

**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 09/08/16
- FORMS:** Youth Reporting Center Referral (YRC) (Automated)  
YRC Exit Form (YRC Form)  
Progress Summary (YRC) (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 the juvenile offender population.
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 participating 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, promote lawful and productive lifestyles of its youthful offenders by providing proven intervention and programming, and will assist the Orange County Probation Department in redirecting public funds towards additional effective juvenile justice strategies while ensuring public safety.
3. The program is a highly structured non-custodial day and early evening reporting center. The program operates Monday through Friday from 9:30 a.m. to 5:30 p.m. **Youth** attend either **30**, 45, 60 or 90 days as recommended by their primary Deputy Probation Officer (DPO). The program emphasizes academic improvement including classroom instruction Monday through Friday, decision making and problem solving skills (based on a Cognitive Behavioral Therapy design), anger management, substance abuse education, **gang intervention education**, individual and family intervention, parent education, community service,

small group activities, and improved linkages to existing resources in the community. Transportation services and meals are included.

B. Program Goals

1. Increase alternatives to detention for both the Probation Department and the Court.
2. Reduce the utilization of secure detention by providing highly structured community based alternative programming.
3. Reduce those factors which interfere with a juvenile offender's ability to successfully comply with the terms and conditions of probation and orders of the Court.
4. Establish and improve links to existing community based resources for both the **youth** and his/her family.
5. Decrease recidivism of those **youth** who successfully completed the program.

C. Target Population

1. **Youth** (male & female) who are wards of the Juvenile Court;
2. Between the ages 12 and 19;
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.
5. Exceptions may be approved by the YRC Supervising Probation Officer (SPO).

1. Research

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. This is reviewed and approved by their immediate supervisor. The supervisor will ensure the appropriate intermediate sanctions, incentives or other interventions are taken prior to the referral. The YRC SPO reviews and determines eligibility and then assigns the case. The YRC DPO is listed in ICMS as a secondary DPO; however, he/she serves as the primary "on-site" case manager while the **youth** is enrolled and attending the YRC program. The YRC DPO will inform the assigned DPO of the **youth's** progress.

1. Referrals can be made to the YRCs for the following reasons:

- a. Court-ordered
  - b. Probation violations (a referral to YRC is not appropriate unless other means of intervention have been attempted and failed).
  - c. Step down from custody for a more structured environment during re-entry.
  - 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 as long as transportation provisions are addressed. The **youth** may be referred to CORE if 18 or older.
3. At these centers, 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
  - 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, no fault, **or other**), the assigned DPO completes a YRC Exit form within ICMS. The unit SPO will review and approve the form. A copy of the Exit form and Progress Summary will be routed to the assigned field DPO.

B. Participating Agencies

1. Probation Department

a. Supervising Probation Officer (SPO)

(1) The SPO will supervise probation staff including Deputy Juvenile Correctional Officers (DJCO), DPOs, and the **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 staff. Should there be a disagreement among staff, the SPO's discretion will be the deciding factor in finding resolution to the disagreement. The SPO should work with collaborative staff and site supervisors in finding a resolution to site problems. The SPO should also confer with the YRC's **Assistant Division Director or 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 unit 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 **youth** enrolled in the program and 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 assigned field DPO work collaboratively in facilitating the case plan. YRC DPOs provide regular and meaningful feedback both verbally and via ICMS and 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.

c. Deputy Juvenile Correctional Officer (DJCO)

- (1) The DJCOs are responsible for a myriad of daily activities. 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. There is also one DJCO who is assigned as the DJCO Officer of the Day (OD) each day. 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 appropriate graduated sanctions for inappropriate behavior. The DJCOs also play a critical role serving as facilitators in Cognitive Behavioral Therapy (CBT) programming including Decision Points **and EPICS**.

- (2) The DJCOs role is unique as compared to an institutional setting, such as Juvenile Hall. Unless the **youth** is being arrested or detained for a new offense (fighting, vandalism, or a directive from the probation officer), **youth** are able to leave the YRC on their own free will. If they elect to leave, the DJCOs will inform the DPO & SPO, notify the **youth's** parents/**guardians**, and document via a Serious Incident Report (SIR).

d. **Office Assistant**

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

e. Probation Volunteers

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

2. Orange County Department of Education

- a. OCDE ACCESS provides the education support for the program. The support encompasses direct classroom instruction, one-on-one

and small group tutoring, CAHSEE preparation, and transition for regular and special education students. The curriculum includes Math, Science, English and History. Students are also able to focus on insufficient credits in elective areas that have not been completed prior to entering the YRC program. 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 to outline what will be expected of the student and how he or she will be able to advance academically. Students that participate in sporting activities through Probation are able to earn additional credits in Physical Education (**PE**). Teachers communicate with the DJCOs for verification of student participation and to award PE credits.

3. Orange County Health Care Agency

The County of Orange Health Care Agency provides a variety of mental health treatment services for **youth** at the Youth Reporting Center. In addition, HCA provides substance abuse education and anger management services.

- C. Treatment and Programming

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

Each YRC is staffed by a master's level **clinician**. A number of graduate students volunteer each year to provide mental health services as well. These mental health treatment staff provides individual, group and family therapy. They provide case management, psychological testing, as well as collaboration with the YRC interdisciplinary staff. A part-time psychiatrist is on site to provide psychiatric evaluations and treatment as needed. HCA staff also provide crisis intervention, possessing the ability to evaluate and place clients on psychiatric holds if needed.

2. Substance Abuse (HCA – Children Youth Services)

All Children and Youth Services clinicians are trained to provide clinical services 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** identification of triggers and linkage with community support are all among the tools employed by clinical staff.

3. Anger Management (HCA - Children Youth Services)

Since many YRC youth have experienced significant impulse control problems, CYS clinical staff provides weekly Anger Management groups. These groups focus on identifying physical symptoms, environmental triggers and on teaching cognitive/behavioral techniques that clients can employ to avoid losing control of emotions and behavior. 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. 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 and outreach and assessment to referred probation families. The goal is to assist both parents/**guardians** and children to build and improve protective factors that reduce the development or progression of mental health, substance abuse and other behavioral problems as well as encourage parents/**guardians** to build lasting support networks in the community via evening parent education groups.

6. Community Service (Probation DPOs & DJCOs)

YRC programming includes supervised community service hours on a weekly basis. The YRC DJCOs will be in charge of coordinating weekly community service programming. The YRC DPOs will be in charge of monitoring Community Service hours as well as linking **youth** to appropriate community based organizations for continued service hours as needed upon completion of the program.

7. 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**.

8. Additional Programming

YRC programming includes supervised recreational activities. In addition, the YRCs are designed in such a way as to routinely coordinate with all key stakeholders and actively evaluate and incorporate additional proven programming, resources, and targeted interventions that will promote the success of the **youths** referred to the program as well as support the mission of the YRCs.

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** need not be performing well in all areas to receive rewards.
2. Attendance and improvement in behavior (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 to both negative and positive behaviors. Staff will 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 two phone **call** attempts to schedule indoctrination. If no response, the YRC DPO will make a home call or coordinate with the Primary DPO to do so. If the YRC DPO is unable to contact the **youth/family/guardian** after five days or the **youth/family/guardian fails** to appear three times for indoctrination, the YRC DPO will contact the Primary DPO to consult regarding rejection of the referral.
2. YRC and Primary DPOs will make efforts to assist the family/**guardians** with transportation issues, such as: providing bus passes, encouraging Wraparound assistance, etc. (Per Risk Management, DPOs cannot 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 7 days after **three** unexcused absences. If the **youth** does well, GPS may be removed early. If the **youth** has violations on GPS (truancy, curfew, association), those PVs will be addressed appropriately with consultation between the YRC and Primary DPO. If violations not requiring termination continue, another appropriate intervention should be attempted (See YRC Terminations).
2. Tardiness – Tardiness is to be immediately addressed with problem solving and EPICS. Reduction in tardiness shall be rewarded. The response may include after-school detention on the sixth tardy and every one thereafter.

If the problem is persistent, community service, GPS, etc. can be given only commensurate to the behavior consistent with PMI 2-1-202, (while still continuing EPICS). Chronic tardiness will not result in termination.

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 **five** 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 (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, increased treatment or sanctions focused on non-attendance in treatment.

Use of any other substance will be addressed with the appropriate level of treatment based on level of use/addiction and amenability to least restrictive means (YRC HCA outpatient (or private), residential, Drug Court, ASERT).

#### G. Primary DPO Responses to Violations

Primary DPOs must have contact with the **youth** while at the YRC consistent with contact standards for the **youth's** needs and to continue positive rapport. They will be notified of violational behavior via the automated PV informal agreement email, and can reference ECR notes and the ICMS YRC Progress Summary Report. Primary DPOs will also be contacted via phone, email, **or face-to-face** regarding concerns.

#### 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 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.

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 or not 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** and have value to the **youth**. The size or value of the incentive should commensurate to the value of the behavior for that individual **youth**. The YRC staff can utilize any reasonable incentive (consistent with the incentive grid) agreed to between the DJCO/DPO and the **youth** to improve the behavior.

1. NYRC Incentives

Incentives are given for positive behaviors observed every day:

- a. Weekly – Early Friday is awarded weekly to **youth** who have **been on time and** attended all five days of the week.
- b. Monthly – A pizza party is held for all **youth** who have attended for one month.
- c. Special – Celebrations are held for graduation from Decision Points or other significant milestones (HS graduation).
- d. Successful Completion – Up to five incentive days can be taken off the total YRC referral period for positive behavior.

2. CYRC Incentives

Incentives are given for positive behaviors observed every day

- a. Weekly – Early Friday release is awarded weekly to **youth** who have **been on time** and attended all five days of the week
- b. Weekly – Teachers will produce a weekly progress report on Fridays reflecting satisfactory/unsatisfactory marks for efforts and behavior for that week. **Youth** receiving satisfactory marks are eligible for field trips and other activities (gym/hikes) the following week.
- c. Bi-weekly – A PROPS activity with a **T-shirt** or a \$5 gift card is given to **youth** who have two weeks of attendance and good behavior to recognize their success.
- d. Monthly – Celebration for one month of attendance (\$10 gift card) and behavior (food).
- e. Special – Celebrations are held for graduation from Decision Points or other significant milestones (HS graduation).
- f. Successful Completion – Up to five incentive days can be taken off the total YRC referral period for positive behavior.

**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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