

# **A Guide for Parents and Families of Youth Committed to the Oregon Youth Authority**



For more information regarding OYA, please access our Web site at:  
[www.oregon.gov/OYA](http://www.oregon.gov/OYA).

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# A Guide for Families of Youth Committed to OYA

## Introduction

This guide is for parent/guardians or family members who have a youth in an OYA **youth correctional facility**<sup>1</sup> (YCF), residential treatment program, foster home or at home. This guide will provide you with important information about OYA. OYA wants you to have as much information as possible. Many of the questions you may have will be answered by reading this guide. The guide includes information about your family's rights and who to contact if you have concerns.

There will be many new people who will play important roles in your youth's life. In addition, you will need to become familiar with OYA's rules and your responsibilities.

Youth need their parents/guardians to be involved in their lives while in OYA. Your involvement is critical in order for your youth to complete this phase of his/her rehabilitation. Parents/guardians have many responsibilities while youth are involved with OYA. This guide will explain some of these responsibilities.

You have received a "Parent Packet." The packet contains this guide you are reading. The packet also contains several forms. **It is very important that you complete the forms contained in the packet and return them to the youth correctional facility or Juvenile Parole/Probation Office without delay.**

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<sup>1</sup> **Youth correctional facility:** An OYA secure facility designed to provide custody for offenders committed to the legal or physical custody of the OYA.

## How to use this guide

You will hear and learn a lot of new terms while your youth is committed to OYA. This guide will define many terms to help you understand OYA's services and rules. Terms needing definition will be written in **bold**, with its definition at the bottom of the page.

There is space for you to write down any questions you may have at the end of each section. If you have questions about any terms that have been used, please write those down as well. We encourage you to bring this manual to your first meeting with your youth's facility **treatment manager**<sup>2</sup> or **Juvenile Parole/Probation Officer (JPPO)**<sup>3</sup>. S/he will answer your questions.

## Overview of OYA and Mission

The Oregon Youth Authority (OYA) was established as a state agency on January 1, 1996. OYA's mission is to "protect the public and reduce crime by holding youth offenders accountable and providing opportunities for reformation in safe environments." That means it is our job to protect the public by holding youth accountable for criminal behavior and providing treatment so youth do not commit new crimes.

We do this by creating partnerships within communities, by supporting parental involvement, and by assuring that youth receive the right treatment services, in the right amounts, in order for them to be able to learn the skills they need to live crime-free. OYA can hold youth in its custody until the age of 25.

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<sup>2</sup> **Treatment manager:** The OYA staff responsible for the day-to-day supervision of living units in OYA youth correctional facilities. Treatment Managers are responsible for coordinating treatment services and case planning of youth treatment and overall management of the living unit.

<sup>3</sup> **Juvenile Parole/Probation Officer (JPPO):** The OYA case manager who works with the offender and his/her family and the community while the offender is in OYA custody.

OYA has a Director appointed by the Governor of Oregon and confirmed by the Oregon State Senate. OYA employs over 1,200 staff dedicated to providing effective services to all youth in its custody. OYA primarily serves youth committed to its legal custody by juvenile courts. It also serves youth placed with OYA who are in the legal custody of the Department of Corrections (DOC).

## What does “committed to OYA” mean?

The term “committed” describes the action taken by a juvenile court judge where a youth is placed into OYA’s legal custody. The juvenile court judge signs an “order of commitment” which tells OYA if the youth is to be placed in foster care, residential care, or a YCF. After a youth is “committed” and placed in OYA’s legal custody by the judge, OYA is allowed to make decisions about what type of treatment to provide a youth. This may include:

- Placing a youth in a specific foster home
- Placing a youth in a specific residential treatment program
- Placing a youth in a specific youth correctional facility (YCF)
- Releasing a youth from a YCF or **Transition Program**<sup>4</sup> on **parole**<sup>5</sup>
- Terminating the youth from OYA’s legal custody
- Revoking a youth’s parole and returning a youth to a YCF.

However, granting legal custody does not make OYA the youth’s parent. Parents/guardians still have rights and responsibilities.

A juvenile court may grant OYA guardianship of the youth, in some circumstances. The granting of guardianship by the juvenile court authorizes OYA to act on the youth’s behalf in a number of areas beyond legal custody. They include authorizing surgery,

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<sup>4</sup> **Transition program:** An OYA facility often referred to as a “camp” where youth offenders are placed prior to their transition back into the community.

<sup>5</sup> **Parole:** A conditional release of an offender from an OYA facility under the supervision of an OYA juvenile parole officer.

joining the Armed Forces, marriage, authority to make certain decisions of legal significance, and to make reports to the court. OYA has Juvenile Parole and Probation offices in each Oregon County. OYA runs over 70 Foster Homes. OYA operates six youth correctional facilities and four transition programs (often referred to as “camps”) throughout the state. In addition, OYA contracts with over 30 residential treatment programs to provide services for youth in our custody. OYA also collaborates with community treatment providers for services and residential placements. More information regarding each of these types of services will be provided later in this guidebook.

## **First Steps**

Typically when a youth is placed in OYA custody, it is a shared process between OYA, a juvenile department, and a juvenile court judge. Once a youth is placed in OYA’s legal custody, the following steps are taken:

- OYA assigns a Juvenile Parole/Probation Officer (JPPO) within two business days of receiving notice of a youth’s commitment.
- The Parent Packet, which contains this guide, is sent immediately to parents/guardians.

It is very important that parent/guardians complete the forms contained in the packet and return them to the Juvenile Probation/Parole Office or youth correctional facility as soon as possible.

## **Juvenile Parole and Probation Officers (JPPOs)**

The JPPO plays an important part in your youth’s treatment. They are an excellent resource for you while your youth is in an OYA facility, residential program or foster home. JPPOs provide case management services for your youth. They also provide supervision services for your youth while he/she is living in the community. JPPOs are supervised by Field Supervisors located throughout the state.

JPPOs begin providing case management services by completing a “risk/needs” assessment of youth on probation. This assessment helps the JPPO develop a case plan to meet your youth’s treatment needs. JPPOs also develop transition plans for youth who have finished treatment programs in youth correctional facilities, residential programs or foster homes.

You will find a list of each OYA Juvenile Parole/Probation office in the “Contact Information” section of this guide.

## **OYA Youth Correctional Facilities**

Each youth correctional facility (YCF) and transition program has a superintendent or director who is responsible for managing the entire facility. Superintendents/directors are supported by program directors or assistant directors.

Treatment managers (TMs) manage the living units in the facilities. They also coordinate services for youth. You will have a great deal of contact with your youth’s treatment manager. Other living unit staff who play a role in your youth’s treatment are Youth Corrections Unit Coordinators (YCUC) and Group Life Coordinators (GLC). The YCUC is often involved in treatment and working with families. The GLC supervises youth in living units – many GLCs also lead treatment groups. Each living unit has a Qualified Mental Health Professional (QMHP) who provides mental health evaluation and services to youth.

Youth in YCFs live in dormitory-style living units with up to 24 other youth. It is important to OYA that youth are safe and make changes in their behavior. As a result, OYA staff provide direct supervision of all youth 24 hours a day. Youth participate in educational programs, job training programs, treatment groups, and recreation every day. Youth are served three nutritious meals a day and provided medical care.

## Intake

Male youth directly committed to a YCF will be initially placed at Hillcrest Youth Correctional Facility, in Salem, for a full evaluation. Female youth directly committed to a YCF will be initially placed at Oak Creek Youth Correctional Facility, in Albany, for a full evaluation. While at Hillcrest or Oak Creek, youth receive medical and mental health screening and assessment, psychological testing, and risk assessments. All these assessments help determine the right facility treatment program for the youth. The assessment period usually takes 30 – 45 days to complete. During this time, your youth will be living in an “intake unit” at Hillcrest or Oak Creek.

## Treatment

The assessment results lead to a decision about where your youth’s treatment should take place. Your youth will be placed in one of six youth correctional facilities for treatment. Each facility has different living units that provide specific treatment for youth. OYA uses ‘evidence-based’ services, which means that these services have been proven by research to help change thinking patterns and behaviors that lead to criminal activity.

OYA provides a number of treatment programs and interventions for youth. These include skill training, Aggression Replacement Training (ART), drug and alcohol treatment, sex offender treatment, and gender-specific programming. Gender-specific programming refers to services which ensure that young women and men have their different interests recognized and their varying needs met with equally successful outcomes. Treatment for youth is typically provided in groups. Youth participate in role playing, demonstrate the skills they have learned, and complete homework assignments as part of their treatment.

You will find the address and phone number of each OYA facility on page 33 of this guide.

An example of a daily schedule of activities for youth in OYA’s facilities is on page 35.

## Residential Care/Foster Care

Typically, the Juvenile Parole/Probation Officer helps to make the initial arrangements for parents to start working with residential programs or foster parents. Referral and placement in a specific residential program or foster care is based on matching the youth with the type of services and treatment the program or foster home provide. For example, if a youth's identified treatment need is residential drug and alcohol treatment, the youth will be matched with the residential program that provides that type of treatment. Similarly, certain foster homes only serve youth that have committed a sex offense, so only a youth with that profile will be referred to those homes.

### Residential Care

OYA contracts with over 30 different residential programs located throughout the state. Each contract allows OYA to place youth into the residential program to meet the youth's treatment needs. Residential programs are licensed by the Department of Human Services (DHS) and provide a number of services to youth and their families. The OYA provides oversight for each program regarding the services they provide to youth. OYA **Community Resource Specialists**<sup>6</sup> are the direct contact with each program to ensure quality programming and service delivery.

Initially, the JPPO is the primary contact for parents/guardians who have a youth in residential care until family visitation and participation in the program is arranged. Some programs have what is referred to as a "blackout period" where the program observes and assesses the youth prior to the start of family involvement. This may mean that contact and visitations are limited or restricted for a period of time. You should talk with the program staff to determine how the program handles visitations and contacts.

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<sup>6</sup> **Community Resource Specialist:** The OYA staff responsible for monitoring and evaluating community residential resources.

A directory of residential programs and the type of services they provide along with their existing Web sites is available online. You may access the directory at the following Web address:

[http://www.oregon.gov/OYA/docs/residential\\_directory.pdf](http://www.oregon.gov/OYA/docs/residential_directory.pdf)

## OYA Foster Care

OYA has over 70 foster homes. OYA recruits and certifies foster homes throughout the state to transition youth from an OYA facility or residential program into the community. Foster homes are regularly monitored by **Foster Care Certifiers**<sup>7</sup>. In addition, each year OYA foster homes are reviewed to make sure they are meeting the agency's standards for foster homes. Each home must meet and follow strict rules around supervision of youth, safety, communication with OYA, and services youth receive in the community. OYA Foster Care Certifiers perform this annual review. The Foster Care Certifier not only certifies the home according to OYA standards, but works with the JPPO to coordinate care for the youth in the foster home.

In the "Contact Information" section of this guide, you will find contact information for OYA Foster Care Certifiers for each county in the State of Oregon.

## Proctor Homes

Proctor homes are homes in which youth may live as part of their residential placement. Residential treatment programs contract proctor homes for youth placement and are responsible for monitoring them to ensure youth safety and proper service delivery.

## **Web site**

For more information regarding OYA please access our Web site at [www.oregon.gov/OYA](http://www.oregon.gov/OYA).

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<sup>7</sup> **Foster Care Certifiers:** The OYA staff responsible for certifying, according to Oregon Administrative Rule, and monitoring foster homes that serve OYA youth.

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## Case Planning for Your Youth

Case plans are written documents that identify each youth's strengths, risk factors, and treatment needs while they are in OYA's custody. Case plans serve as a roadmap to help guide a youth's path to success. It is critical to have parents involved in the case planning process to help create the right plan. The OYA involves parents in the case planning process through **multidisciplinary teams (MDTs)**<sup>8</sup>. Multidisciplinary teams have meetings that include youth, parents/guardians, OYA staff, and treatment providers. These meetings are used to design and monitor the case plan. The youth, parent/guardian, and OYA staff represent the core of the MDT. Other professionals (e.g. medical staff, mental health or other treatment staff, school staff, mentors, etc.) may also be included in the MDT process to help a youth reach case plan and treatment goals. Each member of the team brings different skills and interests that are essential to helping youth change their behavior.

The success of the MDT process depends on all members respecting and listening to each other. It is the core MDT members' responsibility to identify, evaluate, and resolve issues in a constructive manner as they arise. **Open and honest communication is essential.**

An initial MDT meeting will take place within 30 days of a youth's commitment. This first meeting is usually referred to as the

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<sup>8</sup> **Multidisciplinary teams (MDTs):** A team of individuals who work collaboratively to develop and maintain a comprehensive individualized case plan that is culturally competent and gender-specific for each offender committed to the Oregon Youth Authority (OYA). The MDT is based on a core team membership consisting of the offender, OYA primary case manager, placement representative, mental health professional (facility)/treatment provider (community), tribal representative (for offenders enrolled in one of Oregon's federally recognized tribes) and the parents/guardians. Additional team members are fluid and are identified by the core team based on the offender's Risk Needs Assessment, identified criminogenic needs and placement.

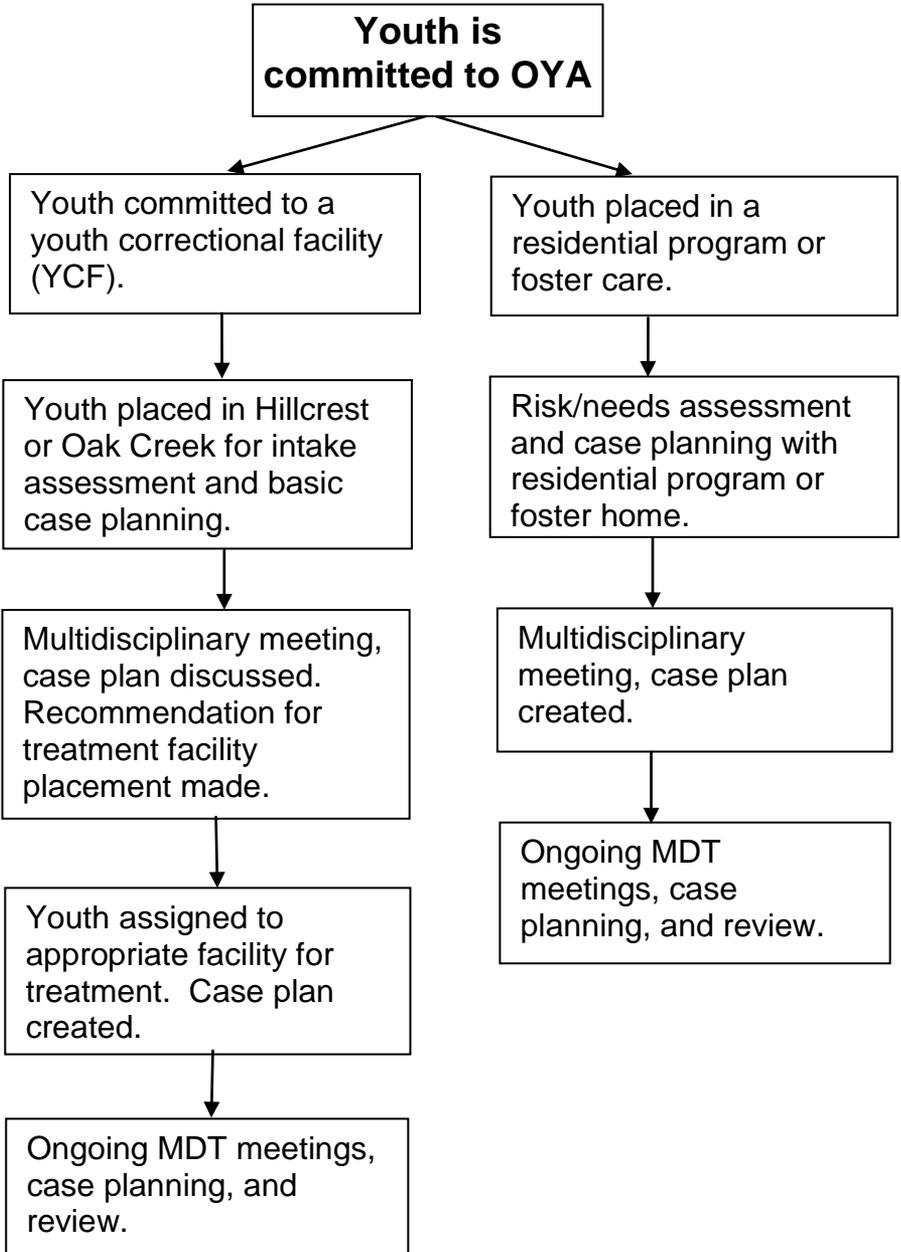
“intake MDT” meeting. The MDT members will review all the assessment information and use that information to develop long and short-term goals.

If a youth is in a facility, he/she will have an MDT meeting at the intake facility (Hillcrest or Oak Creek YCF) before moving to his/her treatment facility. Once the youth arrives at his/her treatment facility, he/she will have another MDT meeting to develop a detailed case plan.

After the initial MDT meetings, future meetings are scheduled every 90 days or at important points in a youth’s treatment, such as a change in placement. MDTs will focus on youth progress and achievement by reviewing the case plan, skill development, and the goals established by the team.

OYA recognizes the importance of having parents/guardians involved in the MDT process. It may be difficult for families to take time off and travel to participate in person at the facility. OYA will work with you in scheduling and/or assist in arranging for your participation by telephone or videoconference, if needed. If you have specific needs (for example, to participate by telephone or help with transportation) please talk to your youth’s JPPO.

## The Case Planning and Multidisciplinary Treatment (MDT) Process



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## Visitation

### Residential Placements/Foster Homes

Each residential program and foster home has established protocols for visitation. When a youth is placed in a residential program or foster home, the rules regarding visitation and contact will be shared with youth. Specific dates and times for visitations will also be arranged, as will the rules regarding home visits/day passes from the program or foster home, once your youth is eligible for that privilege.

### Youth Correctional Facilities/Camps

Each facility has established a visitation schedule. You may contact your youth's facility for its specific visitation schedule. Contact information is located on page 33 of this guide. You may also access visitation information at the following Web site:

<http://www.oregon.gov/OYA/facility-services.shtml>

If you have specific questions about the visitation schedule or rules, please talk to your youth's treatment manager.

***During the first few weeks, visitation is limited to a youth's parents/guardians.*** Family members or other people wishing to visit a youth at an OYA facility must complete a "Request for Visiting" form (enclosed in your parent packet). OYA reserves the right to refuse visitation if the person behaves in a way that is unsafe or not supportive of the youth's treatment. In addition, OYA may need to restrict or deny visits between victims and youth, depending on individual circumstances.

OYA facilities have strict rules regarding what is allowed to be brought in to a facility. Please review the "Contraband List" in this guide for a list of items that are not allowed in OYA facilities. Visitors may be denied any further visits if they bring contraband items into facilities.

***Please review the visitation rules with your youth's treatment manager so you understand the expectations around visitation. If you have any questions, please ask!***

## **Mail**

### Residential Placements/Foster Homes

Residential programs and foster homes have established protocols for ensuring youth receive mail sent to them while in care. This includes access to materials to write and send letters. This information will be provided to you as part of the initial intake into the program or home.

### Youth Correctional Facilities/Camps

Youth in OYA facilities are provided with the necessary supplies to write letters to family members. Letters are an important part of staying in contact with your youth. In order to protect everyone's safety, OYA has guidelines for inspecting mail for contraband and threats. All mail may be examined for contraband. Personal mail may also be read or photocopied if it is perceived to be a threat.

Youth mail is not censored, but may be rejected and returned to the sender if it threatens or is harmful to a facility's security, safety and order. If mail is rejected, both the intended recipient and the sender will be made aware of the rejection. They may appeal the rejection decision by writing to the staff listed in the rejection letter.

All mail sent from confined people who are in correctional or detention facilities to a confined youth will automatically be rejected. If a youth wants to receive mail from a person in a correctional or detention facility, the superintendent or camp director must first approve. Usually, mail from immediate family is allowed.

You may find details regarding youth mail in OYA policy, which is listed on our Web site. You may follow this link to access the policy: <http://www.oregon.gov/OYA/policies/II-F-3.0.pdf>. You may

also ask your youth's JPPO or treatment manager questions about youth mail.

## **Use of Phones**

### Residential Placements/Foster Homes

Residential programs and foster homes have established protocols for ensuring youth are able to contact their families by phone. This information will be provided to you as part of the initial intake into the program or home.

### Youth Correctional Facilities/Camps

Youth are allowed to use telephones to call family members. Youth are provided opportunities to make phone calls during regularly scheduled times. Due to the number of youth who want to use the phone, facilities may limit the number of calls per week and/or the length of each call. Facility staff will end phone calls if anyone on the call starts an inappropriate conversation or becomes verbally abusive or threatening in any way.

Youth are not allowed to receive incoming calls unless they are arranged in advance with the youth's treatment manager.

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## The Professional Standards Office

The Professional Standards Office (PSO) receives and investigates complaints made by youth, parents/guardians, staff or members of the public reporting suspected misconduct or abuse by OYA staff or contracted providers.

OYA takes each complaint seriously and responds in a timely manner. People making a complaint to the PSO will not be punished or singled out for having done so. Each complaint is handled as confidentially as possible. There may be times when confidentiality cannot be maintained, and you are encouraged to talk to the office about any concerns you may have around confidentiality. If confidentiality cannot be maintained, you will be advised of this as part of the complaint process.

When making a complaint, it is important to separate issues regarding program decisions (e.g. disagreeing with a youth's loss of a privilege) and issues concerning youth safety. For issues regarding program decisions, you should use the OYA grievance process (see page 29 for youth and parent/guardian concerns). **If you have a concern or complaint regarding youth safety, you should contact the Professional Standards Office.**

To contact the Professional Standards Office, you may call the confidential toll-free telephone hotline: **1-800-315-5440**. The hotline is reviewed several times per day and callbacks are usually made within 24 hours of the next business day. You may also call the PSO direct phone number at (503) 378-5313.

Concerns may also be made online at the OYA Web site: <http://www.oregon.gov/OYA/psso.shtml>. An electronic form is sent directly to the PSO and will be reviewed by the manager of that office usually within 24 hours of the next business day.

## **Principles of Conduct**

OYA has adopted 12 “Principles of Conduct” which direct each OYA employee’s work. The OYA is dedicated to demonstrating these principles in its work. You will see these principles of conduct posted throughout the facility where your youth lives.

These are the Principles of Conduct:

Oregon Youth Authority values excellence in public service, partnerships with local communities and other agencies, openness and accountability, and provision of service in a fair, respectful, and humane manner. OYA expects each and every employee to adhere to and demonstrate these values and standards expressed in the following Principles of Conduct.

- Be truthful and honor the ethics of our profession
- Adhere to federal, state, and local laws
- Encourage and follow OYA’s mission, values, policies, rules, and directives
- Report illegal and unethical behavior, and ensure that a code of silence is never a part of OYA culture
- Promote a transparent work environment where reports of illegal and unethical behavior are made without reproach or retaliation
- Ensure and promote a safe work environment and be fit for duty
- Respect the civil and legal rights of all individuals
- Uphold the public trust and never use our positions for personal gain, privilege, or advantage
- Interact with stakeholders and business associates respectfully, appropriately, openly and honestly
- Interact with offenders in a manner that enhances offender reformation
- Establish and maintain clear professional boundaries with offenders and their families
- Treat co-workers professionally and with respect

If you have any questions regarding these Principles of Conduct or whether an OYA employee is following these principles, you are encouraged to contact the Professional Standards Office.

## **Relationships with youth and families**

It is important that OYA staff have clear rules about contact and communication with youth and each youth's family. These rules help OYA provide effective service. An important part of establishing clear boundaries is to keep relationships "professional." That is, OYA staff will interact with youth and families ONLY within the limits described in their job description and OYA policy. **Staff are not allowed to have personal, social or business relationships with youth or families of youth in OYA custody.**

These boundaries are to be maintained even after the youth has left OYA custody. OYA staff are not allowed:

- to accept gifts
- enter into business relationships
- receive services provided by parents or
- have personal relationships of any sort with youth and families.

For your youth to receive the best possible service OYA has to offer, make sure that clear boundaries are maintained. If you have any questions or concerns about whether an OYA staff is maintaining appropriate boundaries, you can contact your youth's JPPO, the JPPO's supervisor, treatment manager or superintendent/director of the facility where your youth lives. If you are not sure who to call, please contact the Professional Standards Office.

## **Important Information about Abuse and Neglect**

An important element of our mission is safety. All OYA staff are required by law to report suspected child abuse. Allegations of abuse and neglect received by OYA staff are taken seriously and will be reported to the Child Protective Services of the Department of Human Services (DHS) or the Oregon State Police.

You can contact DHS directly, or use the PSO Complaint Hotline (1-800-315-5440) if you have concerns regarding what you think might be abuse or neglect of youth in OYA custody. The PSO will

forward concerns received on the hotline to DHS Child Protective Services or the Oregon State Police. If you need help finding the telephone number for Child Protective Services, you can call your local DHS branch for assistance or find the telephone numbers at the following Internet Web site:

[http://www.oregon.gov/DHS/children/abuse/cps/cw\\_branches.shtml](http://www.oregon.gov/DHS/children/abuse/cps/cw_branches.shtml).

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## Health Care Services

The OYA is dedicated to providing the most appropriate medical, dental, and mental health services for your youth. To help us arrange the best and well-timed care:

- Be sure to report any medical condition your youth has, including any allergies to foods, medications or environmental conditions.
- Let us know of any history of injuries, especially to the youth's head or neck.
- Let us know of any history of mental health concerns. This includes any history of hurting themselves or any other behavior that has put the youth or anyone else at risk of harm.
- Let us know of any other concerns of a health-related nature, including any information you have regarding your youth's use of inhalants, alcohol, street drugs, or any misuse of prescription medications.
- Tell us your youth's current or most recent medical provider. We may need to contact him or her sometime in the future.
- Provide us with your youth's immunization history.

Form YA 4002 (OYA Parent/Guardian Questionnaire) is included in your parent packet for you to complete and return to us to ensure your youth receives the best care possible. Please do not feel limited by the form – if you have other health information you wish to share, *do not hesitate to speak with your youth's treatment manager or JPPO. If you need to talk with medical staff regarding your youth's care, the treatment manager or JPPO will help you contact the medical staff.*

In many instances, the court requires families to provide insurance for their youth while he or she is in OYA custody. If you have private insurance for your youth, be sure to share the insurance information with your youth's treatment manager or JPPO. Your youth will receive health care services while he or she is in a facility, residential treatment program, or foster home; however, state funds can only be used after any private insurance is billed.

All **medically necessary**<sup>9</sup> care for a youth placed in a YCF is provided by the state. Most of the time, care will be provided by OYA staff or contracted physicians, dentists, nurses, or mental health professionals. If your youth has a condition which cannot be treated in the facility, he or she may be transported by OYA staff to a community provider for specialized treatment.

## Child Support

State and federal law requires the State of Oregon to collect child support payment from parents (both biological and adopted) when their youth is placed in state custody. The money is used to reimburse the state for part of the cost of providing care and services for youth.

The Department of Justice, Division of Child Support (DCS) is the agency designated to collect child support payments from parents. OYA must refer a youth's parents to DCS when a youth is placed in OYA custody. Under Oregon law, both parents have the responsibility for providing support for their children. This is true whether or not the youth was living with the parent prior to OYA commitment.

The amount of support parents must pay depends on income. DCS has established guidelines to calculate the amount of the child support payment. The OYA has developed a pamphlet that provides additional information regarding child support. This pamphlet is included in your parent packet. You may also access our Web site which provides detailed information regarding child support. The Web site address for child support information is as follows:

[www.oregon.gov/OYA/policies.shtml](http://www.oregon.gov/OYA/policies.shtml).

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<sup>9</sup> **Medically necessary:** Care that is essential to life and health, without which rapid deterioration may be an expected outcome and where medical surgical intervention makes a very significant difference; **and** care without which the youth's health could not be maintained without significant risk of either further serious deterioration of the condition or significant reduction of the chance of possible repair after release or without significant pain or discomfort.

## Office of Minority Services

OYA recognizes and celebrates the values and strengths of all cultures. The Office of Minority Services (OMS) ensures that OYA provides services that are appropriate based on cultural values. If your family has specific cultural or ethnic considerations which should be taken into account when developing the case plan and treatment services, please make these known to your youth's JPPO.

OMS provides a number of specific services to support youth and families of diverse cultures. These include:

- Translation and interpretation services for youth and families who have difficulty understanding and communicating in English
- Multicultural support groups
- Minority Youth Transition Program
- Gang Intervention
- Tattoo Removal Services
- Special events such as Native American Pow Wows, Cinco de Mayo Celebration, and Black History Month activities.

For more information about OMS, you may contact OMS staff by calling (503) 378-4667.

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## Youth Rights

All youth committed to the custody of the OYA will be treated fairly, respectfully and without discrimination. All youth will retain the rights given to them under state and federal laws.

The OYA is responsible for notifying youth of their rights and about the grievance process to follow if they believe their rights have been violated. All youth receive information about their rights and the grievance process during the intake period. Youth will not be retaliated against for filing a grievance or making a complaint. Staff will make sure this information is presented to youth in a manner they can understand.

While in OYA custody, youth will have the right to:

1. Receive sanctions for misconduct without degrading comments or intentional bodily harm.
2. Receive considerate and respectful treatment free of discrimination, mental/physical/sexual/verbal abuse and/or humiliation.
3. Receive complete information about his/her progress in treatment in age-appropriate language.
4. Have opportunity for play, recreation and exercise.
5. Have opportunity for education.
6. Receive adequate nutrition, sleep and medical care.
7. Have information kept confidential except in areas that allow for those who need to know certain information as defined by law.
8. Receive/send mail in accordance with court orders. Mail can be restricted if it is a threat or is detrimental to security, safety or order.
9. Have reasonable access to religious services and practices. No youth will be forced to participate.

10. Not be exploited or required to make public statement of gratitude for the agency to the public; or be required to perform at public gatherings.
11. Have opportunity to contact his/her attorney, parent, guardian and/or Juvenile Parole/Probation Officer.
12. Have opportunity to file a grievance if he/she believes a right has been denied or violated. Youth offenders may also call the toll-free phone number (1-800-315-5440) to report such events.

OYA does not allow these rights to be restricted as part of a disciplinary process or privilege system.

## **Parent/Guardian Rights and Responsibilities**

### **Parent/Guardian Responsibilities**

Parents/guardians have very important roles in helping youth make the most of their treatment in OYA. We recognize that it is a very vulnerable time for youth when they are placed outside the family home. Not only does your youth have to deal with family separation and reduced contact with family, friends and community support, but he/she has to adjust to a different environment with many new expectations. As a result, it is important that you become involved in your youth's treatment. OYA believes your role is critical in creating an opportunity for success for your youth.

Below is a list of your responsibilities while your youth is in OYA.

1. Communicate openly and respectfully with foster parents, OYA and program staff. Express your opinions, wishes and concerns openly and honestly.

2. Be open to new information, standards for accountability, and opportunities for **reformation**<sup>10</sup>.
3. Report concerns about, or violations of, youth rights, safety, and staff misconduct.
4. Be actively involved in your youth's treatment.

## Parent Rights

OYA is dedicated to being an agency that is transparent. For an agency to be transparent, people need to understand what the agency does and how the agency does it. Part of transparency is making sure that parents/guardians are informed of their rights as well as their responsibilities while their youth is in OYA custody. This is an important step to achieve the best possible treatment outcome for youth.

As parents/guardians of youth committed to the OYA, you have the right to:

1. Communicate during intake to share and gather information concerning your youth's commitment to the OYA.
2. Considerate and respectful treatment free of discrimination, verbal abuse, or humiliation.
3. Involvement in your youth's case planning process.
4. Regular contact with your youth's JPPO and treatment staff to communicate progress.
5. Visit your youth – however, please be informed that visits may be restricted based on court order or if there is a threat to security, safety or the orderly operation of the facility or program.

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<sup>10</sup> **Reformation:** The process of improving and changing youth conduct. This includes youth changing their thinking and behavior that led to criminal activity.

6. Receive/send mail in accordance with the law, unless restricted based on court orders - Mail will be restricted if it is a threat or it has been determined to be dangerous to security, safety or the orderly operation of the foster home, facility or program.
7. Express concerns that will be investigated, and to receive a report in a timely manner.
8. File a grievance if you believe a right has been violated. The grievance process is described in detail below.

## **Grievance Process**

If issues or concerns arise, OYA encourages you to report these as soon as possible to your youth's JPPO or treatment staff. The OYA will not discriminate or retaliate in any way against any individual who submits a complaint or participates in a complaint investigation.

Youth are provided information regarding grievances during the intake process. This includes informing youth what their rights are and how to file a grievance if they believe their rights have been violated. We encourage youth to make an effort to informally resolve problems with the involved staff. However, this is not a requirement.

You can contact the Professional Standards Office by telephone or email if you feel your youth's rights have been violated in a way that affects someone's safety or health. The contact information is: 1-800-315-5440 or <http://www.oregon.gov/OYA/psos.html>.

You may file a written grievance with your youth's treatment manager, program director or the facility superintendent/camp director.

The following is the step-by-step grievance process for youth in OYA facilities or community supervision:

Step 1: The youth or parent/guardian may file a grievance by completing an Offender Grievance Form or writing a letter to OYA. Ask your youth's JPPO or treatment staff for a copy of the form. The forms are available in any OYA field office and within youth correctional facilities. You may also obtain the form online at this address:

[http://www.oregon.gov/OYA/docs/ops\\_youth\\_grievance\\_form.pdf](http://www.oregon.gov/OYA/docs/ops_youth_grievance_form.pdf)

Step 2: Within seven (7) business days of receiving a grievance, staff will contact the youth or parent/guardian to review the matter. The goal of this review is to satisfactorily resolve the grievance. If you are unsatisfied with the response and the youth is in a youth correctional facility, you may request the grievance be reviewed by the superintendent or camp director. If you are unsatisfied with the results of the reviews, you may request a formal review (see Step 3).

Step 3: You may request a formal grievance review if you are not satisfied with the results of the other grievance reviews you have had. A formal grievance review will be held within 30 calendar days of your request, unless a delay is agreed to by the youth, or youth's representative, and the OYA staff reviewing the grievance. All involved parties will be notified in writing of the date and time for the review.

- Staff can help the youth prepare for the grievance upon request.
- The grievance review is not a legal proceeding but an opportunity to discuss the grievance and find resolution. Parent/guardians or youth who use legal assistance are responsible for paying for the services.
- During the review, the youth or parent/guardian can ask witnesses to testify, present testimony or provide documentary evidence.

Step 4: A written decision will be sent to you or the youth within 10 working days of the formal grievance review. The decision will include instructions for filing an appeal to the OYA Director.

## Conclusion

Hopefully this guide has answered questions you may have had about your youth's commitment to OYA and clarified some of your rights and responsibilities. It is very important that you complete the forms contained in the "Parent Packet" and return them to the youth correctional facility or Juvenile Parole/Probation Office as soon as possible. Remember to ask questions you may have written down throughout this guide when you meet with your youth's JPPO or treatment manager.

The OYA recognizes youth need their families to be involved in their lives during their commitment to OYA. Positive family involvement has shown to increase the chances of youth success in reformation. Please feel free to contact staff at your youth's facility or Juvenile Parole/Probation Office as additional questions surface. You may also contact the OYA central office at (503) 373-7205 concerning this guide.

## Questions?

1.

2.

3.

4.

5.

## **APPENDICES**

### **Appendix A**

#### **OYA Youth Correctional Facilities/Transition Programs (Camps)**

##### **Camp Florence**

541-997-2076

04859 South Jetty Road, Florence, OR 97439-8531

##### **Camp Tillamook**

503-842-4243

6820 Barracks Circle, Tillamook, OR 97141-9683

##### **Eastern Oregon Youth Correctional Facility**

541-573-3133

1800 West Monroe, Burns, OR 97720

##### **Hillcrest Youth Correctional Facility**

503-986-0400

2450 Strong Road SE, Salem, OR 97302-9676

##### **MacLaren Youth Correctional Facility**

503-981-9531

2630 North Pacific Highway, Woodburn, OR 97071-8999

##### **North Coast Youth Correctional Facility**

503-861-7190

1250 SE 19<sup>th</sup>, Warrenton, OR 97146

##### **Oak Creek Youth Correctional Facility & Young Women's Transition Program**

541-791-5901

4400 Lochner Road SE; Albany, OR 97322

##### **River Bend Transition Program**

541-663-8801

58231 Oregon Highway 244, La Grande, OR 97850-7240

##### **Rogue Valley Youth Correctional Facility**

541-471-2862 ext. 221

2001 NE F Street, Grants Pass, OR 97526-4813

##### **Tillamook Youth Correctional Facility**

503-842-2565 ext. 221

6700 Officer Row, Tillamook, OR 97141-8903

## **Appendix B**

### **OYA Facilities Prohibited Items**

There are significant security and safety risks to youth, staff, and the community when youth possess prohibited items. Contraband is any article or thing which a youth is prohibited by statute, rule, policy, or order from obtaining, possessing, or which the youth is not specifically authorized to obtain or possess, or which the youth alters without authorization.

Prohibited items may be authorized to enter the facility under strict control as directed by OYA policy, facility procedure or the superintendent/camp director. Prohibited items must be secured when not in use, and must never be in the possession of a youth.

#### **PROHIBITED ITEMS INCLUDE THE FOLLOWING:**

Aerosol spray  
 Altered items/ items altered from original purpose  
 Alcohol-containing fluids  
 Alcoholic beverages  
 Caustic or dangerous chemicals  
 Clothing articles referencing drugs, alcohol, gangs, hate, or obscenity  
 Clothing articles that are revealing  
 Dangerous tools, knives and equipment  
 Documents containing plans for escape, criminal activity, gang activity, OYA prohibited behavior or that constitutes a crime within itself or used for the furtherance of illegal activity  
 Escape devices or paraphernalia  
 Flammables, explosives, firecrackers, lighters, or matches  
 Firearms, weapons, or ammunition  
 Illegal items, substances or drugs  
 Keys and locks  
 Money, debit, credit or gift cards  
 Prescription or controlled medications  
 Prohibited Mail  
 Publications deemed detrimental to reformation  
 Metal items such as: large belt buckles, needles, brass knuckles, razor blades, other sharp metal objects.  
 Mobile communication devices (e.g. cell phones, two-way radios, GPS)  
 \*Internet connectable devices  
 Sexually explicit or pornographic materials  
 Tattooing devices or paraphernalia  
 Tobacco products or paraphernalia  
 Yeast, hot peppers, poppy seeds, cayenne pepper

- \*Camera, video or sound recording devices
- \*Glass bottles or containers
- \*Gum, taffy or sticky substances
- Other items designated by facility or program

\*Transition Camps may designate these items as controlled items that youth may obtain or possess under specific guidelines.

**SUPPLYING CONTRABAND IS A FELONY:**

A person commits the crime of supplying contraband if the person knowingly introduces any contraband into an OYA facility or program, or a person confined in such facility or program knowingly makes, obtains, or possesses any contraband item. OYA will initiate criminal charges against any person committing such crime.

## **Appendix C**

### **Youth Correctional Facility Daily Schedules**

Each facility provides a structured living environment for youth. This includes a daily schedule of activities. Attending education programs is a large part of each day.

Generally, the daily schedule during the school year is as follows:

#### **Basic Daily Schedule**

6:00 a.m.	Wake up, hygiene, breakfast
7:45 a.m.	School
11:30 a.m.	Lunch
1:00 p.m.	School
3:00 p.m.	Treatment Groups and/or Recreation
4:35 p.m.	Dinner
5:30 p.m.	Treatment Groups and/or Recreation
9:00 p.m.	Youth into dorms/rooms, showers, snacks
10:00 p.m.	Lights out

Weekend activities include recreation, visiting, religious services and cultural ceremonies.

## Appendix D

### Contact Information

#### Oregon Youth Authority Juvenile Parole & Probation Offices

**Benton County**

541-766-3545

**Clackamas County**

971-673-6700

**Clatsop County**

503-338-0125

**Columbia County**

503-397-0275

**Coos County**

541-756-4290

**Crook County**

541-416-3847

**Curry County**

541-247-3302

**Deschutes County**

541-388-6155

**Douglas County**

541-464-6393

**Jackson County**

541-774-3800

**Josephine County**

541-474-5186

**Klamath County**

541-883-5509

**Lane County**

541-682-4700

**Lincoln County**

541-265-0889

**Linn County**

541-967-2044

**Malheur County**

541-889-3810

**Marion County**

503-378-6804

**Multnomah County**

503-731-4971

**Polk County**

503-623-2349

**Tillamook County**

503-842-3417

**Umatilla County**

541-278-4225

**Union County**

541-663-8801

**Wasco County**

541-298-8580

**Washington County**

503-672-9569

**Yamhill County**

503-434-7376

Foster Care Certifier Phone and Address List

<b>OYA Foster Manager</b> 530 Center Street Suite 200 Salem OR 97301	503-373-7587 503-373-1363
<b>Coos, Curry, Jackson Josephine Counties</b> OYA Foster Care Certifier 400 Virginia Suite 114 North Bend OR 97459	541-756-4290
<b>Tillamook, Yamhill Counties</b> OYA Foster Care Certifier 2001 Front Street NE Suite 110 Salem OR 97303	503-378-2579
<b>Crook, Deschutes, Gilliam, Hood River, Jefferson, Sherman, Wasco, Wheeler, Klamath Counties</b> OYA Foster Care Certifier 62910 OB Riley Road Suite A204 Bend OR 97701	541-388-6155
<b>Douglas, Lane Counties</b> OYA Foster Care Certifier 2727 Martin Luther King Jr. Blvd. Eugene OR 97401	541-682-4717
<b>Malheur, Baker, Union, Umatilla, Wallowa, Morrow, Grant, Harney Counties</b> OYA Foster Care Certifier 2411 SW 4 <sup>th</sup> Avenue Ontario OR 97914	541-889-3810
<b>Clackamas, Clatsop, Columbia, Washington Counties</b> OYA Foster Care Certifier 1600 SW Cedar Hills Blvd., Ste. 100 Portland, OR 97225	503-672-9569
<b>Linn, Benton, Lincoln, Polk, Marion Counties</b> OYA Foster Care Certifier 4400 Lochner Road SE Parole Unit Albany OR 97322	541-967-2049
<b>Jackson, Josephine, Klamath Counties</b> OYA Foster Care Certifier 609 West 10 <sup>th</sup> Street Medford OR 97501	541-774-3800
<b>Multnomah County</b> 1401 NE 68 <sup>th</sup> Street Portland, OR 97213	503-731-8617

