

**County of San Diego - Juvenile Justice Commission  
 2013 Inspection**

*According to Welfare and Institutions Code 229, the Juvenile Justice Commission conducts annual inspections of the juvenile detention facilities in San Diego County. It shall report the results of such inspections together with its recommendations based thereon, in writing, to the Juvenile Court and to the Board of State and Community Corrections.*

<b>Facility Name:</b>  <b>Polinsky Children’s Center</b>	
<b>Facility Type:</b> Shelter Care	
<b>Facility Address:</b>  9400 Ruffin Court San Diego, CA 92123-5399	<b>Date of Inspection:</b> March 13, 2014
	<b>JJC Chair:</b> Kimberly Allan
	<b>JJC Admin. Officer:</b> Marc Regier
	<b>JJC Secretary:</b> Kathi Hamill
	<b>CWS Director:</b> Debra Zanders-Willis
<b>Presiding Judge of the Juvenile Court:</b>  Hon. Carolyn Caietti	
<b>Facility Administrator:</b> Frances Cooper, Asst. Deputy Director	<b>Telephone:</b> (858) 874-1054
<b>JJC Inspection Team:</b> Kathleen Edwards / MarySue Glynn	
<b>Staff and Representatives Interviewed / Met with in Person:</b> Frances Cooper, Asst. Deputy Director Carol St. Cook, Asst. Program Director	
<b>Overview:</b> Polinsky Children’s Center is a 204-bed multi-cottage receiving center for children and adolescents temporarily removed from their homes due to abuse and/or neglect. The facility is beautiful and well-funded by private and public sources. Due to alternatives to removal from the home, the census at the facility has declined over the years. Average daily census is currently under 60. Teen AWOLs continue to plague the facility, although positive efforts in the past year have greatly reduced the number of teen AWOLs.	

**The 2013-14 Juvenile Justice Commission recommends that the County of San Diego Health and Human Services Agency, Child Welfare Services:**

- 1. Consider alternate use of empty beds by other needy youth populations as average daily census continues to drop. We understand the current constraints under CCL.*
- 2. All PCC staff who participates in restraints is PROACT trained. Under PROACT guidelines, minors are asked about their well-being every 15 minutes while restrained and upon release. It might be wise for the nurse to check minor vitals on release from restraint, rather than accepting their self-assessment of well-being.*
- 3. Analyze data on disposition of minors following a serious incident.*

4. *Staff should consider purchasing draperies with easy tear-away tabs which fasten to a rod but tear down when light weight is applied. Windows in children’s rooms have nonfunctional drapery rods without draperies. Children and staff have cut construction paper and taped paper over these windows. Abused children are often concerned about privacy.*
5. *Complaint form process needs review. According to provided statistics, there were 25 resident complaints in 2012 and 28 resident complaints in 2013. Statistics also state that there were zero family complaints in 2012 and only 2 in 2013. These numbers are low. Adding complaint boxes to visiting area and improving signage and access to complaint boxes in reception areas might allow more input.*
6. *Security inspections of equipment and tapes are currently done “randomly” which probably should switch to a regular monthly or weekly schedule with random reviews as well as “for cause.”*
7. *Staff has agreed to sample the percentage and number of children receiving either day treatment or counseling services on an annual basis and to provide this data to JJC inspectors.*

**General Comments:**

*PCC team was cooperative and well-prepared for the inspection.*

**Follow-up on 2012 recommendations:**

1. *Frequency of meetings with Contractors: Follow-up is that these meetings are held regularly.*
2. *AWOL/Police Relationship: PCC staff has spent significant time enhancing relationships among staff, minors and police. This is partially responsible for the reduction in AWOLs this year.*
3. *Sharing of donations: This query was not made.*

**Average Daily Census:**

Capacity: 204

Average Daily Census: 52 children

Average Length of Stay: 13 days

**Serious Incidents During the Calendar Years:**

**2012:**

Number of suicides: 0

Number of attempted suicides: 0

Number of deaths from other causes: 0

Number of youth absence without leave (AWOL): 817 duplicated/162 unduplicated

Number of attempted AWOL: 40 duplicated/29 unduplicated

**2013:**

Number of suicides: 0

Number of attempted suicides: 0

Number of deaths from other causes: 0

Number of youth absence without leave (AWOL): 446 duplicated/90 unduplicated

Number of attempted AWOL: 45 duplicated/26 unduplicated

**Other Inspections** (please list most recent inspections and dates):

Community Care Licensing: July 31, 2012

Fire Marshal: November 19, 2013

Department of Environmental Health: October 2014

Date of Last Fire Drill: November 8, 2013

**Problems/Complaints Affecting Facility During the Calendar Year:**

2012:

Court Orders Affecting Facility (please have available, if applicable):  Yes  No

Pending Litigation:  Yes  No

Number of Written Complaints / Grievances Involving:

- Residents: 25
- Attorneys: 0
- Family Members: 0
- Medical: 0
- Abuse: 0

2013:

Court Orders Affecting Facility (please have available, if applicable):  Yes  No

Pending Litigation:  Yes  No

Number of Written Complaints / Grievances Involving:

- Residents: 28
- Attorneys: 0
- Family Members: 2
- Medical: 0
- Abuse: 0

**FACILITY BACKGROUND**

**Resident/Staff Composition and Communication:**

Facility comment: Staffing ratio for children under six is 1:3, and 6:1 for children six and over. Please note that the Community Care Licensing requirement is 1:10 for children six and over.

**General Facility Condition:**

Facility Comment: The facility is well maintained and the intake and nursing area are currently being remodeled.

**Housing/Sleeping Accommodations:**

Facility Comment: There are six home-like cottages that make up PCC. Each cottage is self-contained and includes 13 separate bedrooms, a day room, dining room, kitchen and outdoor barbeque area.

**Storage:**

Facility Comment: Each cottage has appropriate storage.

### ADMINISTRATION / MANAGEMENT

#### **Admission and Orientation:**

- Are minors oriented to rules and procedures?  Yes  No
- Are minors given copies of rules and procedures?  Yes  No
- Can minors request that rules and procedures be provided in a language other than English?  Yes  No
- Can parents request that rules and procedures be provided in a language other than English?  Yes  No
- Are minors required to sign a document indicating they understand rules and procedures?  Yes  No
- Are rules and procedures posted anywhere in the facility?  Yes  No

If yes, please indicate the number of postings and the locations.

Number:   6  

Locations: Cottages   B, C, E, F, G, H  

What steps are taken to ensure that minors are explained the rules and procedures in a developmentally appropriate manner?

Staff will recognize and respond to the inherent uniqueness of each child’s situation, personality and needs when interacting. Upon entry, each child is given a PCC Handbook which details the general rules at Polinsky. All Children are fully oriented to procedures with age and developmentally appropriate language.

#### **Personal Property and Monies:**

Are personal property and monies recorded, stored, and returned upon release?  Yes  No

Describe the types of personal property that may be kept in sleeping rooms:

Jewelry, Clothes, Pictures, Money, Magazines, Perfume/Cologne, Make-up, books school supplies, toys, stationary, and art supplies.

#### **Youth Release and Transition:**

- Are there established protocols for transitioning youth out of the facility and into the community?  Yes  No
- Do facility staff members consult with the staff that will be assigned to the youth when they leave to discuss transition-related concerns?  Yes  No
- Has the facility received any complaints from parents regarding the transition process?  Yes  No
- Has the facility received any complaints from attorneys regarding the transition process?  Yes  No

#### **Accommodations for the Disabled:**

- Does the facility accept youth with disabilities?  Yes  No
- Has this facility been determined to be an inappropriate facility for a youth with a disability (*physical, developmental, emotional, psychological, intellectual, etc.*) in the 2012 calendar year ?  Yes  No
- ..... in the 2013 calendar year?  Yes  No

## SECURITY AND CONTROL

### **Permanent Logs:**

- Are there policies and procedures in place that describe the types of incidents and occurrences which must be documented on a daily basis?  Yes  No
- Are these logs stored electronically?  N/A  Yes  No
- If logs are stored electronically, is there sufficient technical support to ensure that the electronic files that contain these logs are not compromised, corrupted, or deleted?  N/A  Yes  No

### **Security Features:**

- Does the facility have ample security features (cameras, locks, alarms, etc.)?  Yes  No
- Are there staff members on site who have the skills to maintain security features?  Yes  No

### **Security Inspections:**

- Does the administrator in charge ever visually inspect the facility for security-related concerns?  Yes  No
- If yes, how often: Randomly
- Are random reviews of security tapes conducted?  N/A  Yes  No
- If yes, how often: Randomly

### **Control of Dangerous Materials:**

- Are dangerous materials (toxins, biohazards, etc.) stored on site?  Yes  No

### **Non-Hazardous Furnishings:**

- Are mattresses and bedding fire-resistant and non-toxic?  Yes  No

### **Control of Contraband:**

- Are there written policies that describe contraband?  Yes  No
- Are there written policies that describe the disposition of contraband?  Yes  No
- Has a weapon been found in the possession of a youth in the facility in calendar year 2012?  Yes  No
- in calendar year 2013?  Yes  No
- Has a controlled substance (i.e. alcohol, tobacco, illegal drugs, or prescription drugs for which the youth in possession does not have a prescription) been found in possession of a youth during the . . . . . 2012 Calendar Year?  Yes  No
- . . . . . 2013 Calendar year?  Yes  No

Describe if there have been a high number of incidents related to a specific type of contraband:

No, there have not been a high number of incidents related to contraband. There has only been one incident.

### **Resident Searches:**

- Do staff search sleep areas/rooms?  Yes  No
- If staff search sleep areas/rooms, do staff search in the presence of the youth?  Yes  No

If staff search sleep areas/rooms, is clean bedding or clothes mixed with soiled bedding or clothes during this process?  Yes  No

**Accountability and Supervision:**

Describe measures taken to ensure that youth are supervised in a manner that provides for youth and staff safety.

Staff receive regular in-service training, including safety training, CPR/First Aid, Pro-ACT, Polinsky Active Teaching Approach (PATA), food service and water safety, averaging training of 48 hours per year. The staffing ratio for children over age 6 is 1:6 and it is adjusted for supervision acuity, individual child needs and facility requirements.

**Use of Force/Physical Restraint /Safety Room Procedures/Searches:**

Are there written policies in place to ensure that force is used only when necessary?  N/A  Yes  No

Are there written policies in place to ensure that force is used only as long as necessary?  N/A  Yes  No

Is each instance of a use of force documented?  N/A  Yes  No

When there is an instance where force is used, does an internal committee or task force convene to discuss the incident?  N/A  Yes  No

**Non-routine Use of Restraints:**

Are there written policies in place to ensure that restraints are used only when necessary?  N/A  Yes  No

Are there written policies in place to ensure that restraints are used only as long as necessary?  N/A  Yes  No

Is each instance of a use of restraints documented?  N/A  Yes  No

If yes, are these documents reviewed by the administrator in charge?  N/A  Yes  No

**Tool & Equipment Control:**

Is there a written policy to ensure the adequate control of keys?  Yes  No

Is there a written policy to ensure the adequate control of tools?  Yes  No

Is there a written policy to ensure the adequate control of culinary utensils and equipment?  Yes  No

Is there a written policy to ensure the adequate control of medical equipment?  Yes  No

Is there a written policy to ensure the adequate control of supplies?  Yes  No

Is there a written policy to ensure the adequate control of vehicles?  Yes  No

**Weapons Control:**

Are weapons of any types permitted in the facility?  N/A  Yes  No

Inspection Team Comment: Police officers who are called to respond to an incident wear their weapons.

Is there a weapons locker on site?  N/A  Yes  No

**Discipline:**

- Are there written policies that describe the discipline process?  N/A  Yes  No
- Are measures taken to ensure that due process is preserved?  N/A  Yes  No
- Approximately what percent of discipline grievances/appeals are resolved in favor the youth?  N/A  %

**Contingency/Emergency Plans:**

Are there written plans in place for the following contingencies/emergencies? Check all that apply.

- Contagious disease outbreak (Tuberculosis, Flu, etc.)
- Earthquake
- Fire
- Power outage/failure
- Unit Disturbance or Riot
- Other: Cottage Disturbance\_\_\_\_\_
- Other: \_\_\_\_\_

**DISCIPLINE MODEL**  
**Polinsky Utilizes PATA**

**OVERVIEW**

The Polinsky Active Teaching Approach (PATA) is a psycho-educational treatment model developed by Girls and Boys Town and is a nationally recognized model of care that is used in inpatient and outpatient child and adolescent psychiatric hospitals, residential treatment centers, day-treatment programs and other facilities that care for youth with psychiatric and related behavioral disorders.

PATA is therapeutically oriented, allowing staff to act as potent treatment agents. PATA combines social skill instruction with intervention strategies to support staff and the youth served.

**BENEFITS**

PATA provides a structured framework to help staff:

- Teach youth to manage their behavior.
- Reinforce appropriate behavior.
- Correct inappropriate behavior.
- Cope with crises calmly and consistently.

PATA empowers youth by enabling them to:

- Monitor their thoughts, feelings and behaviors.
- Control their impulses.
- Delay gratification.
- Empathize and build relationships.

**PATA FOUNDATION WORKSHOP**

The PATA workshop is basic training for direct-care and administrative staff. The 40-hour workshop includes lectures, demonstrations, role-plays and other interactive activities to help staff use the behavioral and cognitive interventions that PATA requires.

**COMPONENTS OF PATA**

- Treatment skills for youth
  - Staff learn that PEM is a social learning approach.
  - Staff focus on teaching youth social, academic, independent-living and self-control skills.
- Teaching interactions
  - With an emphasis on "catching kids being good," staff learn specific teaching interactions that praise and reinforce positive behavior.
  - Staff learn how to teach youth appropriate replacement behavior when problem behavior occurs, helping them regain self-control in crisis.
- Motivation System
  - Staff learn how to integrate a structured motivation system into the existing program.
  - Staff learn how to combine the teaching interactions with the motivation system to provide a positive, systematic, and consistent treatment environment.

**PATA SUPERVISION WORKSHOP (24-Hour Training for Residential Care Supervisor and Protective Services Supervisor)**

This workshop ensures that our supervisors implement PATA effectively and accurately. Residential Care Supervisors and Protective Services Supervisor are trained to conduct observations on the unit, formulate and provide conceptual feedback to staff, conduct a point card analysis, and document all these activities for future reference.

**HOSPITALIZATION, ASSAULT AND AWOL HISTORY:**

**Peer-to-Peer Assaults in Calendar Year:**

2012:

Total number of Peer-to-Peer Assaults: 198

Total number of Peer-to-Peer Assaults resulting in injury requiring treatment: 33

2013:

Total number of Peer-to-Peer Assaults: 104

Total number of Peer-to-Peer Assaults resulting in injury requiring treatment: 22

**Peer-to-Staff Assaults in Calendar Year:**

2012:

Total number of Peer-to-Staff Assaults: 170

Total number of Peer-to-Staff Assaults resulting in injury requiring treatment: 28

Total number of Peer-to-Staff Assaults resulting in law enforcement/  
police/probation contact: 19

2013:

Total number of Peer-to-Staff Assaults: 109

Total number of Peer-to-Staff Assaults resulting in injury requiring treatment: 4

Total number of Peer-to-Staff Assaults resulting in law enforcement/  
police/probation contact: 6



**Injuries within the youth “residences” (first aid, medical intervention, or hospitalization) in Calendar Year:**

2012:

Number of Instances: 735

2013:

Number of Instances: 490 first aid calls to the PCC Clinic and 32 outside medical treatment visits.

**Youth hospitalized for psychiatric reasons (reasons, length of treatment) in Calendar Year**

2012:

Number of Instances: 15

2013:

Number of Instances: 18

**Youth requiring higher level care (including placement at other NA sites) as temporary stabilization measures (include details: reasons, length, how many were unable to return etc.) in Calendar Year:**

2012:

Number of Instances: Polinsky staff needs to provide #minors sent to Juvenile Hall

2013:

Number of Instances: Polinsky staff needs to provide #minors sent to Juvenile Hall

**AWOLs, including facility response and youth return in Calendar Year:**

2012:

Number of Instances: 817 duplicated/162 unduplicated

2013:

Number of Instances: 446 duplicated/90 unduplicated

**TRAINING, PERSONNEL, AND MANAGEMENT**

**Child Supervision and Staffing Levels:**

The 1:3 ratio of staff to children for children under age 6 remains in place 24 hours a day. The staffing ratio for children over age 6 is 1:6 and it is adjusted for supervision acuity, individual child needs and facility requirements.

**Training:**

Staff receive regular in service training, including safety training, CPR/First Aid, Pro-ACT, Polinsky Active Teaching Approach (PATA), food service and water safety, averaging training of 48 hours per year.

**Facility Capacity and Crowding:**

Polinsky Children’s Center capacity is 204.

## CLASSIFICATION AND SEGREGATION

### **Describe how youth are classified and/or segregated:**

Children at PCC are never segregated. Youth are assigned to a cottage based on their age and gender.

### **Orientation:**

Children being admitted receive an initial orientation to PCC and resident handbook which explains the facility as well as their rights while staying at PCC.

### **Segregation:**

Children at PCC are never segregated. Youth are assigned to a cottage based on their age and gender.

## COUNSELING AND CASEWORK SERVICES

The Polinsky Children’s Center (PCC) STAT Team (Stabilization Treatment Assessment and Transition), Mental Health Services Program, ensures that those children with serious psychiatric and psychological disturbances are identified and provided with appropriate care while at PCC.

## GRIEVANCES, REPORTING INCIDENTS AND STAFF MISCONDUCT

- Is there a formal grievance policy?  Yes  No
- Are written grievances reviewed daily?  Yes  No
- Are grievances tracked in some manner that would permit facility leaders to observe trends in grievance reports?  Yes  No
- Is there a method for youth to be able to express concerns about the facility to a staff member who is not assigned to their cottage?  Yes  No
- Are youth made aware on a routine basis that they can express concerns about their placement to their case worker, social worker and/or attorneys?  Yes  No
- Is there a formal grievance process available for parents?  Yes  No

If yes, how many parents have submitted grievances in 2012?   0  

If yes, how many parents have submitted grievances in 2013?   2  

### **Reporting of Incidents:**

A Special Incident Report (SIR) is completed when any health or safety concerns arise regarding youth at PCC.

### **Staff Misconduct:**

Are there written policies for addressing staff misconduct?  Yes  No

Have there been any allegations in the calendar year of a staff member physically assaulting a youth?

2012:

Yes  No

2013:

Yes  No

Have there been any allegations in the calendar year of staff member sexually assaulting a youth?

2012:

Yes  No

2013:

Yes  No

Have there been any allegations in the calendar year of a staff member verbally threatening a youth?

2012:

Yes  No

2013:

Yes  No

Have there been any allegations in the calendar year of a staff member touching a youth in any inappropriate way?

2012:

Yes  No

2013:

Yes  No

Have there been any allegations in the calendar year of a staff member commenting on the physical appearance of a youth in a manner that is outside the scope of the staff member’s job duties?

2012:

Yes  No

2013:

Yes  No

Have there been any allegations in the calendar year of a staff member entering a youth’s sleeping room for any reason that was outside the scope of the staff member’s job duties?

2012:

Yes  No

2013:

Yes  No

If the answer is yes to any of the inquiries related to allegations, is there written documentation of the incident, follow-up, and responsive action?

2012:

Yes  No  N/A

2013:

Yes  No  N/A

## **PROGRAMS AND ACTIVITIES**

### **School Program:**

Facility Comment: Children who are not able to attend their school of origin due to safety concerns, attend school on PCC grounds. San Diego School Unified District has oversight of the school on PCC grounds.

### **Parenting Classes:**

Facility Comment: Structured parenting courses are not provided at PCC; however, assigned social workers will address parenting services with teen mothers staying at PCC.

### **Recreation and Exercise:**

Facility Comment: Recreation occurs on a daily basis and includes age appropriate activities that are intended to promote and complement each child’s educational, physical and social development.

### **Religious Program:**

Facility Comment: Religious services are voluntary and PCC will accommodate a child’s religious services requests.

**Work Program/Vocational Training:**

Facility Comment: With social worker approval, some teens are able to have a part time job and/or attend vocational training.

**Visiting:**

Facility Comment: Supervised and unsupervised visitation is allowed at PCC.

**Correspondence:**

Postage and stationery is provided by PCC and incoming and outgoing mail is reviewed by the assigned social worker.

**Access to Legal Services:**

Yes.

**HEALTH SERVICES**

HNSA contracts with Rady Children’s Hospital to operate an onsite clinic where pediatricians and nurses provide medical screening and routine healthcare for all children admitted to PCC.

**MEAL SERVICE**

Are kitchen staff members trained regarding sanitation and food handling procedures?  Yes  No

Have kitchen staff members received any training in the 2013 calendar year other than training given to newly hired employees?  Yes  No

Do youth work in the kitchen?  Yes  No

Are youth permitted to converse during meals?  Yes  No

If yes, may a youth seated at one table converse with a youth seated at a different table?  Yes  No

Are meals served cafeteria style?  Yes  No

Are youth permitted 20 minutes or more to eat?  Yes  No

Who/what agency maintains the kitchen area? Food Management Associates

**Adequate and Varied Meals:**

Is there a weekly menu posted?  Yes  No

Does a nutritionist, dietitian, or other health professional participate in the creation of the menu?  Yes  No

How many calories per day does a youth who eats all of the standard meals provided consume?

The calories vary for the different age group.

What approximate percent of calories are from the following:

Protein: 20 %

Carbohydrate: 60 %

Fat: 20 %

Are weaker youths protected from having food taken from them?  Yes  No

**Special Diets:**

- Can special diets be accommodated when medically necessary?  Yes  No
- Was the facility unable to accommodate a special diet based on medical reasons during the 2013 calendar year?  Yes  No
- Can special diets be accommodated when based on a youth’s religious practices or beliefs?  Yes  No
- Was the facility unable to accommodate a special diet based on a youth’s religious practices or beliefs in the 2013 calendar year?  Yes  No

**SANITATION**

**Clothing and Personal Hygiene:**

Facility Comment: Children admitted to PCC receive several changes of new clothes, shoes and toiletries.

**Bedding and Linens:**

Facility Comment: Clean and adequate bedding and blankets are provided for every child staying at PCC.

**TRANSITION PLAN**

Transition plans are developed by the assigned social worker. The PCC cottage staff may assist the assigned social worker with plan development and implementation. Many activities at PCC may be a part of the transition plan such as Independent Living Skills classes and Day Rehabilitation activities.