Deputy Probation Officer (DPO); however, the Court can order a youth to the YRC for any length of time. The program emphasizes academic enrichment provided by the OCDE, decision making and problem-solving skills, based on a Cognitive Behavioral Therapy design. Youth also participate in anger management, substance abuse education, gang intervention, as well as individual and family therapy.

Parenting classes, community service, small group activities, and linkages to existing community resources are also a part of the YRC program. In addition, transportation services and meals are included.

B. Program Goals

1. Provide an alternative to secure detention for both the Probation Department and the Court.
2. Reduce the utilization of secure detention by providing a highly structured community-based alternative program.
3. Reduce those factors which interfere with a juvenile offender's ability to successfully comply with the terms and conditions of probation and orders set forth by the Court.
4. Establish and provide links to existing community-based resources for both the youth and their family.
5. Decrease recidivism of those youth who successfully completed the YRC program.

C. Target Population

1. Youth (male & female) who are wards of the Juvenile Court;
2. Between the ages 12 and 18;
3. Currently in violation of the terms and conditions of their probation and who are at risk of arrest and/or referral to the Juvenile Court; and/or
4. Youth who have been arrested for a new law violation but do not pose an immediate threat to themselves or the community.
5. Exceptions may be approved by the YRC Supervising Probation Officer (SPO).

D. Research

1. The YRCs are committed to working with Probation Research in order to measure key outcomes and overall program effectiveness.

II. PROCEDURE

A. Referrals

Qualifying youth are referred to the appropriate YRC site by their assigned DPO via the automated PV system (YRC Referral) within ICMS. The YRC referral is reviewed and approved by their immediate supervisor. The supervisor will ensure that other interventions have been exhausted prior to the referral. The field SPO will then forward the referral to the YRC SPO. The YRC SPO reviews the referral, determines eligibility, and then assigns the case to a YRC DPO, if the referral is accepted. The YRC DPO is listed in ICMS as a secondary DPO; however, they

serve as the primary on-site case manager while the youth is enrolled and attending the YRC program. The YRC DPO will inform the primary DPO of the youth's progress.

1. Referrals can be made to the YRCs for the following reasons:
 - a. Court-ordered
 - b. An informal sanction in lieu of filing a probation violation (a referral to YRC is not appropriate unless other means of intervention have been attempted and failed).
 - c. Step down from custody to a structured environment prior to re-entering a community school.
 - d. Special referral (attending YRC on a voluntary basis).
2. Referrals can be denied for the following reasons:
 - a. OCDE reviews the referral and determines that the youth's educational needs cannot be met at the site.
 - b. HCA reviews the referral and determines that the youth's mental health needs cannot be met at the site.
 - c. The youth was involved in a recent fight or made threats while previously at the site. The youth may be referred to the alternate YRC site if transportation provisions are addressed. The youth may be referred to adult education if 18 or older.
 - d. The youth has an outstanding warrant.
 - e. The youth fails to report for YRC indoctrination.
 - f. Supplementary reasons determined by the YRC SPO.
3. At the YRCs, Probation staff (SPOs, DPOs, and DJCOs) and collaborative agencies, including OCDE and HCA, work as a team to assess the youth and implement an action plan. Together, these partners provide:
 - a. An on-site school for both junior high and high school students
 - b. Transportation to and from the site
 - c. Meals
 - d. Substance abuse education and counseling
 - e. Anger Management counseling
 - f. Mental health evaluations and treatment
 - g. Decision Points (cognitive behavioral treatment programming)

- h. Effective Practices in Community Supervision (EPICS) (cognitive behavioral interventions to address criminogenic needs and encourage behavior change)
 - i. Community service opportunities
 - j. Enrichment and prosocial activities
 - k. Parent education & outreach
 - l. Close supervision on-site and in the community
4. The youth's attendance and participation in groups and individual therapy is automatically recorded in the YRC Progress Summary Report within ICMS and can be viewed at any time during the youth's YRC commitment.
5. Upon completion of the YRC program (satisfactory, unsatisfactory, rejection, or no fault), the assigned DPO completes a YRC Exit form within ICMS. The unit SPO will review and approve the form. The assigned field DPO can access, view, and print the exit form via ICMS.

B. Participating Agencies

1. Probation Department

a. Supervising Probation Officer (SPO)

- (1) The SPO will supervise probation staff which includes, Deputy Juvenile Correctional Officers (DJCO), DPOs, and an Office Assistant. In addition, the SPO serves as the designated Probation Department site manager, implementing departmental policies and procedures as well as providing leadership and direction for the site. The SPO is directly responsible for probation staff and oversees the work of collaborative partners. Should there be a disagreement among staff, the SPO's discretion will be the deciding factor in finding resolution to the disagreement. The YRC SPO must communicate with the collaborative supervisors/liaisons in order to address and resolve any potential problems. The SPO should also confer with the YRC's Assistant Division Director or division Director for further direction when appropriate. The SPO is responsible for personnel evaluations for the DPOs, DJCOs, and the Office Assistant. The collaboratives' supervisors are responsible for their own agency personnel evaluations, but may request input from Probation supervisor and management.
- (2) In addition to traditional unit supervisor duties, the YRC SPO is also the designated building manager and safety coordinator. The SPO is responsible for the day-to-day operational needs of the YRC which may include problem solving; scheduling issues; contracts; budgets; Fixed Asset

Control Officer (FACO), including vehicles and equipment; and program implementation and development.

b. Deputy Probation Officer (DPO)

- (1) The DPOs assigned to the YRCs serve as the on-site case managers for the youth enrolled in the program. They are responsible for enforcing and implementing the orders of the Orange County Superior Court and Probation directives. In addition, the DPOs are members of the collaborative intervention team working together in implementing case plans and supervision strategies. The YRC DPO and primary DPO work collaboratively in developing a case plan for the youth. YRC DPOs provide regular and meaningful feedback both verbally and via Electronic Contact Reporting (ECR).
- (2) In addition, the YRC DPOs are responsible for completing the exit form within ICMS as youth successfully complete or fail the program. Depending upon operational needs, the DPOs may also be required to assist the DJCOs with the overall safety, security, and supervision of the youth and the facility.
- (3) The YRC DPOs are also responsible for facilitating the youth's transitional plan once a youth completes the program and is set for a reduced level of supervision in the community. This includes, but is not limited to: school enrollment, continuation of therapy/treatment, links to community-based organizations, and reporting instructions. Transitional services will remain in place until the youth has met with their assigned DPO and been enrolled in school, or for a period not to exceed 30 days, whichever is sooner.
 - (a) The YRC DPO will provide the field DPO with the information related to the youth's transitional plan.

c. Deputy Juvenile Correctional Officer (DJCO)

- (1) The DJCOs are responsible for a myriad of daily activities; however, the overarching priority is safety for both you and staff. DJCOs provide daily transportation of the youth to and from the site and provide on-going supervision of the youth throughout the day. DJCOs are in charge of the safety and security of the youth they supervise as well as for the overall facility. During each shift, one DJCO is assigned as the DJCO Officer of the Day (OD). Further, DJCOs serve as coaches, role models, and counselors. They are responsible for planning, coordinating, and documenting daily activities. The DJCOs also enforce program rules utilizing graduated sanctions for inappropriate behavior. The DJCOs also play a critical role serving as facilitators in

Cognitive Behavioral Therapy (CBT) programming such as Decision Points and EPICS.

- (2) The YRC site is unique when compared to an secured detention setting, like juvenile hall. Unless the youth is being arrested or detained for a new law offense or probation violation youth can leave the YRC on their own free will. If they elect to leave, the DJCOs will inform the DPO and SPO, notify the youth's parent/guardian, and document the incident via a Serious Incident Report (SIR).

d. Office Assistant

Office Assistant duties include but are not limited to unit clerical tasks, serving as the site receptionist, and data entry.

e. Probation Volunteers

The YRCs encourage the use of volunteers at the site in order to assist the program achieve its overall mission and goals.

2. Orange County Department of Education

- (a) OCDE ACCESS provides the educational component for the program. The support encompasses direct classroom instruction, one-on-one and small group tutoring, CAHSEE preparation, and teaching for special education students. The curriculum includes Math, Science, English, History, Physical Education, and Elective courses. The on-site staff includes Teachers, Instructional Assistant/Para-Educator, Tutors, Career Job Coach, Special Ed Resource Specialist, Student Record Technician, and a Transition Specialist.

- (b) Students' academic levels are assessed upon entry into the program. The students are able to receive credit for work produced and make up missing credits in deficient academic areas. All work is supervised and evaluated by the assigned teacher. Each student meets with his or her teacher to evaluate their own unique educational needs. An educational plan is created and outlined for each student so they can advance academically. Students that participate in sporting activities through Probation are able to earn additional credits in Physical Education (PE).

3. Orange County Health Care Agency

The County of Orange Health Care Agency provides the youth with a variety of mental health services at the YRC in the form of one-on-one counseling, group work, and referrals.

C. Treatment and Programming

1. Mental Health Treatment Services (HCA - Children Youth Services)

Each YRC is staffed with a Service Chief I, master's level clinician(s), mental health worker(s), and one to three graduate student interns. HCA staff delivers individual, group, and family therapy. They also provide case management and psychological testing. In addition, a psychiatrist is available to provide psychiatric evaluations and treatment as needed. HCA staff also provide crisis intervention and possess the ability to evaluate and place clients on psychiatric holds if required.

2. Substance Abuse (HCA – Children Youth Services)

All Children and Youth Services clinicians are trained to provide clinical treatment for dually diagnosed and substance abusing clients. Each week, CYS clinicians provide group therapy to specifically address substance abuse issues with clients. Motivational Interviewing (MI), Seeking Safety, identifying triggers, and linking clients with community-based programs are among some of the tools employed by clinical staff.

3. Anger Management (HCA - Children Youth Services)

CYS clinical staff provide weekly Anger Management groups. These groups focus on identifying physical symptoms, environmental triggers, and teach cognitive techniques so that clients can learn to control their emotions and maintain a balanced temperament. Clients are encouraged to use words in a moderate tone to express themselves without dangerous or impulsive behaviors.

4. Decision Points (Probation DJCOs)

YRC DJCOs facilitate multiple Decision Points groups based on a cognitive behavioral training approach. Decision Points is a problem-solving program using both cognitive restructuring and social skills interventions.

5. Effective Practices in Community Supervision (EPICS) (Probation DPOs/DJCOs)

YRC DJCOs facilitate EPICS interventions with individual youth to address faulty decision-making patterns. There are multiple treatments to choose from in the EPICS array and the DJCO will select the one best fitting the youth's situation and their needs.

6. Family Support and Education (HCA – Behavioral Health Services – Prevention and Intervention Division)

Designed to serve the parents and siblings of youth in the juvenile justice system, HCA provides parent and children's educational groups, outreach, and assessment to families who have been referred by the probation department. The goal is to assist parents/guardians and children in the areas of mental health, substance abuse, and other behavioral disorders. Treatment is intended to encourage parents/guardians so they build lasting support networks in the community via evening parent education groups.

7. Community Service (Probation DPOs & DJCOs)

YRC programming includes supervised community service hours on a weekly basis. The YRC DJCOs are responsible for coordinating weekly community service programming. The YRC DPOs will track the Community Service hours. In addition, the YRC DPOs will link the youth to community-based organizations for continued service hours if needed once a youth completes the program.

8. Community Based Resources

YRC DPOs and HCA therapists act as liaisons providing linkages to approved community-based organizations and resources in order to address the youth's needs and promote the continued success of the youth.

9. Additional Programming

The YRC routinely collaborates with stakeholders and actively incorporates new programming, resources, and interventions in order to promote the success of its clientele.

Recreational activities, athletics, and field trips are also a part of the YRC programming.

D. YRC Incentives and Sanctions

1. Criminogenic Risk Factors – Each risk factor will be addressed separately; meaning sanctions and incentives will be based on specific behaviors independent of one another. For example, a youth can be given consequences for poor performance in one area and rewarded for improved performance in another. Youth do not need to perform well in all areas to receive incentives.
2. Attendance and improvement in behavior is an objective of the YRC. (reduction in undesirable behavior) is the primary goal of the YRC. If a youth is attending, other minor violations should be handled independently from the school performance so as not to reduce positive steps being taken in the education criminogenic risk area.
3. The following are YRC responses for both negative and positive behaviors. Staff will evaluate conduct and respond accordingly. Staff will award incentives in order to promote pro-social behavior or impose graduated sanctions to correct undesirable conduct. Staff will also evaluate responsivity factors and determine the cause of behavior (i.e. failure to indoc/attend could be due to fear of gang rivals, discomfort with the unknown, language issues, transportation issues, etc.). Staff can determine what incentive would motivate the youth and offer it, if appropriate, or an alternative.

E. YRC Response to Failure to Appear for Indoctrination

1. YRC DPOs will make at least three phone call attempts to schedule the indoctrination. If there is no response after five days, the YRC DPO will inform the youth's primary DPO. If the primary DPO is unable to make

contact with the youth, the primary DPO will coordinate a home call with the YRC DPO (if available to do so) to schedule the indoctrination. If the primary and/ or YRC DPO are unable to contact the parent or youth after ten days, the referral can be rejected. In addition, the referral can be rejected if the parent and youth miss three indoctrination appointments. In both circumstances, the YRC DPO will consult with the youth's primary DPO.

2. YRC DPOs and Primary DPOs will assist the youth and their parent/guardian with transportation issues, such as providing bus passes, encouraging Wraparound assistance, etc. (Per Risk Management, DPOs may not transport parents).

F. YRC Responses to Violations

YRC staff will continue to respond to violations per PMI 2-1-202 and consult with the Primary DPO.

1. GPS – Youth will be placed on GPS for seven days after three unexcused absences. If the youth does well, GPS may be removed early. The YRC and Primary DPO will consult with one another if the youth commits probation violations while on GPS (i.e. truancy, curfew, gang association). The YRC DPO and primary DPO will determine a course of action.
2. Tardiness – Tardiness is to be immediately addressed with problem solving and EPICS. The response may include after-school detention. If the problem is persistent, community service or GPS can be imposed commensurate to the behavior consistent with PMI 2-1-202. Chronic tardiness will not result in termination. Reduction in tardiness shall be rewarded.
3. Unexcused absences – Unexcused absences are to be immediately addressed with problem solving, EPICS and added days in the program (ICMS adds one day for every unexcused absence). Absences amounting to refusal to attend the program can result in termination after five consecutive missed days. Reduction in unexcused absences shall be rewarded.
4. Sanctions – Sanctions should be immediate and reasonably related to the undesired behavior. The length and severity of the sanction should be commensurate to the severity of the behavior. The YRC staff can utilize any reasonable sanction (consistent with the graduated response matrix) agreed to between the DJCO/DPO and the youth to avoid formal handling or more serious sanctions. YRC staff can add a reasonable amount of days to the program for undesired behaviors up to a maximum of 10 days.
5. No Informal Sanctions Orders – The YRC DPO will inform the Primary DPO of any violational behavior. The Primary DPO will immediately refer the youth to court in the manner most appropriate for any violation (i.e one truancy, one curfew violation, etc.). If the Primary DPO's recommendation is for continued out-of-custody handling, the youth can remain at the YRC pending disposition. If the behavior is severe and/or there is a custody recommendation, the youth may be terminated from the program.

6. Substance Use – Use of THC (and synthetic THC) will be addressed with EPICS and continued HCA involvement, or other out-of-custody interventions and will not be the sole reason for termination. Substance abuse can also be addressed with appropriate sanctions such as increased testing and/or referral to additional treatment outside of the YRC.

Use of any other substance will be addressed with the appropriate level of treatment, based on the level of use/addiction and amenability to least restrictive means (i.e. outpatient residential, Juvenile Recovery Court, ASERT).

G. Primary DPO Responses to Violations

Primary DPOs must maintain contact with the youth while they are enrolled at the YRC in accordance with contact standards. The YRC DPO will notify the primary DPO of violational behavior via the automated PV informal agreement email, ECR notes, and the YRC Progress Summary Report. Primary DPOs can also be contacted via phone, email, or face-to-face.

H. YRC Terminations

1. YRC terminations are collaborative decisions between the YRC DPO and the Primary DPO.
2. When the youth has two, three-consecutive-day episodes of unexcused absences or refuses to attend for five consecutive days, the YRC DPO may consider termination in consultation with the Primary DPO. Any evaluation of termination must include an evaluation of responsivity factors or extenuating circumstances that may be leading to a youth not reporting. Those circumstances, if present, should be considered in whether to terminate or handle the non-appearance in another way.
3. Commission of a new law violation is not automatic grounds for termination under the Juvenile Justice Crime Prevention Act (JJCPA) program design. New law violations will be staffed between the YRC DPO and Primary DPO to determine if termination from the YRC program is appropriate. Citations and minor new law offenses will be addressed appropriately, but not result in termination.
4. In the event the Primary and YRC DPOs cannot agree on termination, the matter will be staffed with their respective SPOs, who will work out a decision together. Ultimately, the YRC SPO has the final decision.

I. Primary DPO Response to YRC Terminations

1. Once the decision to terminate the youth from the YRC program has been made, the Primary DPO will run the RAI to find what type of appearance is recommended: in-custody (10+ points), PPP (6-9 points), out-of-custody (0-5 points). This should indicate the method of appearance absent extenuating (override) circumstances.
2. Generally, youth should be immediately referred to court in an appropriate manner (based on RAI pre-screen) upon termination from the YRC, absent

extenuating circumstances. Those circumstances, if present, should be considered when deciding whether to handle the termination formally with the court.

J. Incentives

Incentives should be immediate and reasonably related to the desired behavior. Incentives are ideally discussed beforehand and agreed upon as things that will motivate the youth. The incentive should have value to the youth. The size or value of the incentive should be proportionate to the positive behavior. The YRC staff can utilize any reasonable incentive (consistent with the incentive grid) to improve the youth's behavior.

1. Incentives

- a. Incentives are given for positive behaviors which are observed daily, weekly, and monthly.
- b. Weekly – Early dismissal on Friday is awarded weekly to youth who have been on time and attended scheduled programming that week.
- c. Monthly – A pizza party or other special luncheon is held for all youth who have attended and participated in all programming for one month.
- d. Special – Celebrations are held for graduation from Decision Points or other significant milestones (i.e. High School graduation).
- e. Successful Completion – Up to five incentive days can be taken off the total YRC referral period for positive behavior. More than five incentive days can be awarded to the youth if the YRC DPO and primary DPO agree to grant such an incentive.
- f. Youth who make satisfactory progress are eligible for field trips and other special activities/outings.
- g. A \$5 gift card is given to youth who have displayed two weeks of positive behavior and had perfect attendance.
- h. A \$10 gift card is given to youth who have displayed one month of positive behavior and had perfect attendance.

REFERENCES:

Procedures:	1-4-205	Building Safety
	2-6-304	Deputy Juvenile Correctional Officer II Duties – Youth Reporting Center
Policies:	B-1	Case Confidentiality-Client's Right to Privacy
	B-2	Inter- and Intra-Agency Confidentiality
	B-4	Sensitive Cases

E-8	Volunteers
E-9	Use of Resources for Minors, Parental Consent and Field Trips
F-5	School Programs in Probation Department Juvenile Institutions

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