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## **Behavior Management Program (BMP) Policies and Procedures, Consequences, Due Process, and Grievance Procedures**

### **I. General Overview — Behavioral Management Program**

- A. It is the policy of the Santa Barbara County Juvenile Hall to provide youth with a Behavior Management System that is designed to promote positive behavior by encouraging adherence to facility rules, providing pro-social activities and skill building chores to willing youth and recognizing hard work and good behavior as youth advance to reach excellent conduct and enhanced privileges.
- B. The Behavior Management Program are outlined in the Youth Orientation Handbook. Additionally, behavior expectations, rules, and consequences for inappropriate behavior are discussed during the orientation process and are posted in the living units.
  - 1. When youth are admitted to the Juvenile Hall, they will be read the rules, provided with a copy of the rules, and required to sign off to this fact.
  - 2. Cooperative, positive and polite behavior will earn privileges. If youth choose not to follow the rules, ignore staff directions and warnings, and fail to respond to counseling, then the appropriate level of consequences will be imposed.
  - 3. General behavioral guidelines for the youth are as follows:
    - a. Follow staff directions promptly.
    - b. Treat staff, program staff, volunteers and other youth respectfully.
    - c. Keep room neat and clean.
    - d. Participate cooperatively in assigned activities.

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- e. Avoid gang behavior of ANY kind.
- f. Respect property within the Juvenile Hall.
- g. Bring problems to the attention of staff.
- h. Review the Youth Orientation Handbook and/or read the rules posted in the living units. Ask staff if not sure about a rule or what to do.
- i. Avoid ALL body contact with other youth and staff.
- j. Wear the appropriate sized clothes, as determined by staff, and wear them in the proper manner.

C. Types of Consequences.

- 1. Failure to earn points for low level rule infractions such as profanity, unmade bed; dress code violations, etc. (See low level rule violation section).
- 2. Failure to earn enough points to earn access to certain privileges such as special seating areas, extra dayroom time, Saturday movies, and incentive snacks.

See this Chapter  
Sec IV

**II. Consequences — Philosophy**

- A. Maintaining order and safety in the Juvenile Hall depends primarily on how well staff supervise the youth and establish constructive professional relationships with the youth. The objective is to avoid behavioral problems by establishing an atmosphere of mutual respect and cooperation. This is accomplished by being immediate and consistent in both verbal praise and corrective counseling.
  - 1. Daily routines, activities and expectations should always be clearly explained and directed in a calm and orderly manner.

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2. Sarcasm, ridicule, threats, intimidation, or public criticism or embarrassment will not be tolerated.
  3. Praise and encouragement should be given when the opportunity arises.
  4. The denial of a youth's basic rights as a form of consequence is against policy and Title 15 regulations, and will not be tolerated.
- B. When possible, the consequence imposed should show a direct relationship between the negative act and the selected consequences.
- C. The age and maturity of the youth should be considered in determining the appropriate consequence.
- D. Reprimanding a youth for misconduct and imposing a consequence should be done without undue excitement, agitation, or loss of temper on the part of the staff.
- E. Reprimands and consequences should not be administered in the presence of other youth, unless no other reasonable option is available.
- F. The youth must be immediately notified of the reasons for the consequence when possible.
1. Counseling, an essential part of staff work, can ease or prevent behavior problems. When a conflict or disturbance occurs in the group, it is possible to overcome the problems by talking separately with the youth involved or through group discussions.
- G. All instances of consequences for negative behavior must be documented. Documentation will include time, date, reason for, and extent of consequence and the counseling / intervention that followed. This information is to be logged in the youth's events file in IMPACT, Daily Incentive Points Sheet, and, if appropriate, in a Worker's Special Report (WSR).

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- H. Consequences do not include corporal punishment, physical or psychological degradation or deprivation of basic rights which include the following:
  - a. Bed and clothing
  - b. Daily shower, access to drinking fountain, toilet and personal hygiene items, and clean clothing
  - c. Full nutrition
  - d. Contact with parent or attorney
  - e. Exercise
  - f. Medical services and counseling
  - g. Religious services
  - h. Clean and sanitary living conditions
  - i. The right to send and receive mail
  - j. Education

**III. General Information—Due Process**

The fair treatment and control of youth is fundamental to a sound program of detention and rehabilitation. Procedural safeguards ensure fairness, enhance staff decision-making skills, and help youth learn to solve conflicts in a non-delinquent manner.

- A. Due process shall not impede staff in the performance of their duties in crisis situations. Staff have a responsibility to immediately intervene with youth in a crisis situation that involves a threat to persons, property or the security and safety of

See Section  
VI - Due  
process

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the institution. At the conclusion of the crisis, disciplinary due process shall take place.

- B. Actions that impose sanctions or invoke a restriction, or deny programs normally expected in the institutional program because the youth violates an institutional rule or commits a law violation, will be conducted with the following constraints:
1. Each youth is to be orientated upon intake regarding responsibilities, institutional rules, and individual program objectives.
  2. Consequences will be determined fairly and will be equitably applied to all youth.
  3. Only Juvenile Hall probation staff may take action. Delegating consequences to any youth, or medical, educational or mental health staff is prohibited.
  4. Staff shall control youths' behavior in an impartial and consistent manner.
  5. Imposition of consequences shall not be capricious or retaliatory.
  6. Staff may not impose, or allow imposition of, corporal punishment of any kind.
  7. The degree of formality of due process will be in direct relationship to the severity of the misconduct.
  8. Consequences will be proportionate to the inappropriate behavior requiring action. To the extent possible, consequences shall be a natural consequence that is related to the misbehavior.
  9. If it appears that a youth is mentally ill, staff will refer the youth to Behavioral Wellness (BW) staff for assessment of whether the youth is responsible for his/her conduct, or is incompetent. Based on their assessment and evaluation, the youth may or may not remain in the institution. If mental health staff determine hospitalization is appropriate, 5585 WIC procedures will be initiated.

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See Chapter  
4125

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**IV. Categories of Rule Violations**

There are three categories or tiers of misconduct with corresponding consequences for misbehavior. Tier one for low level misconduct, tier two for minor level misconduct and tier three for major misconduct. Staff are to utilize the Santa Maria Juvenile Hall “Three Tier Guide to Reaching Excellent Conduct” to guide them as to which sanction is most appropriate. Specific sanctions are authorized for each category.

**A. Tier 1 – Low Level Misconduct**

Generally Tier 1 misconduct should be addressed through a verbal warning, redirection and counseling. Repeated Tier 1 misconduct can result in a youth’s failure to earn points or a loss of privileges. Examples include, but are not limited to:

1. Use of inappropriate language.
2. Disrespect to staff
3. Sharing or passing of food

**B. Tier 2 – Minor Misconduct**

Generally Tier 2 misconduct should be addressed through a combination of redirection, counseling, and a youth’s failure to earn points. Repeated or egregious Tier 2 misconduct may result in a youth being placed in a time out. Examples include, but are not limited to:

1. Horseplay: Inappropriate loud, raucous behavior or rough, boisterous play and/or unwarranted physical contact between or among two or more youth.

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2. Out of assigned area: Being in an unauthorized area of the institution without permission by staff, or loitering in the rest room, shower or desk area.
3. Unit disruption, vulgar acts, repetitious acts of Tier 1 or Tier 2 misconduct.

C. Tier 3 – Major Misconduct

Tier 3 misconduct can be addressed by automatic reduction in the youth’s weekly behavior status, up to 4 hours of Room Confinement Status (RCS) or Maximum Security (MS) and a loss of ER days. New charges may also be filed if the youth’s action is in violation of the penal code. Examples include, but are not limited to:

1. Use or possession of major contraband: Any item on the youth or in his/her assigned room (or living area to which others do not have access) that can be used as a weapon or for the purpose of escape; alcohol, drugs, intoxicants or amounts of money indicative of escape plans or delinquent conduct. Juvenile Hall Administration will determine if new charges will be pursued through the District Attorney’s office.
2. Assault including threats of violence (with existing means) to do bodily harm to another without the actual doing of the bodily harm threatened.
3. Unit disruption: Engaging in activity which causes a significant disruption in the usual schedule, atmosphere or operations of the unit, including gang-style “roll calls.”
4. Sexual misconduct (exposure): Exposing themselves to other staff or other youth.
5. Riotous behavior: Engaging in activity which can incite a riot which includes premeditated assaults between multiple youth at the same time.

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References

- D. Youth have the right to file a grievance if they feel they have received an unfair consequence for their negative behavior. Youth who ask staff in the units for a grievance form shall be provided one. Grievance procedures are posted in the units.

**V. Low Level and Minor Consequence Process**

- A. The staff member observing and recommending/initiating the consequence must:
  - 1. Inform the youth at the time of the incident of the specific misbehavior.
  - 2. Solicit the youth's input as to his/her side of the incident (potential mitigating circumstances).
  - 3. Announce to the youth, following consideration of his/her input, what the recommended or actual consequences will be.
- B. The consequence discussed in this paragraph requires documentation in a Worker's Special Report (WSR). All such reports are to be completed before the staff member goes off duty at the end of that shift.
- C. All consequences must be reviewed by the Shift Supervisor by the end of the shift by reviewing/approving the WSR.
- D. Any appeal by a youth for low level and minor consequence is conducted by filing a grievance. The resolution of a grievance will be conducted with the lowest appropriate staff level.

**VI. Due Process**

- A. For the purpose of Due Process a "major misconduct" is defined as any behavior and subsequent consequence that results in RCS, MS, and an extension beyond four hours, or loss of Early Release credit.



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1. As soon as reasonably possible and before leaving work on the day of the incident, the staff member(s) involved in or witnessing the major misconduct shall prepare a WSR and submit it to the Sr. DPO/Sr. JIO for review.
- B. Due process differs from the grievance procedures in that due process is:
  2. Initiated by staff and administration; whereas, a grievance is initiated by the youth.
  3. Based upon the implementation of consequences; whereas, a grievance can be generated at any time and for any reason.

**VII. Notice of Due Process**

- A. When a youth is placed on RCS, MS or receives a loss of ER days the staff member initiating the consequence shall immediately prepare a Notice of Due Process Form documenting the misconduct and threat to the safety and security of the facility and the proposed consequence or status change.
  1. All youth will be served a notice of proposed consequence prior to staff conducting a hearing.
  2. All youth will be provided the provision to be assisted by staff in the hearing process.
  3. Staff will wait for a sufficient time to elapse that allows the youth time to prepare for the hearing process.
  4. The youth may waive time for the hearing by indicating so on the Notice of Due Process and initialing.
- B. Staff shall immediately deliver a copy of the completed Notice of Due Process Form to the youth and the original to the Sr. JIO

Attachment B  
Notice  
Due Process

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**VIII. Hearing Process**

A. Hearing Officer Actions

1. The Hearing Officer will generally be the Sr. JIO. If, however, the Sr. JIO is unavailable or is a party to the incident, any other CORE-trained JIO, designated by the shift supervisor, who is not a party to the incident, may serve as the Hearing Officer. The Hearing Process will take place prior to the end of the shift on which the consequence was recommended.

*The exception is when the consequence is initiated on the 3<sup>rd</sup> Shift. In these instances, the Due Process Hearing will be conducted on the 1<sup>st</sup> Shift.*

2. Upon receipt of the completed Notice of Due Process Form, the Hearing Officer will review the WSR (if completed), speak to the officer recommending the consequence, collect other pertinent information, and then interview the youth to discuss the recommended consequence and hear and consider any input from the youth.
3. Following the discussion with the youth, the Hearing Officer shall indicate on the Due Process Hearing Form:
  - a. Facts Unfounded
  - b. Facts Founded
  - c. Consequence Modified
  - d. Consequence Imposed
4. The Hearing Officer and the youth shall sign and date the Due Process Hearing Form.
5. Violations that result in a removal from camp or commitment program, but not a return to court, will follow the due process provisions.

Attachment C

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**IX. Appeal Process – Hearing Officer Procedures**

- A. If the youth indicates that he/she requests to appeal the recommended consequence, the Hearing Officer shall advise the youth that the decision will receive an Administrative Review of the Appeal as soon as possible, or before the end of the shift.
- B. The Hearing Officer will document the time and date that the Hearing Form and any supporting documents (WSRs, witness statements, etc.) are provided for Administrative Review of the Appeal.

**X. Administrative Review**

- A. The Hearing Officer shall deliver all completed and properly signed WSRs, Notice of Due Process Forms to the Supervising Probation Officer (SPO) or their designee.
  - 1. The SPO/designee shall administratively review all consequences and appeals.
  - 2. If the SPO/designee agrees that the consequence is appropriate s/he shall indicate his/her concurrence, approve the WSR and sign the Administrative Review section of the Hearing Form.
  - 3. If the SPO/designee disagrees with the sanctions s/he shall note the reasons, modify the sanctions, approve the WSR, sign the Administrative Review section of the Hearing Form, and notify both the staff and youth of the modification.
  - 4. The SPO will notify the Manager of any unusual actions or outcomes.
- B. In the absence of the SPO, the Probation Manager shall perform the Administrative Review.

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**XI. Youth Grievance Procedure**

A. General grievance information

During a youth's stay at the Juvenile Hall, if they have a complaint relative to any condition of their confinement, including, but not limited to health care services, classification decisions, program participation, telephone, mail or visiting procedures, food, clothing, or bedding, or a consequence they received, they have a right to file a grievance, appeal the decision rendered and have a fair hearing in order to resolve the problem.

1. The Grievance Process is discussed during the Intake and Orientation process. Grievance forms are available within each of the living units and will be made available to youth. Youth are instructed how to properly complete the form and will be given an opportunity to complete the grievance at the first available time. The youth does not need to explain the reason he/she is requesting the grievance form.
  - a. Grievances will be handled at the lowest appropriate staff level and there will be no refusal for a youth requesting to utilize the grievance procedure. The youth can request to explain their version to a staff not directly involved in the event leading to the grievance.
  - b. If this intervention does not resolve the matter, it will be referred to the Shift Supervisor. This problem-solving session should be conducted as soon as possible, but no later than 24 hours, without compromising the safety and security of the institution.
  - c. The Shift Supervisor will review the grievance form and will talk to the youth, giving them the opportunity to explain their side of the story.
  - d. If the decision of the Shift Supervisor is unsatisfactory to the youth, the youth can appeal this decision to the SPO, who will review it within 24 hours, excluding weekends and holidays. If the decision of the SPO is unsatisfactory to the youth, the youth can appeal this decision to the

Attachment  
D

Chapter 4109

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Probation Manager, who will review it within 24 hours, excluding weekends and holidays.

- e. The grievance form must reflect the evidence relied upon and the reasons for the decision. The final written decision of the grievance may be read by the youth. The youth is required to sign and date the grievance form at the completion of the hearing.
- f. Each youth will receive a written copy of the decision made on his/her grievance.
- g. Copies of all grievances will be registered in a grievance log that is kept at Intake.
- h. JIO staff will assist an illiterate youth with completing the grievance form when necessary.

**B. Confidential Grievance**

- 1. Youth shall have the right to submit a confidential grievance, to be reviewed specifically by the facility's SPO.
  - a. A confidential grievance is submitted via a separate, locked box, marked "Confidential Grievances Only." The confidential grievance will not be read by staff prior to being placed in the confidential grievance box. This confidential box will be checked only by the SPO Monday - Friday. The confidential box will indicate that review will take place Monday-Friday, excluding weekends and holidays.
  - b. The SPO will review the confidential grievance.
  - c. If the SPO determines the grievance warrants a direct meeting with the youth, the SPO will talk to the youth, giving them the opportunity to explain their concern.

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- 1) If the decision of the SPO is unsatisfactory to the youth, the youth can appeal the decision to the Probation Manager.
- d. If the SPO determines that the grievance does not need to be handled confidentially, the SPO will advise the youth and the grievance will be returned to the unit for completion, and will proceed through the normal grievance chain of command as described in Subsection A of this section.

**XII. Citizen Complaint Procedures**

Concerns voiced by parents, guardians, staff or other parties will be documented by staff via e-mail and forwarded to the SPO/Probation Manager for resolution. The SPO/Probation Manager, after reviewing and researching the concerns presented, will respond to the reporting party within 72 hours. They will offer a Citizens' Complaint Form (Pro-522) to any individual expressing a desire to file a complaint. Should a form be completed and returned, procedures outlined in Chapter 1132 of the Administrative Manual will be followed.

Attachment E

**Attachment A**  
**Santa Maria Juvenile Hall**  
**GUIDE TO HELPING YOUTH REACH EXCELLENT CONDUCT (REC)**

LEVEL OF MISCONDUCT	EXAMPLES OF MISCONDUCT	REMEDICATION PLAN/IDEAS
<b>Tier 1</b>	<ul style="list-style-type: none"> <li>• Disrespect to staff/youth</li> <li>• Profanity</li> <li>• Talking while at ease</li> <li>• Unkempt room</li> <li>• Dress code violation/possession of extra clothing</li> <li>• Possession of contraband (non-security) including lyrics, inappropriate style writing or drawings</li> <li>• School removal</li> <li>• Slow response to staff instructions (1<sup>st</sup> offense)</li> <li>• Failure to follow staff instructions (minor)</li> <li>• Out of area (first offense)</li> <li>• Shower/meal refusal*</li> <li>• Staff manipulation</li> <li>• Non-permanent room damage (if youth repairs)</li> </ul>	<ul style="list-style-type: none"> <li>• Verbal warning</li> <li>• Redirection</li> <li>• Counseling from staff</li> <li>• Essay</li> <li>• Apology letter</li> <li>• Unit presentation (reading rules, etc.)</li> <li>• Time out- up to 1 hour (separate from group in unit or taken to alternative location within the facility)</li> <li>• Loss of items from Tools for Success Packets (youth has to earn those items back).</li> </ul> <p>*Medical/Mental Health referral</p>
<b>Tier 2</b>	<ul style="list-style-type: none"> <li>• Failure to follow staff instructions (safety/security)</li> <li>• Vulgar/Obscene acts</li> <li>• Gang activity including signing, tagging, possession of drawings</li> <li>• Derogatory slurs</li> <li>• Repetitious acts of misconduct (3<sup>rd</sup> offense)</li> <li>• Repetitive refusal to attend school (non-med/MH)</li> <li>• Unit disruption including kicking/pounding on door</li> <li>• Threatening other youth or staff (impulsive)</li> <li>• Clothing/linen damage</li> <li>• Kites</li> <li>• School disruption resulting in removal</li> <li>• Horseplay/body contact</li> <li>• Out of area of supervision</li> <li>• Staff manipulation (premeditated)</li> </ul>	<ul style="list-style-type: none"> <li>• Tier 1 Remediation ideas</li> <li>• Assigned seating in dayroom (away from the group)</li> <li>• Loss of bunking privileges</li> <li>• Counseling from assigned DPO</li> <li>• Behavior contract</li> <li>• Loss of assigned jobs</li> </ul>
<b>Tier 3</b>	<ul style="list-style-type: none"> <li>• Repeated derogatory slurs</li> <li>• Continued failure to attend school**</li> <li>• Gang role call*</li> <li>• Destruction of County property resulting in permanent damage (windows, plumbing, electronics, etc.)*</li> <li>• Sexual misconduct (exposure)</li> <li>• Tampering with alarms/locks (chalk)</li> <li>• Repetitious or excessive Tier 1 or Tier 2 violations</li> <li>• Assault/Battery*</li> <li>• Possession of major contraband (drugs, weapons).*</li> <li>• Threats to staff (serious)*</li> <li>• Riotous behavior (physical)**</li> <li>• Disabling alarms locks, etc.</li> <li>• Legitimate escape attempt</li> <li>• Intentional/blatant sexual act directed at staff**</li> </ul>	<ul style="list-style-type: none"> <li>• Tier 1 &amp; 2 Remediation ideas</li> <li>• Loss of ER days</li> <li>• Up to 4 hours RCS or MS (requires Sr. DPO approval)</li> <li>• Loss of everything in room that is being misused</li> <li>• Loss of participating in extra programs</li> <li>• Restorative Justice</li> <li>• Discuss in Treatment Team Meetings</li> </ul> <p>*Possible new charges filed  **Possible VOP filed</p>

# Attachment B

## Santa Barbara County Probation Department Santa Maria Juvenile Hall

### Notice of Due Process

Youth Name: \_\_\_\_\_ Unit \_\_\_\_\_ Room \_\_\_\_\_

You are subject to a consequence and/or a housing status change for the following behavior, which is a Major Rule Violation.

Major Rule Violation: \_\_\_\_\_  
\_\_\_\_\_

Date & Time of Incident \_\_\_\_\_

Proposed consequence or housing status change: \_\_\_\_\_

Staff Signature: \_\_\_\_\_ Date: \_\_\_\_\_ Time: \_\_\_\_\_



# Attachment C

## Santa Barbara County Probation Department Santa Maria Juvenile Hall Due Process Hearing Form

Youth Name: \_\_\_\_\_ Unit \_\_\_\_\_ Room \_\_\_\_\_ JID \_\_\_\_\_

Staff providing form to detainee: \_\_\_\_\_ Date/Time: \_\_\_\_\_

**Notice to Youth:** A Hearing Officer will review the WSR and this Form, and will then talk to you and any witness.

Type/Location Incident: \_\_\_\_\_ Date/Time of Incident: \_\_\_\_\_

Youth Statement: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Hearing Officer (HO) Finding:**

Facts Unfounded: \_\_\_\_\_ Facts Founded: \_\_\_\_\_ Discipline Modified: \_\_\_\_\_ Discipline Imposed: \_\_\_\_\_  
\_\_\_\_\_

Comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Signature of Youth: \_\_\_\_\_ Date/Time: \_\_\_\_\_

Signature/Title of HO: \_\_\_\_\_ Date/Time: \_\_\_\_\_

**Further Appeal:** Yes \_\_\_ No \_\_\_

Signature of Youth: \_\_\_\_\_ Date/Time: \_\_\_\_\_

Signature of HO: \_\_\_\_\_ Date/Time: \_\_\_\_\_

**Administrative Review/Finding:**

Action Approved: \_\_\_\_\_ Action Modified: \_\_\_\_\_

Signature/Title of Review Staff: \_\_\_\_\_ Date/Time: \_\_\_\_\_

# Attachment D

## YOUTH GRIEVANCE FORM

**Youth Name:** \_\_\_\_\_

**DOB:** \_\_\_\_\_

What is your grievance?

What do you want done?

**Youth Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_ **Time:** \_\_\_\_\_

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**Juvenile Institutions Officer (JIO) or Senior Juvenile Institutions Officer (Sr. JIO) Decision/Comments:**

**JIO/Sr. JIO Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_ **Time:** \_\_\_\_\_

\_\_\_\_\_ Agree/Do Not Wish to pursue

\_\_\_\_\_ Desire To Pursue Further

**Youth Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_ **Time:** \_\_\_\_\_

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**Senior Deputy Probation Officer (Sr. DPO) Decision/Comments:**

**Sr. DPO Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_ **Time:** \_\_\_\_\_

\_\_\_\_\_ Agree/Do Not Wish To Pursue

\_\_\_\_\_ Desire To Pursue Further

**Youth Signature:** \_\_\_\_\_

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**Supervising Probation Officer, (SPO) Decision/Comments:**

**SPO Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_ **Time:** \_\_\_\_\_

\_\_\_\_\_ Agree/Do Not Wish To Pursue

\_\_\_\_\_ Desire To Pursue Further

**Youth Signature:** \_\_\_\_\_

---

**Director Final Decision/Comments:**

**Director Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_ **Time:** \_\_\_\_\_

\_\_\_\_\_

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**COPY OF GRIEVANCE HEARING RESULTS GIVEN TO YOUTH ON:**

**Youth Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_ **Time:** \_\_\_\_\_



**Attachment E**  
**COUNTY OF SANTA BARBARA**  
**PROBATION DEPARTMENT**  
**Citizen Complaint Form**

Section 148.6 of the Penal Code requires that any law enforcement agency accepting an allegation of misconduct against a peace officer shall require the complainant to read and sign the following advisory:

**YOU HAVE THE RIGHT TO MAKE A COMPLAINT AGAINST A POLICE OFFICER FOR ANY IMPROPER POLICE CONDUCT. CALIFORNIA LAW REQUIRES THIS AGENCY TO HAVE A PROCEDURE TO INVESTIGATE CIVILIAN'S COMPLAINTS. YOU HAVE A RIGHT TO A WRITTEN DESCRIPTION OF THIS PROCEDURE. THIS AGENCY MAY FIND AFTER INVESTIGATION THAT THERE IS NOT ENOUGH EVIDENCE TO WARRANT ACTION ON YOUR COMPLAINT; EVEN IF THAT IS THE CASE, YOU HAVE THE RIGHT TO MAKE THE COMPLAINT AND HAVE IT INVESTIGATED IF YOU BELIEVE AN OFFICER BEHAVED IMPROPERLY. CIVILIAN COMPLAINTS AND ANY REPORTS OR FINDINGS RELATING TO COMPLAINTS MUST BE RETAINED BY THIS AGENCY FOR AT LEAST FIVE YEARS.**

**IT IS AGAINST THE LAW TO MAKE A COMPLAINT THAT YOU KNOW TO BE FALSE. IF YOU MAKE A COMPLAINT AGAINST AN OFFICER KNOWING THAT IT IS FALSE, YOU CAN BE PROSECUTED ON A MISDEMEANOR CHARGE.**

*I HAVE READ AND UNDERSTOOD THE ABOVE STATEMENT.*

\_\_\_\_\_  
**Signature of complainant**

\_\_\_\_\_  
**Date**

**COMPLAINANT INFORMATION**

**Print Full Name:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Home Address:** \_\_\_\_\_

**City:** \_\_\_\_\_ **Zip code:** \_\_\_\_\_

**Mobile phone number:** \_\_\_\_\_ **Work phone number:** \_\_\_\_\_

**Email address:** \_\_\_\_\_

**Instructions for filing a complaint:** The Santa Barbara County Probation Department takes complaints regarding their officers seriously, and has an established policy and procedure for receiving, investigating, recording and disposing of all citizen complaints. You may file a complaint either in person or by mail, with any employee of the department. You are encouraged to provide as much detail as possible about the incident, including the time, date and location of the incident, the name of the employee(s) involved, and the names and contact information of any witnesses. Every complaint of misconduct will be reviewed to determine the appropriate level of investigation.

**Summary of complaint process:** Once your complaint is filed, the Chief Probation Officer will assign a lead investigator to gather all information relevant to the allegations of misconduct listed in the complaint. Should the allegation against the employee be sustained, the Chief Probation Officer or a designee will determine appropriate corrective action. Due to the confidential nature of personnel matters, the complainant is not entitled to specific information regarding the outcome of the complaint. Within 30 days of final disposition, written notification will be provided to the complainant that the allegation was determined to be one of the following:

- Unfounded (The allegation was not supported by the evidence),
- Exonerated (The incident occurred, but the employee involved acted lawfully and properly),
- Not Sustained (There was insufficient evidence to either prove or disprove the allegation), or
- Sustained (The allegation was supported by the evidence).

Name of officer(s) involved: \_\_\_\_\_

Date of incident: \_\_\_\_\_ Time of incident: \_\_\_\_\_

Name of witness: \_\_\_\_\_

Address of witness: \_\_\_\_\_

Mobile phone number of witness: \_\_\_\_\_

Description of complaint: (Please provide details of incident, and use additional pages if necessary)

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Suggested Resolution: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Signature of Complainant

Date

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For Probation Use Only

- Complaint received by mail on \_\_\_\_\_ by \_\_\_\_\_.
- Complaint received in person by \_\_\_\_\_ on \_\_\_\_\_.

**\*ALL COMPLAINTS ARE TO BE ROUTED IMMEDIATELY TO PSU\***