



San Francisco Juvenile Probation Department
375 Woodside Avenue
San Francisco, CA 94127

San Francisco Juvenile Probation Department
COVID-19 Response

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Version 2

Chief Katherine Weinstein Miller

Message from the Chief

In late February 2020, the San Francisco Juvenile Probation Department initiated our response to the unprecedented global COVID-19 pandemic. We have since expanded those efforts to address every aspect of operations in Juvenile Hall and Probation Services. The Juvenile Probation Department is committed to safeguarding the well-being of the children, families, and communities we serve, as well as that of everyone who works in and visits our facilities and offices. Our response has included a sustained focus on safely reducing youth detention in Juvenile Hall, wherever possible.

As documented here, the Juvenile Probation Department (JPD) has enacted a series of measures—in close coordination with our justice, health, education, and community partners—to follow the directives of the Centers for Disease Control and Prevention and the Department of Public Health; adhere to the City’s Shelter-in-Place orders; prevent and address the potential for COVID-19 transmission in Juvenile Hall; and, ensure community and youth safety. Issue-specific policies, referenced throughout, have been compiled in an [online Appendix](#). As policies are updated and added to meet the evolving public health crisis, they will be added to this repository by date of issuance.

Background

On February 25, 2020, Mayor London Breed issued a declaration of a local emergency in San Francisco in response to the global outbreak and spread of COVID-19 (novel coronavirus), a new, highly contagious respiratory illness. On March 12, 2020, the San Francisco Unified School District closed all school sites, including the school in Juvenile Hall.

Effective March 17, 2020, the Health Officer of the City and County of San Francisco, in conjunction with six other Bay Area counties, ordered a Shelter-in-Place Order in response to the COVID-19 pandemic directing all business and governmental agencies to cease nonessential operations at physical locations. Shortly thereafter, Governor Newsom ordered a state-wide Shelter-in-Place order on March 20, 2020. Subsequently, the Health Officer of the City and County of San Francisco has issued additional orders (which can be found on the Department of Public Health [web site](#)), extending the duration of shelter in place, and addressing other aspects of the emergency.

Essential Government Functions

Pursuant to the Shelter-in-Place orders, all law enforcement personnel, including employees of the San Francisco Juvenile Probation Department, are exempt to the extent that they are performing “Essential Government Functions.” Essential Government Functions are defined as “services needed to ensure the continuing operation of the government agencies and provide for the health, safety and welfare of the public.” Many duties of the Juvenile Probation Department are mandated by state and federal law, as well as orders of the Superior Court, and must be maintained. As required, JPD is adhering to the following provisions of the Shelter-in-Place orders:

- Each governmental entity shall identify and designate appropriate employees, volunteers, or contractors to continue providing and carrying out any Essential Governmental Functions,
- All Essential Governmental Functions shall be performed in compliance with Social Distancing Requirements to the greatest extent feasible.
- Maximize the number of employees who work from home and generally scale down operations that are not considered essential.
- Limit non-essential travel.

All essential workers employed by the Juvenile Probation Department are eligible for the City’s [COVID-19 testing program](#).

JUVENILE HALL

The safety and well-being of the youth detained in Juvenile Hall and under our care are always topmost priorities of the Department. Given the increased risk of transmission in congregate settings, JPD is engaging in ongoing, collaborative efforts to safely reduce detention, wherever possible. For those youth who are required to remain in our custody, we have implemented enhanced protocols in response to the COVID-19 pandemic. JPD ensures that all critical security and safety posts are manned as required by the Board of State and Community Corrections (BSCC).

In accordance with federal, state, and local public health guidance and directives, BSCC is granting JPD Emergency Suspensions of Standards pursuant to Title 15, in two week increments, regarding the following standards: education program; programs, recreation, and exercise, religious program, visiting, health care services ([Appendix: BSCC COVID-19 Emergency Suspension of Standards](#)). As described below and in the [Appendix](#), JPD has implemented a series of alternatives, when possible, to meet these needs.

For the duration of this emergency, access to Juvenile Hall is limited to essential government personnel who have completed a daily health and temperature screening. In order to meet social distancing requirements, staff and youth attempt to maintain a six feet distance at all times, wear facial coverings, and keep physical contact to a minimum. All youth are provided informational sessions regarding COVID-19, and parents/guardians are provided with written COVID-19 information flyers upon release.

Department of Public Health—Special Programs for Youth (SPY) Protocols

In collaboration with JPD, the Department of Public Health's Special Programs for Youth (SPY) team at Juvenile Hall has implemented a series of measures to prepare for and prevent COVID-19, including an admission screening protocol ([Appendix: SPY Admissions COVID-19 Screen](#)), Juvenile Hall-specific recommended precautions ([Appendix: Juvenile Justice Center COVID-19 Recommended Precautions](#)), and quarantine and isolation policies ([Appendix: SPY COVID-19 Medical Isolation/Quarantine Procedures at JJC](#); [SPY Discontinuation of Isolation or Quarantine per CDC Guidelines](#)). These measures are updated regularly to reflect the guidance of the Department of Public Health and the Centers for Disease Control and Prevention, and are available in the [Appendix](#).

Medical triage, including the COVID-19 screen, is the first step of the admission process for any youth booked into the facility. Every youth brought to the Admissions Office is equipped with a mask prior to entry into the facility and SPY Registered Nurses (RNs) contact Juvenile Hall daily and ensure that Admission staff have sufficient masks on hand to provide to newly arriving youth each day. As of May 18, 2020, DPH tests all detained youth at point of entry, and as of May 22, 2020, all youth are initially housed on the Intake Unit, pursuant to the *JJC Intake Unit (Unit 1) Protocol* (see [Appendix](#)). Any youth who is showing signs of illness that may be due to COVID-19 or tests positive is transferred to the Medical Isolation Unit ([Appendix: SPY COVID-19 Medical Isolation/Quarantine Procedures at JJC](#)). In the Medical Isolation Unit, Juvenile Hall staff engage in enhanced social distancing and hygiene practices, and wear gowns and face shields provided by SPY, while ensuring that all youths' needs are met ([Appendix: JJC Admissions and Quarantine Protocol](#)).

SPY RNs are present at the facility 24/7 and are regularly monitoring the health of the youth, including multiple daily visits to each unit to check in with every youth. In case of any medical concern, SPY staff notify the youth's family, and their attorney.

Mandatory Health Screening for Individuals Entering Juvenile Hall

- On a daily basis, all persons who enter Juvenile Hall submit to a non-invasive health screening, including a temperature check using a non-contact, surface infrared thermometer, administered at the main entrance ([Appendix: Thermoscan Policy & Procedure](#)).
- Entry to Juvenile Hall only takes place at the main entrance – the internal sallyport is not to be used by individuals who have not completed a health screening on that day.

Face Masks

- Pursuant to the orders of the Health Officer of the City and County of San Francisco, Juvenile Hall staff wear Department-issued face masks at all times in the workplace. These masks are used only within Juvenile Hall, and not outside of work for personal use ([Appendix: Juvenile Hall Mask Policy](#)).
- At admission to Juvenile Hall, youth are provided with a face mask prior to entry, and are first directed to wash their hands with soap and water, prior to SPY medical triage/COVID-19 screening.
- Juvenile Hall staff wear both masks and gloves during the entire booking process.
- Arresting officers (e.g. San Francisco Police Department) wear face masks at admission, and any time they enter the facility. These masks are supplied by the arresting officers' own agency.
- All youth being released from Juvenile Hall are provided with masks to take with them when they are discharged from the facility.

Cleaning

- All non-porous surfaces are sanitized every two to three hours, as recommended by the City Administrator's Office, using City-approved cleaning supplies.
- All handcuffs are sanitized after each use and allowed to air dry for two minutes before wiping clean.
- The Admissions Office, including, but not limited to countertops and door handles, is sanitized after every booking into Juvenile Hall.

Hygiene

- Juvenile Hall staff practice, teach, and reinforce hygienic practices including:
 - Handwashing frequently with soap and warm water for 20 seconds.
 - Keeping hands off eyes, nose, and mouth.
 - Wearing a mask at all times.
 - Educating both youth and staff regarding virus transmission and why this knowledge is important.
- Use of soap and warm water is prioritized over hand sanitizer. All youth have small bars of soap in their rooms so they can frequently wash hands. All units have wall-mounted hand sanitizer dispensers.
- Youth and staff are instructed to wash their hands before and after meals; before and after school or other activities; when entering and exiting the unit; and at additional times during awake hours.
- Directions for hand washing and covering sneezes/coughs are clearly posted throughout the facility for youth.

Education & Programming

Education, pro-social activities, and programming are critical to the positive development of youth in our care. JPD is committed to working with our partners to provide activities throughout the day through video conferencing, or lead by Juvenile Hall and SPY staff. In order to promote social distancing, the number of staff and youth in each group activity is limited.

- In collaboration with the San Francisco Unified School District (SFUSD), JPD is engaged in ongoing efforts to enhance distance learning, and all youth continue to be provided with school assignments and earn school credits while they are in the facility. School structure is maintained on the living units including one on one video conferences with teachers, and individualized written educational packets designed by their teachers.
- All in-person, outside provider programs have been suspended in the facility. All youth will continue to have access to the following activities, and we continue to work with our community partners to implement additional programming components:
 - Library access
 - Mental health staff-facilitated therapeutic groups and individual support with COVID-19 information sessions
 - Staff-facilitated programs
 - *Success Centers* Life Skills, Job Readiness and Coding
 - *Art of Yoga* Video Yoga Classes and Mindfulness Activities
 - *Each One Reach One* Virtual Art Program
 - *Beat Within* Writing Program
 - *Power Source* Life Skills
 - *Sunset Youth Services* Virtual Music and Music Video Production

Visits & Communications

While only essential government staff are allowed entry into Juvenile Hall, JPD has implemented new technological systems to facilitate communication and visitation between youth and their parents/guardians, attorneys and community-based organizations that provide reentry support. JPD has also expanded visitation hours and telephone hours to ensure that youth and their families have the opportunity to communicate frequently during this time of heightened concern.

- Youth phone call hours are scheduled every day.
- No-contact visiting/video visitation hours have been extended to 3:30 PM-7:00 PM every day.
- JPD has implemented both remote video visitation and on-site video visitation for parents/guardians, attorneys and approved CBO staff ([Appendix: Video Visitation Protocol](#)).
 - Staff provide individual training to parents/guardians on how to utilize the technology.
 - Video visitation is prioritized for parents/guardians, and also available to attorneys and community organizations who are working with detained youth.
 - Parents/guardians may schedule multiple visits in advance, ensuring frequent sessions with their children.
- **Remote video visitation:** Parents/guardians, attorneys and approved CBO staff may schedule time for a remote video conference with their child/client, using a free Microsoft Teams application. Detailed instructions to access and use the application on iPhone, Android, Windows, and Chromebook are available for parents/guardians and attorneys ([Appendix: How Teams Video Meeting Works for Parents & Attorneys](#)).
- **On-site video visitation:** Given current COVID-19 protocols, remote video-conferencing is encouraged unless not otherwise possible. Parents/guardians, attorneys and approved CBO staff may schedule time to come to the JPD administrative building at 375 Woodside Avenue to access a computer terminal to visit with youth.

PROBATION SERVICES

Juvenile Probation Officers and Social Workers continue to provide services to youth and their families, facilitating positive youth outcomes and accountability, meeting all required mandates and court orders, and emphasizing community health and safety.

- For the duration of this emergency, access to the JPD Administration Building, where Probation Services is housed, is limited to essential operations and services, those youth/families directed to report by a Probation Officer, and those appearing in Court.
- Daily on-site staffing is limited to a minimal team of Deputy Probation Officers, Supervisors, and Clerical Staff from across units, with other staff telecommuting, as per the requirements of the Shelter-in-Place orders.
- All on-site JPD programming has been suspended, including Probation Orientations
 - As of June 2020, Probation Orientation is provided via video conference.
- The City Youth Now office at 375 Woodside is open as needed and functioning remotely.
- Social distancing standards have been implemented among staff, with partner agencies, and with the public.
- All staff are required to complete a COVID-19 health screening self-certification before reporting to work each day, as required by the [Department of Human Resources](#).

Appointments & Field Visits

- Almost all field visits and on-site appointments have been suspended and replaced with phone communications with youth and their families.
 - Supervision, support, and check-ins are primarily provided by telephone, unless there is a community safety concern; or an on-site appointment is required by court order, for example, an appointment to be fitted for an electronic monitoring device.
- JPD is following the [guidance](#) issued by the California Department of Social Services for in-person requirements related to caseworker visits for children, wards, and nonminor dependents in out of home placements, which take into consideration county public health orders and the state's [resilience roadmap](#) ([Appendix: JPD Probation Services Monthly Visits June 23 2020](#))

Youth & Family Support

- To assess whether families require assistance with a variety of needs, JPD has developed a checklist of questions for all Probation Officers and Social Workers to use in their contact with families, and an accompanying resource guide to quickly provide families with referrals – including access to food, school support (computers/wifi); mental and physical health services, shelter, childcare, or other resources ([Appendix: COVID-19 Services in San Francisco County](#)).
- The [JPD website](#) has been updated with links to critical resources for families and youth, as well as information regarding COVID-19 prevention procedures in Juvenile Hall.
- Printed information about critical resources has been mailed to all families currently working with the department.

Court Appearances

- The Juvenile Court limits the number of people in the courtroom to ensure social distancing, with a priority for youth and their parents/guardians, in addition to court personnel, counsel, and probation staff.
- The Juvenile Court has resumed hearing all cases with a preference for remote hearings via telephonic or video means. Out-of-custody youth are required to appear by phone or video, except that in-person appearances are

required to admit a petition and as otherwise directed by the court. The court may waive youth appearances on an individual case basis. Counsel and probation officers may continue to appear by phone with notification to the courtroom clerk by 8:30 AM on the day of the hearing. (Appendix: Information about Emergency Delinquency Operations Changes)

- The court is in the process of providing remote appearances by video via the Blue Jeans platform for all types of cases. Youth in-custody may appear in court in-person if they have a negative test for COVID-19, and do not otherwise show symptoms of being sick. An in-custody youth who tests positive or who has symptoms of illness will appear remotely via phone or video.
- All Traffic Court appearances have been continued to July 23, 2020.

Face Masks

- Pursuant to the orders of the Health Officer of the City and County of San Francisco, all Juvenile Probation Department staff, including Deputy Probation Officers and Social Workers wear Department-issued face masks at all times in the workplace. These masks are used only within JPD facilities, and not outside of work for personal use (Appendix: Probation Services Mask Policy).
- All individuals entering the Juvenile Justice Center, including the courtrooms, must wear face masks. Signs have been posted at all entrances to the building. JPD has provided masks to the Sheriff Deputies to provide to members of the public who are required to enter the building, but do not have masks of their own.

Cleaning & Hygiene

- All non-porous surfaces are sanitized every two to three hours, as recommended by the City Administrator's Office, using City-approved cleaning supplies.
- All handcuffs are sanitized after each use and allowed to air dry for two minutes before wiping clean.
- COVID-19 notifications and directions for hand washing and covering sneezes/coughs are clearly posted throughout the building.
- Hand sanitizing stations are posted throughout the building, including in every JPD office suite and all areas heavily trafficked by members of the public.

Huckleberry Community Assessment & Resource Center (CARC)

- As an essential service, CARC remains open with onsite and remote staffing.
- CARC continues to field calls and receive eligible youth from the San Francisco Police Department (SFPD) and other law enforcement agencies, Monday-Friday, 9 AM-10 PM, regarding youth arrests, and coordinate with the JPD On Duty Probation Officer to ascertain the Detention Risk Instrument disposition and provide SFPD with citation information.
- When CARC is closed, the JPD On Duty Probation Officer fields SFPD calls and notifies CARC staff of any new CARC citations.
- For those youth cited to CARC, CARC staff conduct an in-person or virtual intake session, develop a case plan, and coordinate with JPD on any JPD-required follow up.
- CARC is working with youth and families, in-person, virtually, by text, and/or by email.