

**MONITORS' ASSESSMENT OF FACILITIES AND THE
DEPARTMENT OF JUVENILE SERVICES RESPONSE
April – June 2005**

The **Allegany County Girls Group Home (ACGGH)** is operated by the Cumberland YMCA and located on property that is owned by the Maryland Department of Juvenile Services (DJS). The program serves nine female residents. Community resources for education, health and counseling are utilized, and ACGGH utilizes what it calls a "healthy home" model for treatment intervention and change.

The road leading to the facility continues to be in a state of disrepair and has been in bad condition for over two years. The Department of Juvenile Services has indicated that the road will be resurfaced in the fall of this year. Along with the surface repair, the trees lining the road should be removed so that the sun can dry out the surface after rain or snow. This will help provide for the longevity of the road.

Inside the group home, some repairs and improvements have been made. For example, the ceiling tiles in the basement have been replaced, a new dryer has been purchased, a new microwave installed, and new beds have been ordered.

Programmatically, ACGGH has geared up for summer. The residents have many and varied activities ranging including volunteering at the Rocky Gap Resort, participating in exercise programs and a church youth group, having cookouts, swimming and attending dances at the YMCA. Also, a trip to an amusement park has been arranged.

At times, routine and order seems to be somewhat lacking. For example, on several occasions the dorm and bedrooms have been unkempt and messy upon this Monitor's visitation. This is an area that is being addressed in the training.

The program seems to continue to make improvements as staff are involved in training and teambuilding. Maintaining consistent structure from shift to shift, and helping staff improve positive effective interaction with residents are areas that continue to be discussed. Overall the staff seem to have positive relationships with the residents. Even when there is conflict, the residents express that they feel cared about by most of the staff.

Staff training led by psychologist Dr. Jim Miller occurs on a weekly basis. The Female Population Task Force monthly meeting led by Marian Daniel met on June 17, 2005 at ACGGH.

- **Unabated for 30 Days or More:** The property and grounds at the Allegany County Girls Group Home are generally kept in good shape, although the road leading to the facility continues to be in a state of disrepair. The Department of Juvenile Services has indicated that the road will be resurfaced in the fall of this year. Along with the surface repair, the trees lining the road should be removed

so that the sun can dry out the surface after rain or snow. This will help provide for the longevity of the road.

Response:

The estimate for the road repairs is \$40,000. However, the Department of General Services **did not** select this site for repairs. It is not a priority for DGS. Therefore, the road will not be repaired until it is selected by DGS.

- ACGGH has become better known and recognized as a viable resource for referrals from the Department. As per diem funding diminished, fewer youth were referred to ACGGH and the program has accepted some DSS youth. Hopefully with new fiscal year funding available DJS will utilize better utilize this valuable resource for youth needing the services offered.

Response:

The department utilizes all available and appropriate resources. We assess all youth carefully to ensure that they are referred to the appropriate program.

The **Department of Juvenile Services Youth Centers** are State owned programs that are operated by the Department of Juvenile Services located in Allegany and Garrett Counties of Western Maryland. There are four Centers: **Green Ridge, Savage Mountain, Meadow Mountain, and Backbone Mountain**. Meadow Mountain operates specifically as an addictions program. Length of stay in the programs generally averages about six months. A total population of 156 youth is served in the Youth Centers.

The Youth Centers have continued to improve programming and supervision. The youth participate in many and various activities on and off campus. The combination of education and treatment delivered in the Centers is good overall, especially given the limitation of time and resources available.

The Youth Centers recently underwent a spring clean-up and beautification effort and contest. The youth had a poster and an essay contest, and each campus put a lot of effort into the beautification projects that included cleaning, painting, grounds work, and planting flowers and shrubs. There was a lot of pride demonstrated by both youth and staff. Meadow Mountain Youth Center won the contest, and as a reward, Cumberland DJS Youth Center Headquarter staff came to the Center and cooked and served a wonderful meal to the staff and youth of Meadow Mountain. This kind of creative effort has the potential to greatly enhance the sense of teamwork, pride, and ownership in the Centers and the treatment program.

One change in programming that will likely help enhance group process treatment in all of the Centers is that youths will now be enrolled directly into the Meadow Mountain Addictions Program. Candidates will be screened at intake at Green Ridge, and rather than going first to another Youth Center for orientation and behavioral adjustment, the youth will go directly to Meadow Mountain.

- Supervision on the second shift and on weekends has improved in the Youth Centers; however, this is still an area of concern. During the day, there is an abundance of staff including Residential Advisors, Case Managers, Administrative Staff and teachers. While there is an attempt to maintain one staff per group plus one floating staff during the second shift, because of vacations, training, and call outs, this staffing level is sometimes not maintained. Case Managers are not always available in the evenings to run their group meetings or to run the EQUIP meetings. It is recommended that the Youth Centers reconfigure their staffing patterns to better cover second shift and weekends which are the most vulnerable times in programming, and to ensure that the youths' needs for treatment and supervision are best served, especially during evenings and weekends when the groups can plan off campus activities. Without sufficient staff, some of these activities have been cancelled. There has been more emphasis placed on teamwork in the Centers, and this needs to continue so that each group team functions as a harmonious unit in providing treatment. Teambuilding meetings should be held regularly to work out concerns as they arise, and to process the needs of youth in the group.

Response:

We will take the recommendations under advisement.

- Some groups in the Youth Centers still focus more exclusively on behavior, often missing treatment of the underlying dynamics that fuel the behavior, while other groups seem to develop more depth in the treatment process. In some groups the expectations for release are primarily about behavior, while in other groups more is expected of the youth in demonstrating an inward change. It is recommended that the process for recommending a youth for release from the Youth Centers be reviewed so that the maximum can be gained from the youth's residential treatment experience.

Response:

We will take the recommendations under advisement.

- While family involvement and aftercare planning has improved in the Youth Centers, this is still an area of programmatic weakness. Youth would benefit from enhanced and intensified family services, which might include the possibility of earning home visitation during the treatment program. In this way the transition back to the community could be facilitated gradually and incrementally. Longer visitations could be considered as progress in the program and in the community is demonstrated. Home visitations should also include intensive family support services.

Response:

We will take the recommendations under advisement.

- **Unabated for 30 Days or More:** The Youth Centers continue to operate without Commitment Care Standards and there has been no new initiative to reconvene the Commitment Care Standards Committee. There was a concerted effort in 2004 to develop Commitment Care Standards, including the involvement of the Office of the Independent Monitor; however, the Committee was disbanded in the fall of 2004 without completing its work. In the absence of official Commitment Care Standards, a Procedural Manual developed by the youth Centers and Secretary Directives guides the Youth Centers.

Response:

No response necessary.

- **Unabated for 30 Days or More:** The filling of direct care positions at the Youth Centers has helped provide better supervision and services to families. An issue that impacts supervision, however, is the excessively long time that it takes for new staff to be certified to work alone with youth. This process often takes up to eight months, which is long after the new staff has received the required training to begin working with youth. Fingerprints are sometimes lost or unreadable, and the turnaround time for receiving criminal background checks is extremely slow.

Response:

Our Human Resources Unit has been working diligently to decrease some of the time frames currently being experienced. Beginning January 2006 the Department will have staff dedicated to providing information with a turn around time within 2-3 days. This new process has been designed to assist us in having completed certifications and approvals in a timely manner.

- **Unabated for 30 Days or More:** The Clinical Director's position or "Drug and Alcohol Addictions Counselor Lead" position at Meadow Mountain has been vacant for few years. An Addictions Counselor is functioning in an acting capacity and "wearing two hats" at this time. Full time staff are required to handle the responsibilities of each position, and the vacancy should be filled as soon as possible.

Response:

As soon as approvals are given and the process to fill the vacancies is completed, positions will be filled.

- **Unabated for 30 Days or More:** Recreational activities are a vital part of the treatment process, and should be provided for in the budget for the Youth Centers. However, this is not the case, and in the past the Centers have relied on the income from youth using the pay phones. In the contract with AT&T, 48 percent of the profit was returned to DJS. In the spring of 2004, however, this source of revenue was discontinued reportedly because the Department of Budget and Management approved a contract that provides a much lower commission on calls made from DJS facilities.

Response:

The budget department will be asked to review its decision on the changes that have been made.

- **Unabated for 30 Days or More:** As previously reported, an ongoing concern at the Youth Centers is the aging equipment, particularly the vans that are essential for transportation to clinic and other appointments, and for emergency use, especially in the event of an evacuation. Breakdowns are much more common, and costly as the vans age. The Youth Centers have five vans: one 1999 Chevy with over 211,200 miles on it, and four 2001 GMC vans with approximately 141,600, 136,300, 144,500, and 120,800 miles respectively. The replacement of these vans will be a sizeable investment, and should begin incrementally as soon as possible.

Response:

This issue has been responded to repeatedly. The Department does not determine when or if vehicles will be scheduled for replacement. DGS does not respond to request for replacements they follow a schedule.

The **Young Women's Facility of Maryland at Waxter** is a State-owned and operated detention/residential treatment facility located in Laurel, Maryland that operates under DJS Detention Standards and other DJS policies and procedures. The facility houses females under the age of 18 and has been comprised of one detention unit and three programming units. Due to physical plant limitations and programming concerns, two of the programming units - substance abuse treatment and short-term commitment - were gradually downsized and eventually terminated in May 2005. The program now consists of detention and long term commitment care. For those youth requiring substance abuse treatment and/or short-term commitment care, DJS plans to purchase services in community settings. However, due to DJS's budget crisis, adequate funding to support the purchase of services is not likely to be available to meet the need of all youth. In fact, the number of youth in detention in pending placement status continues to increase, a reflection of the difficulty in securing purchase of services. While this facility's population has been reduced (43 on June 16th), the pending placement population now represents approximately half of all youth in detention. This Monitor conducted several unannounced visits according to the operating procedures for this Office. The current Superintendent, Ms. Janice Gardener, began in January 2005, continues to review existing facility policy and procedure and establishes new protocols to refine the facility's operation.

- Ms. Shelly Mintz, the Assistant Attorney General assigned to DJS, has been instrumental in establishing meetings with various local departments of social services (DSS) in jurisdictions where DJS facilities are located in order to follow up with developing a written protocol between DJS, Child Protective Services, the State Police and the State Attorney's Office for responding to and handling abuse, assault, and other violent incidents. A meeting was held on June 14, 2005 at the Anne Arundel County Department of Social Services regarding this matter. The

agreement developed in Baltimore County with regard to the Hickey School was reviewed and discussed with possible amendments to address the needs at Waxter. At least one follow up meeting will be required prior to the ratification of an agreement in Anne Arundel County. Ms. Mintz's initiative on this matter is commendable.

Response:

Ms. Mintz and the department appreciate your recognition of her efforts.

- **Unabated for 30 Days or More:** A review of the ICAU Incident Report Database for April through mid-June 2005 revealed that assaults/use of force incidents remained relatively constant at an average of 0.8 per day as compared to the same reporting period in 2004. Measures to reduce the level of assaultive behavior and the use of force are necessary. Continued focus upon program enhancement may be of benefit.

Response:

We are continuing our focus on developing program enhancements as well as intensive training for the staff. We have implemented an After-School Recreation Program and Canteen Program. All of these areas combined should assist in reducing the level of assaults.

- **Unabated for 30 Days or More:** With regard to the use of seclusion, the documentation and use of seclusion still does not appear to be in strict compliance with current policy and procedure. It is recommended that Waxter implement procedures addressed in the recent department-wide training and that staff review the corrective plan submitted by BCJJC.

Response:

We will direct staff to follow the Seclusion Policy as it is written and they will be held accountable for lack of follow through.

- The suicide watch logbooks must contain accurate documentation.

Response:

We have revised the process for documentation of the suicide watch log books. Managers will be responsible for meeting with staff and reviewing the process with them.

- **Unabated for 30 Days or More:** Youth are being detained on pending placement for too long. On June 16, 2005, there were 17 pending placement youth. DJS must be given sufficient fiscal resources in order to expedite the placement of these youth not only in this facility but all detention facilities in Maryland. These youth are entitled to individualized treatment services that DJS can not provided in a detention environment.

Response:

We recognize the need to move youth as quickly as possible to the appropriate placement. While we are not making excuses, this is not always possible. We will continue to be diligent in placing youth in the most appropriate program as quickly as possible.

The **Baltimore City Juvenile Justice Center (BCJJC)** has the capacity to house 144 male detention youth but concerns with access to the second tier handrails decreases the number of beds legitimately available. The property is owned and operated by DJS and is governed by the Maryland Department of Juvenile Services Standards for Juvenile Detention Facilities.

- **Unabated for 30 Days or More:** Youth on youth assaults and use of force incidents have continued to increase dramatically – with April posting an all time high of 100 assault/use of force incidents. Many reports listed as “other” in the ICAU database also appear to be use of force or other aggressive-type incidents. On June 18, 2005, there was a major group disturbance that resulted in significant property damage, injuries to youth and staff, and the improper use of seclusion. Baltimore City Police responded to the facility and had to mace and flexcuff numerous youth to regain control. There was confusion and disorder when units were mixing in the open pod area as youth from one unit were receiving haircuts while another unit was being moved for recreation. Staff must keep the facility under strict order and control. Youth from different units should not be permitted to interact and mix while engaged in separate activities unless heavily supervised.

Response:

New procedures are in place to ensure that the movement of youth will not create confusion and disorder. Groups will only interact with each other during education, recreation and meal time. All movement will be conducted one at a time with units not mixing in the hallways. All doors will remain secured at all times.

- **Unabated for 30 Days or More:** There is still no written interagency protocol between the Maryland State Police, Baltimore City Police, the Department of Social Services and the Department of Juvenile Services to respond to incidents of child abuse and/or neglect and other major incidents.

Response:

Ms. Mintz is working on interagency agreements for **all of the state operated facilities.** In the meantime, we have an unwritten agreement between the Maryland State Police and the Department of Social Services to respond to incidents of child abuse and neglect and other incidents. In addition, the Maryland State Police have assigned an officer to the facility to provide the needed oversight and response.

- **Unabated for 30 Days or More:** Staff are still working forced overtime. Logbook reviews and staff interviews reveal that some shifts have only one staff person working on a unit at a time and some very inexperienced staff are left alone and held responsible for youth.

Response:

The department will begin to hire staff from Hickey who have been certified and have experience in working with this population. This will assist in the reduction of overtime and the use of inexperienced staff. Also staff from Cheltenham will be temporarily assigned to the center.

- **Unabated for 30 Days or More:** Seclusion is still not being recorded and it appears that it is still being used for punishment. Youth should not be held in seclusion any longer than necessary and only as long as they are an imminent threat to the safety of staff or others. They must be processed out as soon as possible.

Response:

Youth will be assessed per policy to determine whether or not the continued use of seclusion is warranted. Processing with youth will continue throughout the youth's stay in seclusion and efforts will be made to have the youth released from seclusion as soon as possible. In addition, a new Seclusion protocol is being developed.

- **Unabated for 30 Days or More:** Programming and education are still insufficient. Youth do not always receive the required number of hours for education and they often refuse to attend school because they know they will not receive any credit for their classes when they return to their home school. In addition, some youth are not receiving the proper exercise. It has been reported that large muscle activity sometimes consists of playing an X-Box computer game.

Response:

The 24 hour schedule has been revised for the facility to ensure that youth receive 5 hours of education. Teachers now work a staggered work schedule to accomplish this task. The X Box is used during leisure activities not as a large muscle activity.

- Reviews of case records reveal that treatment plans are not being developed by staff to address the individual needs of the youth. Case management staff claim they do not have sufficient access to computers to update youth records.

Response:

The Treatment plan process has been revised and implemented by behavioral health staff.

- **Unabated for 30 Days or More:** Master Control still needs to be more orderly, organized and under control. When Master Control staff attempt to get a count of the number of youth, they often yell over the radio to get a response. During one observation period, it took longer than 20 minutes to get an accurate count of youth.

Response:

Master Control and Floor Control have been designated as a highly restricted area. The supervisor over the control rooms will ensure that the area is kept neat and orderly.

- **Unabated for 30 Days or More:** Door locks do not always engage when doors close and should be maintained so they secure properly.

Response:

Daily inspections of the locks will be conducted by direct care staff to ensure they are operating properly. Weekly inspections will be conducted by administration. Maintenance will immediately repair any locks that are brought to their attention as being inoperable.

- **Unabated for 30 Days or More:** The dining hall serving line still does not have a barrier erected to prevent youth from jumping over the counter and entering the kitchen.

Response:

The request for a barrier has been submitted to headquarters and capital planning for this modification to be performed. Youth are directly supervised in the dining hall by staff to ensure that no one climbs over the counter.

- **Unabated for 30 Days or More:** Youth still have access to the second tier handrails on the living units, which might result in a hanging suicide. DJS has previously advised that the second tier would be closed and even after repeated warnings, several youth attempted to hang themselves from the railings in April and May. A recent remedy was to not allow youth on the second tier unaccompanied by staff; however, youth were observed on the second tier unaccompanied by staff. A youth was also observed climbing over and through the second tier rail and dropping onto the steps below.

Response:

The Department has received three estimates to install guard and handrails on the second tier of the pods. The estimated costs are: \$279, 850, \$571, 920 and \$436,950. No decision has been made on when the repairs will take place.

A directive has also been given to all staff to not allow youth on the second tier unescorted.

- This Monitor was a member of the Juvenile Detention Alternatives Initiative (JDAI) steering committee that resulted in inspection tours of the facility in April.

However, this Office may not have access to the results of the inspections because they will reportedly be used for internal purposes only.

Response:

No response necessary.

The **Maryland Youth Residence Center (MYRC)** is a shelter care facility for up to thirty boys ages 12 to 18. Under the Shelter Care Program, boys who need supervision but are not deemed dangerous are housed there while they await a court hearing or placement in another residence.

- **Unabated for 30 Days or More:** Staffing at the facility is insufficient. There are 12 youth on each unit and normally only one staff supervises each unit. There should be 2 staff on every unit to respond to situations that require immediate attention. Staffing at the facility remains insufficient to implement appropriate programming and recreation while maintaining security/safety. Facility personnel are researching opportunities to gain more money, resources and staff and DJS headquarters should work with facility administrators to explore grants and/or other federal monies available to help supplement, hire and/or train staff.

Response:

Staff are being recruited to fill the vacant positions. Interviews were completed July 19, 2005 for two Resident Advisor positions. Request to fill the remaining vacancies have been submitted for approval.

- **Unabated for 30 Days or More:** There is still a concern that some inappropriate youth are placed at the facility. Aggressive youth with a chronic history disturbing the culture at the facility are returning. DJS should work with the judicial community to better communicate the facility's appropriateness for youth needing placement.

Response:

Youth who are ineligible for Detention or return to their home will continue to be placed at the Shelter Care facility. This is not an arbitrary decision. This is based on an appropriate assessment of the youth using an instrument that determines appropriate placement.

- **Unabated for 30 Days or More:** There is still confusion about identifying the facility as a "shelter" or as a "staff secure facility." Since MYRC is designated as a shelter, youth should not be labeled as "escaping" (from a staff secure facility), but should be labeled AWOL. The importance of this designation determines if a youth may or may not be "restrained" for attempting to escape and whether the youth can be charged with "escape."

According to the DJS description of MYRC, "In June 1994, it was converted to a shelter care facility...." Shelter Care is identified by DJS in the Common Terms

section of their website as “24-hour care for youth in physically unrestricting facilities” whereas Structured Shelter Care is identified by DJS as serving “youth who have been removed or displaced from their homes and families and are in need of short term care for up to 90 days.”

DJS defines structured shelter in their Program Types under the Residential Services section of their website as: “State operated and vendor operated facilities that provide residential care, usually less than 30 days, in a staff secure environment for youth who are either runaways or are awaiting a court hearing or residential placement.” Although the term “staff secure” is in one of the DJS definitions of a shelter care facility and staff secure is identified by DJS as a program “where a youth's movement is controlled by staff supervision rather than by restrictive architectural features”, COMAR does not identify any facility as “staff secure.” Definitions relate to “Secure Care” or Shelter Care.” Secure care programs employ locked doors to prevent escape while shelter care programs are not locked. DJS should clarify these discrepancies in facility identification.

Response:

Staff will be trained and or reminded to use the appropriate language in the incident reports to reflect AWOL instead of escape. Youth who leave the facility are being labeled as AWOL instead of escape.

- **Unabated for 30 Days or More:** Maintenance issues continue to exist surrounding the south side bathroom and dining areas of the facility. Recent repairs to the walls and ceilings were merely cosmetic and have not eliminated the water leak problem. This Office continues to recommend that repairs be made to permanently stop the leaks that cause damage to interior ceilings and walls.

Response:

The Department of General Services (DGS) has hired an architect to develop the plans to renovate and repair all of the outstanding issues. The costs have not yet been determined. Once the estimates are received, **DGS** will make the **final** decision on the repairs based on available funding and their priority list.

- **Unabated for 30 Days or More:** The facility is still in need of an additional transportation van. Youth are missing the opportunity to attend important off-campus activities and this Office continues to recommend that the facility obtain another transportation van

Response:

This issue has been addressed numerous times in the IM reports. The department does not have the authority to replace vehicles. This is a decision made by the Department of General Services based on their vehicle replacement schedule.

Mount Clare House is located on the fringe of downtown Baltimore City. The facility is a two-story house owned by the Department of Juvenile Services and operated by First

Home Care Corporation. This is a twelve-bed group home that serves male youth (ages 15 ½ - 18) who have emotional and behavior problems. The length of stay is nine months to one year. A cook on-site prepares meals. Although licensed by DJS, the group home also contracts four beds with the Department of Human Resources (DHR); four beds with the Department of Health and Mental Hygiene (DHMH) and is governed by COMAR.

- Overall, the facility maintains a very clean interior and exterior; however some tiles near the tub in the third floor bathroom are missing or damaged. Currently, the youth must step onto a piece of wood when stepping out of the shower.

Response:

The tiles were repaired/replaced during the week of May 12, 2005.

William Donald Schaefer House accommodates 19 youth, and provides a three-month substance abuse recovery program. The program consists of individual and group counseling, education, and additional off and on grounds activities that contribute to the overall program. Many of the community activities provided by the program offer opportunities for youth to enhance their self-esteem by making a contribution to others. Overall, effective treatment, and educational services are provided at Schaefer House for youth that choose to actively engage in the program. Recently it was reported that eight of eight GED candidates passed the exam, and earned their diplomas. Indications are that most of the youth who successfully complete the treatment program do not re-offend.

Recently the program has experienced some acts of violence on the part of a few residents. Also, a couple of youth have gone AWOL from the facility. The outbreak of aggression and AWOL is unusual, and reportedly, worse than it has been in the twelve-year history of Schaefer House. The program is designed to help youth who are experiencing problems with addictions. It is not intended to treat youth with histories of violent or severely aggressive behavior.

The facility, described as once beautiful, is in a state of neglect and disrepair. In addition to repairs and cleaning, new furniture is needed especially in the youth bedrooms. The physical plant problems at Schaefer House are numerous. The total expense to upgrade the home will likely be significant. The Department of Juvenile Services is understaffed with maintenance personnel, and short of funding necessary to complete the overall needed renovation of the facility. Many of the cosmetic and simple repairs and upkeep, however could be made quickly and, it would appear, relatively inexpensively.

One of the most urgent concerns, the hole in the roof, has been repaired. Some of the other repairs that have been completed include: covering the sockets in the bedrooms, repairing the hanging smoke detector in bedroom #10, fixing the lock in bedroom #11, removing the overflowing urinal from the 2nd floor bathroom to unclog and return, placing a cover over the socket above the sink in the 2nd floor bathroom, fixing the exit light on the 2nd floor hallway, fixing the leak in the sink in the 2nd floor utility closet, fixing the telephone jack in the staff area, and fixing the sockets over the sinks in the 3rd

floor bathroom. The gutters have been replaced where they were leaking, and as mentioned above, the hole in the roof has been repaired.

- Admissions at Schaefer House have included some youth with a history of violence whose needs exceed the capacity of the program to provide safety, security, and treatment. At times, referral information is incomplete and/or not up to date.

Response:

All youth are carefully screened for programs to meet their needs. Sometimes youth display behavior that may not be obvious in the screening process. When referral information is incomplete, the case manager will seek the additional information from the appropriate persons.

Unabated for 30 Days or More:

- **Kitchen:**

Some of the kitchen cabinets doors have fallen off.
Ceiling vents are greasy and dirty.
The floor drain under the largest sink is covered in a greasy substance.
There is a leak under the small sink.

Response:

We will be contracting with a cleaning company to complete a power cleaning in the areas that are in need. The maintenance issues will be completed by the maintenance department.

- **Kitchen Storage Room:**

The ceiling has not been repaired.
The hole in the wall beside the door has not been repaired.

Response:

Both the ceiling and the wall beside the door have been repaired as of this writing.

- **Sunroom:**

Caulking is needed to prevent outside air from coming into the room.
The ceiling vent covers should be replaced.
The furniture is very old and should be replaced.

Response:

Furniture has been ordered. Because we order through SUI, the furniture will not be delivered immediately.

- **Bedrooms:**

The dressers are in disrepair and should be replaced.
Many of the blinds are damaged and should be replaced.

Response:

Furniture and blinds have been ordered and are being replaced as they become available.

- **2nd floor bathroom:** There are two showers; however, maintenance workers removed the shower handles approximately one year ago but never replaced them. This leaves only one working shower on the 2nd floor. The tile in the showers is covered in mildew and some tiles are missing.

Response:

DGS has hired an architect to develop a plan to construct new bathrooms. Once the plan is completed, construction will begin based on the availability of funding.

- **3rd floor bathroom:** The fixture in one of the showers will not turn off properly. The staff and youth have to twist it up and down then pull it in and out before the water will stop.

Response:

DGS has hired an architect to develop a plan to construct new bathrooms. Once the plan is completed, construction will begin based on the availability of funding.

- **Laundry Room:** There is only one working washer and one working dryer for the 19 youth. Both are old and inadequate to meet the laundry needs.

Response:

We have ordered a heavy washer and dryer for the facility. They will be delivered as soon as the vendor can schedule the delivery.

- **Boiler Room:** The door to the circuit breaker box will not close and should be repaired. The screens and window casings have rotted, allowing leaves, dirt, rodents, etc. to enter through the windows.

Response:

The circuit breaker box has been repaired.

- **Recreation Room:** This area is filled with mold and mildew on the walls, windows, exposed pipes, and ceiling. The gym mats are covered in dust and dirt. There is no outside ventilation for this area because the windows remain closed. The weight equipment is old and may not be safe for use. The ping pong table is not used, and the foosball table is uneven and propped up with weights.

Response:

This response is addressing all of the maintenance concerns listed above. The Department of General Services has hired an architect to develop a plan and time line for construction. The repairs will be completed based on the availability of funds.

DGS did approve four projects for critical maintenance that is included in the FY06 budget. The cost is \$75,000 for buildings 907 and 909. As soon as the time line is made available, the monitor will be informed.

Catonsville Structured Shelter Care (GUIDE) is a privately operated non-secure facility located on Department of Juvenile Services' property. The current license allows for a capacity of ten male youth. The current vendor is held accountable for its services by Code of Maryland Regulations (COMAR) and certain Maryland Department of Juvenile Services licensing requirements.

- The average length of stay was 10 days and the average population was eight youth.
- This Monitor reviewed four resident files and found that none had an updated individualized service plan (ISP).

Response:

All files have been corrected and will be monitored for compliance.

- **Unabated for 30 Days or More:** The facility continues to have many physical plant issues that were cited in previous monitoring reports.

Response:

The Department's Maintenance Chief has been directed to inspect the cited issues and assess the repair needs.

The **Charles H. Hickey School** is the Department of Juvenile Services' largest facility and has increased its population to more than 200 youth at times. The facility is comprised of detention units, and programming units designed for 30 days to 18 months programs.

- **Unabated for 30 Days or More:** Population at the facility rose from 185 last quarter to over 200 this quarter and assault/use of force incidents per day increased from an average of 1.9 per day to 2.5 per day (April and May). Youth on staff assaults have risen from an average of 7 per month last quarter to 10 per month this quarter (through June 18). These incidents of assault and use of force must be reduced.

Response:

The increase in incidents can be associated with the number of volatile youth in residence here during that time period. It should also be noted that many involved fights between youth and, the aggressor was referred to the State Police for possible criminal charges. This is in keeping with the Department's mandate to report all incidents, in accordance with the Incident Reporting Policy. We are reluctant to infer that particular employees are abusing youth. Whenever, there is an allegation, it is immediately reported and the Department of Social Services and OPRA for investigation. If there is a finding that an employee is abusive to youth, they are either discharged or other appropriate disciplinary action is taken.

The population has been decreased and will decrease more as programs close and the department prepares the closing of parts of the facility.

- There are still concerns with investigators from DJS, MSP and DSS not fully coordinating their child abuse investigations according to accepted practices. Victim youth are being unnecessarily interviewed numerous times. Also, MSP and Hickey representatives are sometimes either not attending or are not prepared for multi-disciplinary meetings. One of the most helpful guides to investigating child abuse can be found at <http://www.ncjrs.org/txtfiles/162425.txt>. This portable guide was developed by the National Criminal Justice Reference Service in 1997 and updated in 2001.

The Office of Juvenile Justice and Delinquency Prevention has also published an outstanding protocol for responding to incidents of child abuse that can be found at <http://www.ojp.usdoj.gov/ovc/publications/factshts/monograph.htm>.

Response: — *ICJW response*

In regards to the Hickey representative not being prepared, sometimes a last minute replacement has to be sent if there are pressing issues for the regular representative at the facility. However, the standard protocols for the meetings do not require a lot of preparation by anyone other than the DSS investigator. These meetings are held after the investigations have been completed, and a decision has been rendered in regards to a finding of Child Abuse or Neglect. Usually, the Hickey representative is asked about the action taken in regards to the findings and sometimes asked if the child is still in residence.

- There were 17 incidents of suicide ideation, gestures, behavior and attempts during last quarter and that has risen slightly to 20 through June 11 of this quarter. Improving the conditions of confinement, programming and treatment may reduce suicide attempts, gestures, ideations and behaviors.

Response:

We do agree that as the conditions of confinement improve and the number of youth decrease, we will see a reduction in the number of suicide attempts, gestures, ideation and behaviors.

- **Unabated for 30 Days or More:** Seclusion is still being used inappropriately as a place for youth who are acting out in school. Administrators should work with education personnel to develop a "time-out room" for youth exhibiting poor behavior in the classroom, instead of sending youth to seclusion. Seclusion procedures must be followed and youth who are not an immediate danger or threat should be processed back into the population as soon as possible

Response:

Administration at Hickey and the school agreed upon the "time-out room" concept in the school. Youth are removed from the classroom and placed in another room with his class work and supervised by a Hickey employee, until he is ready to return to the regular classroom. If his behavior continues to escalate and he becomes a danger to himself or others, he may be removed to seclusion. Our practice is to return the youth to school as soon as possible. This has been worked out with the school administration.

- **Unabated for 30 Days or More:** A sufficient number of fulltime staff must be hired and maintained to decrease the amount of overtime being worked by personnel who are becoming tired and overworked.

Response:

With the closing of many of the units on November 30, 2005, additional staff may become available for the remaining units. With the unit closings, additional programs will be developed for the remaining units.

- **Unabated for 30 Days or More:** There are still concerns about vocational and weekend programming, and the lack of sports programs that might provide incentives for good behavior. Vocational programming, after school/weekend programming and athletic participation should be increased.

Response:

Vocational programming falls under the auspices of the Maryland State Department of Education. They currently have programming that involve youth in learning electrical wiring, drywall installation and building maintenance.

The facility now has two (2) Recreation Specialists and the programming has increased. We will continue to recruit for vacant positions.

- **Unabated for 30 Days or More:** Illegal contraband and suspected illegal substances that are recovered at the facility should be processed according to established procedures and evidence should not be improperly handled.

Response:

We will request that OPRA provide training to the Shift Commanders in the proper handling of illegal substances and they will be responsible for seeing that all staff are trained in the process.

- **Unabated for 30 Days or More:** The pedestrian sallyport gate was observed not functioning, door locks are still a concern and toilets were observed leaking. The pedestrian sallyport gates should be maintained and working properly to prevent a security breach. Toilets should be repaired when they are discovered leaking and DJS should consult with professionals to determine the best door lock available for existing doors in detention or consider upgrading the doorway structure and changing the bedroom doors in detention to solid steel.

Response:

Because the sally port was repaired, a visit with the monitor will be scheduled to determine the repair needs that the monitor has observed. Other repair requests have been submitted to the Maintenance Department.

- **Unabated for 30 Days or More:** The parking lot at the entrance to the facility still needs to be expanded. The roadway adjacent to the parking lot is still often crowded with vehicles that both block the safe entrance into the facility, and cause hazardous ruts and holes in the dirt alongside the roadway.

Response:

We have been aware for sometimes that there is a need for additional parking. We have been successful in keeping the main road clear of vehicles, but it creates an additional hardship for employees. During the week of August 1, 2005, a contractor began work on creating about 8 additional parking spaces adjacent to the existing parking lot. We will continue to plan for this area, and factor in the closing of six (6) cottages and reducing the number of employees by approximately 50.

The Department of General Services has approved limited paving for the eroded areas across from the sally port. The parking lot **will not** be expanded as requested by the monitor.

- **Unabated for 30 Days or More:** Even after repeated citing by this Office, the ceiling vents on the bedroom units are not suicide-proof.

Response:

An engineer has been hired to develop a drawings and specification for suicide **resistant vents** or replacement vents. Upon additional investigation of the suicide resistant vents, it has been determined that installation of the vents could interfere with the HVAC system.

- **Unabated for 30 Days or More:** Previous citings by this Office for a lack of security surveillance cameras have failed to result in the installation of these critical devices.

Response:

The funding for the cameras was cut by the Legislators. Consequently, we were awaiting funding for the replacements cameras. With the decision to close the facility, it is unlikely that cameras will be installed.

The **Thomas O'Farrell Youth Center** is a privately run facility on State property which houses 43 adjudicated delinquent young men on the main campus and an off-campus Transitional Living Continuum shelter care (TLC) houses 7 more.

- **Unabated for 30 Days or More:** Although some flowers were planted in the front of the building, maintenance issues continue to exist surrounding the daily upkeep and appearance of the off-grounds Transitional Living Continuum. The Center, , DJS, and Springfield State Hospital must find ways to enhance the appearance of the TLC buildings and grounds

Response:

Contact has been made with administrators at Springfield State Hospital and they have been responsive to our requests to provide maintenance for the building and grounds.

- **Unabated for 30 Days or More:** Although DJS has assured there would be a written agreement enacted, and although the police and DJS have cooperated to remove a violent youth from the facility in one recent case, there are still no written interagency agreements for incidents of assault, escape and abuse.

Response:

At this point, the monitor will have to be patient as the agreements are being developed with all of the facilities. As stated in the past, there will be an agreement developed.

The **Sykesville Shelter Care Facility** is a structured shelter care facility that provides high levels of care for 100-120 at-risk female adolescents per year, ages 12 through 18, for a maximum of 90 days. The program houses up to 10 females at any one time.

- This facility continues to provide outstanding services to the females who are appropriately placed in its program. Teachers at the facility have expressed an interest in obtaining past education history from youth through the DJS ASSIST system so they can develop more effective and focused programs for youth.

Response:

We have investigated options for providing this request and feel that youth who are new to the system the information will not be in ASSIST and for those youth who have a history with the Department, the case manager should be able to provide the educational information...

- It appears some youth are still being inappropriately referred or placed at the facility. Several placements of youth in April were inappropriate. Also, several AWOL incidents and a fight in June were due to the actions of a particular youth who was apparently inappropriately placed at the facility. DJS should ensure youth are appropriate for placement at the facility.

Response:

Youth who cannot be detained and who are in need of out of home short term care are appropriately placed in shelters. All youth are assessed using a Risk Assessment Instrument that determines the level of placement. Placements are not made arbitrarily.

The **J. DeWeese Carter Children's Center** is a 24-bed detention facility located in Chestertown, Maryland that houses both males and females between the ages of 12 and 18 years old. The facility operates under DJS Detention Standards and other DJS policies and procedures.

- The facility now has a full time Acting Superintendent.
- The facility's population ranged from approximately 15 through 25 during the reporting period.
- The staff continues to be overworked due to a staffing shortage. The facility operates with seven staff to fill the weekly schedule.

Response:

We continue to recruit and hire staff for the vacant positions.

- There was one group disturbance involving five female youth that required law enforcement officers to assist staff. No one was injured during the incident. The facility no longer houses females and all Eastern Shore females are housed in the Lower Eastern Shore Children's Center.
- On May 17th, two male youth escaped through an unlocked back door and climbed over the facility's fence when a staff member failed to lock the door after the evening outside recreation period. The fence did not have a security "mesh" type material over it that would prevent youth from climbing over. Maintenance staff did not repair the fence for approximately three weeks, even though the youth and staff continued to go outside everyday.

Response:

All of the needed repairs have been made to the fence. It would have been inappropriate to deny youth their recreation time since the youth who AWOLed did not leave the facility during the recreation period.

- The education program continues to provide exceptional services, although the low morale affected all aspects of the facility's program. The education staff and direct care staff will continue tutoring the youth two times per week in the evenings as well as organizing special events for the youth.

Response:

No response needed.

- The interior of the facility was painted and cleaned. Other upgrades should be made to improve the facility's appearance.

Response:

Recommendation noted.

- **Unabated for 30 Days or More:** In a previous report, this Monitor cited two wooden doors leading to the intake area and sleeping area that were damaged by a youth who applied too much pressure to the handles. The doors still have not been replaced with a more secure fixture designed for detention facilities.

Response:

This issue has been referred to the Department of General and they have not responded.

The **Alfred D. Noyes Children's Center (Noyes)** is a State-owned and operated detention facility that houses both males and females under the age of 18. The facility operates under DJS Detention Standards and other DJS policies and procedures. During the previous reporting period, this Office issued a Special Timely Report documenting a number of child abuse allegations at the Noyes. Montgomery County Child Protective Services issued findings of involvement by at least two staff and the Department of Juvenile Services substantiated violations of Department policy and procedure against a number of staff.

An acting facility administrator, Mr. Carlton Richardson, was appointed to oversee the operation of this facility in March 2005. Mr. Richardson has initiated numerous positive changes since his appointment, however, the facility still lacks a full compliment of staff to provide ongoing supervision of the youth. Accordingly, the facility experienced a number of significant events during this reporting period including a successful escape and a near escape. The Department continues with the recruitment of staff to fill the current vacancies.

- A new Behavior Management Point/Level System Program has been implemented.

Response:

No response required.

- Mr. Richardson has put into place a more activity based daily schedule. According to Mr. Richardson, an anger management group, hygiene group, clinical services group lead by the facility's psychologist, and conflict resolution group have all been initiated one time per week for each unit. Also, plans to have case managers from field services lead a group in the facility are being explored. Further, grant funding will be available on July 1st from Montgomery County to have a psychiatrist available for approximately 32 hours weekly.

Response:

No response required.

- In April, the educational department invited parents and guests to a performance by the youth, "A Stroll Down Memory Lane", in which youth and staff offered a bibliography and selected musical numbers by Ray Charles, the Temptations, and the Five Heartbeats. Afterwards, refreshments were offered to the youth and parents while staff briefed the parents on the programming and counseling sessions offered by the facility.

Response:

No response needed.

- Other special activities included a presentation by Class Acts Arts/Project Youth ArtReach. On May 5th, parents were invited to the facility to celebrate "Embracing Cinco De Mayo" with native food sampling, music, and dance. On May 20th, the facility sponsored a "Stakeholders Day", an open house for DJS field staff, judges, and others.

Response:

No response needed.

- Radios for staff arrived in late May. The radios have enhanced staff communication, especially when youth are present in the school trailers outside the primary building, and improved security.

Response:

No response needed.

- **Unabated for 30 Days or More:** Until the vacant direct care staff positions are filled, it is critical that more than one staff be placed on a unit to provide the required level of supervision and to ensure the protection of residents. Without this additional coverage, the ratio will continue to be one staff for approximately 15-20 youth, which far exceeds national standards, best practices, and DJS's articulated goal of a 1 to 8 ratio. During the quarterly visits by this Monitor, the facility's population ranged from 47 to 60 youth. On May 25th (total population 57), the three male units had 19, 16, and 13 youth each. The female unit had 9

youth. The use of transportation personnel may be an available resource on a temporary basis.

Response:

Thanks for the suggestion to use transportation personnel. We have always used the transportation staff for escorting, searches and supervision of youth which augment coverage. The daily population has also been reduced. In addition, staff have been reassigned for different facilities.

- **Unabated for 30 Days or More:** On May 25th, there were 23 pending placement youth and 34 pre-dispositional secure detention youth. On June 15th, there were 21 pending placement youth and 28 pre-dispositional secure detention youth. Of the 23 pending placement youth on May 25th, four had lengths of stay in pending placement status exceeding 30 days - 66, 38, 33, and 30, respectively. DJS must be given sufficient fiscal resources in order to expedite the placement of these youth not only in this facility but all detention facilities within Maryland. These youth are entitled to individualized treatment services that DJS can not provided in a detention environment.

Response:

Facility case managers are engaged in aggressive case management practices to expedite the placement of the pending placement youth.

- **Unabated for 30 Days or More:** A review of the ICAU Incident Report Database for April through mid June 2005 shows that assaults/use of force incidents remained relatively constant with the cumulative number remaining the same as during the preceding quarter. The quarterly average of assaults/use of force incidents averaged .6 per day. Immediate measures are required to reduce this level of serious incidents. Increased staff should assist.

Response:

Immediate measures have been taken to reduce the assaults and use of force. Additional staff have been hired and additional activities have been programmed for the youth.

- On April 13, 2005, a staff member was accused of grabbing a youth's arm. State police were called and responded promptly to the facility. Child Protective Services was also called. While no criminal charges were filed and OPRA did not substantiate any misconduct by the staff, the staff person was not placed in non-contact status with youth during the pending investigations contrary to existing DJS policy. DJS policy must be consistently followed.

Response:

Administrative staff will ensure that DJS policies and procedures are consistently followed by all staff.

- Ms. Shelly Mintz, the Assistant Attorney General assigned to DJS, has been instrumental in establishing meetings with various local department of social services in jurisdictions where DJS facilities are located in order to follow up with developing written protocol between DJS, Child Protective Services, the appropriate law enforcement agency and the State Attorney's Office for responding to and handling abuse, assault, and other violent incidents. Two meetings were held on at the Montgomery County Department of Social Services on this matter. The agreement developed in Baltimore County with regard to the Hickey School was reviewed and discussed with possible amendments to address the needs at Noyes. Ms. Mintz's initiative on this matter is commendable.

Response:

Thanks for recognizing our efforts to develop protocols with the agencies.

- A youth gained access to an unsecured fire extinguisher in the educational trailer and succeeded in discharging it at staff. This Monitor had previously identified the access of the fire extinguishers as being problematic, as well as the toilet tank tops and toilet seats in the trailers that can be used as weapons. These security liabilities require remedy.

Response:

Continue administrative and managerial review of logbooks. Conduct documentation trainings.

We will issue documentation instructions to staff during unit team meetings.

- **Unabated for 30 Days or More:** The logbooks contained more detail than noted in the previous quarter's report, but entries are still not consistently entered in a manner to sufficiently detail all significant activities and note regular supervisory presence on the unit. Continued supervisory attention and review of logbooks must take place to ensure the appropriate recording of events.

Response:

The administrative staff will continue administrative and managerial review of logbooks. In addition, we will conduct documentation trainings for the Resident Advisors. Documentation instructions will also be presented to staff during unit team meetings.

- **Unabated for 30 Days or More:** The residents still complained that ants and other insects are present on the units and in their rooms. This Monitor also observed the presence of the insects on the units. Previous actions to address this issue have not been successful. Additional attention to this issue is required.

Response:

We have purchased a different insecticide and we have completed several comprehensive sprayings of the infested areas.

- **Unabated for 30 Days or More:** Youth are receiving more outside recreation than previously noted. However, it is still not a daily activity as required. Additional attention and commitment to this matter to ensure that it becomes a daily event.

Response:

The administrative staff have continued to instruct staff to utilize the outside recreational area for the heavy muscle activity period recorded on the unit's daily schedule.

Management will ensure the completion of Activity Roster to record outside recreation and special activities

We have also submitted the appropriate paperwork to hire two recreational staff

- **Unabated for 30 Days or More:** The hiring of specialized staff to administer the recreation program is also required. This position should help ensure that the appropriate recreation schedule is maintained.

Response:

Two recreation staff have been hired.

The Cheltenham Youth Facility (CYF) is a State-owned and operated facility located in Cheltenham, Maryland. The facility has four detention units and one 24-bed shelter. The facility operates under the DJS Detention Standards and other DJS policies and procedures.

- The total population during this reporting period ranged from approximately 70 to 100 youth.
- The number of youth on youth physical altercations has remained steady during this reporting period and there was one youth on staff assault.

Response:

No response required.

- The administration continues to reduce the use of seclusion.
- On May 6th, a youth escaped from the Alfred D. Noyes Children's Center in Rockville. Approximately two weeks later, this Monitor found the youth being detained in CYF, however, DJS was not aware that the youth was in custody. The CYF admissions staff failed to properly search the ASSIST database for information on the youth.

Response:

This was an isolated incident that has been addressed. Management has met with the Facility's Intake and Social Services staff and reiterated that a thorough search of ASSIST must be conducted on each youth entering the facility.

- Many of the staff radios are old and damaged causing interference during transmissions.

Response:

This has been corrected.

- The facility had its first "Open House" in May for DJS community services staff to attend a tour and cookout. The youth, facility staff, and community case managers shared lunch together while the youth were available to address questions.
- **Unabated for 30 Days or More:** The facility continues to operate with one mental health professional. A contractual psychiatrist prescribes the youth's mental health medication and monitors the effectiveness. However, only one mental health associate is responsible for providing mental health services to the youth on a daily basis as well as being on call for emergencies.

Response:

An agreement has been reached with the Prince George's County Mental Health Department to provide staff to service the mental health needs of the youth assigned to the facility.

The **Western Maryland Children's Center (WMCC)**, located in Hagerstown, is designed to accommodate up to twenty-four youth. Despite staff shortages and being forced to take in other area youth, the staff at WMCC continued to put forth a lot of effort in maintaining a positive atmosphere. Youth Center staff have volunteered to help out at WMCC, and this has been a great help. At times WMCC has been asked to take disruptive youth from other detention facilities, and recently, WMCC received a youth from Baltimore City Juvenile Justice Center on an emergency basis. Upon intake, the youth revealed that he had tied a sheet around his neck at BCJJC in a suicide gesture. This information was not forthcoming from BCJJC, or from transportation, and could have resulted in a tragedy. This kind of lack of communication is very dangerous to youth to staff, and is a potential liability for DJS.

The greatest challenge to maintaining the programming at WMCC is staffing. Staff shortages, forced overtime, long commutes for staff hired from Allegany County, and stronger staff having to cover for less capable staff are all issues that affect morale and programming. Recently WMCC was given permission to fill staff vacancies and has conducted a number of interviews. This will help WMCC, though it is a lengthy process of many months from the time a new hire is offered a position until the employee is certified to be alone with youth.

Other than this critical issue of staffing, elements of the facility itself continue to present a safety concern. The physical plant of the Western Maryland facility was constructed in such a way, and with the use of some materials that compromise safety, security and confidentiality. These issues have been detailed in numerous reports. DJS lacks the resources to make all of the needed changes immediately but has been taking steps to begin to correct some of the problems. Suicide proof beds will be placed in six sleeping rooms as a start to replacing all of the beds. The desks and stools will be removed from those six rooms, as they have potential tie off points from which a youth could attempt a suicide. Also, the long sink handles from which youth have made weapons are being removed so that no handle is available and only a knob is used to turn on the water.

At times, youth awaiting placement have stayed many months at the Western Maryland Children's Center. These are often difficult to place youth. Area 3 Community Service staff and WMCC staff meet every Tuesday to discuss the youth in the Center, especially focusing on the youth that are hard to place or who have been in the facility longer than 30 days. This process is helpful, but not always successful in expediting a youth's placement beyond WMCC.

It is the practice on ASSIST to begin the counting of a youth's time in the facility over each time the youth goes to court and returns under a different status. A youth may be at WMCC "pending a hearing" for a month or longer, go to court and return under the status "pending placement". At this point ASSIST would begin the count again, by listing his enrollment date as the date he returned under the new "pending placement" status. Also, it has been practice to begin the accounting of time over when a youth transfers from one detention facility to another detention facility. This procedure gives an inaccurate and deflated accounting of how long the youth has actually been continuously in detention.

- The process of acquiring certification for new hires is very lengthy, sometimes taking eight to twelve months. This process should be reviewed to determine if the elapsed time between hiring and certification can be shortened.

Response:

Efforts are being made to reduce the length of time it takes to certify new hires. Beginning January, 2006, additional staff will be dedicated to CIJIS to process new applicants within 2-3 days.

- Communication between DJS facilities is sometimes lacking, and should be conducted in a manner that ensures the transfer of all necessary information concerning youth.

Response:

The Department has developed a new form and procedures for the transfer of youth from one facility to another. This new procedure had been extremely effective in providing the information necessary for a smooth and informative transition.

- **Unabated for 30 Days or More:** The way in which youths' days in detention are tracked on ASSIST is misleading as it does not report the length of time a youth has been continuously in detention. The Department's policy should be changed so that ASSIST reflects the total length of continuous time a youth has been detained by DJS.

Response:

This recommendation has been taken under advisement.

- **Unabated for 30 Days or More:** The Department committed to a remediation plan in January 2005 to: replace the vitreous china fixtures with stainless steel in no less than two bedrooms immediately; replace the vitreous china fixtures with stainless steel upon any breakage or damage; and retrofit the remaining vitreous china fixtures with stainless steel within a three-year period. None of the dangerous items has been replaced with a suitable fixture.

Response:

An engineering firm has been selected from DGS to complete an assessment of existing plumbing fixtures installed in the youth sleeping rooms and common areas. They will prepare a report and recommendation to the Joseph Tiberi, Maintenance Chief.

- **Unabated for 30 Days or More:** Unsafe ADA rails have not been modified and therefore, continue to present a danger to youth as they provide a potential tie off point for a suicidal youth, and may be pulled off the wall as used as a weapon.

Response:

The ADA rails are suicide resistant according to the design. However WMCC will research railings for possible replacements.

- **Unabated for 30 Days or More:** The sprinkler heads are not tamper proof and youth have managed to set them off resulting in flooding to the unit.

Response:

The sprinkler heads are tamper resistant per the design.

- **Unabated for 30 Days or More:** WMCC is still in need of 20-30 additional video cameras. As of yet, there is no recording capability at all in the facility using the existing cameras. There has been some discussion with Verizon to address the problem, but as of yet there is not definitive agreement.

Response:

As assessment was completed but funding for additional cameras has not been approved by legislation for FY06.

- **Unabated for 30 Days or More:** Tinting of the control room windows to provide confidentiality and safety has not been completed, though reportedly it has been approved for installation.

Response:

The control room windows have been tinted.

- **Unabated for 30 Days or More:** There is no security lighting behind the back fence of the WMCC, and the control monitor cannot detect whether or not a person is present on the grounds behind the fence. Windows into the pods are visible from that area. Also, contraband could be slipped into the recreation area without being observed. Lighting should be added to this area to provide added security.

Response:

This recommendation will be taken under advisement.

- **Unabated for 30 Days or More:** On sleeping units A and C, there is no perimeter fencing to prevent someone from the outside from walking up to youths' sleeping rooms. This presents a breach of confidentiality and privacy. The Department has installed tinting on two of the windows, but it still may be possible to see into the rooms from the outside.

Response:

One way glass is being installed so that no one will be able to look in the windows.

The Lower Eastern Shore Children's Center (LESCC) is a State-owned and operated facility located in Salisbury, Maryland that houses males and females between the ages of 12 and 18 years old. The facility operates under the DJS Detention Standards and other DJS policies and procedures. The facility is located on the grounds of the Wicomico County Adult Detention Center and shares its building with DJS transportation officers, electronic monitors, and the fiscal manager for the Eastern Shore.

- **Unabated for 30 day or More:** The facility continues to operate with a staffing shortage. The facility has three living units that house up to 18 male youth and 6 female youth. Each unit has two staff members assigned to work during the day and evening shifts. The two smaller pods have single staffing on the midnight shift. When more staffing can be hired, all shifts will have double coverage.

Response:

Four Resident Advisor positions and one Group Life position, have been filled, thus allowing for double coverage for all pods, Position testing has been scheduled and budgeted by HQ, and additional positions will be filled as soon as the hiring process is complete.

- In April, the facility had one group disturbance and three youth on staff assaults. The facility supervisors are no longer assigned to one area, allowing them to be available to monitor all youth and staff, as well as respond to emergencies. Also, the facility supervisors are no longer assigned to one area. This allows them to be available to monitor all youth and staff, as well as respond to emergencies.
- One new supervisory position has been filled and three additional direct care staff have been hired. The additional staffing allows for youth in seclusion to be provided a one-hour recreation period.
- Within the past month, the facility has remained at almost full capacity. For a few days, the population reached 26 requiring two rooms to sleep at double occupancy. Although each room was designed to house one youth, two male youth slept on stacka bunks on the floor.

Response:

This is the exception, not the norm.

- The youth are no longer taken to the dining hall to receive their evening snacks. The youth eat their snacks in the unit dayrooms to avoid youth on youth physical altercations occurring in the hallways.
- Youth are now being searched each time they enter the housing units as required by policy and detention standards.
- On July 1st, the Maryland State Department of Education (MSDE) assumed responsibility for educational programming in the LESCC. The youth will be provided with six hours of daily instruction. A special education teacher and teacher's aide have been hired and should start in August.
- **Unabated for 30 Days or More:** The facility continues to operate without a Recreation Coordinator.

Response:

The request to fill this position was submitted on 6/6/05. We anticipate filling the position by September, 2005.

- As cited in previous reports, the facility lacks an enhanced evening program schedule. The case manager and addictions counselor provide some evening programming to the youth. However the facility superintendent states that a more structured evening program schedule is being formatted.

Response:

An enhanced evening program is being developed.

- The facility was designed to provide life skills training to the youth. The life skills room is equipped with a kitchen for cooking projects but cannot be utilized because the sink does not work. The facility superintendent stated that a staff member is currently developing a life skills program for the facility. A licensed cosmetologist is also developing a hair care program for the girls. Two nurses and a employee from the County health department provide health and nutrition classes for the youth.
- **Unabated for 30 Days or More:** The control center still does not have the ability to monitor the entire intake area by camera. The camera in the intake area is not able to pan the entire area.

Response:

Funding for the cameras has been deleted from the budget.

- Cameras will be installed in the classrooms by the end of this summer.
- The facility has received new, better quality two-way radios similar to the radios used at the Baltimore City Juvenile Justice Center.
- The facility had its 2nd Annual Fun in the Sun Cookout on June 10th for the youth and staff.