

June 30, 2025

Jose Ramirez, Chief Probation Officer
Monterey County Probation Department
20 East Alisal Street
Salinas CA 93901

RE: APPROVAL OF CORRECTIVE ACTION PLAN PURSUANT TO WELFARE AND INSTITUTIONS CODE SECTION 209 (d)

Dear Chief Ramirez

The final Corrective Action Plan (CAP) for the Monterey County Probation Department Youth Center, has been received and is approved effective **June 27, 2025**.

Initial inspection reports were provided to each facility on May 23, 2025, and an approved CAP was due no later than July 22, 2025. In your CAP, you note that the item of noncompliance was corrected on June 10, 2024.

BSCC staff will verify resolution of corrective action, effective **June 10, 2025**, during a follow up inspection.

BSCC staff will verify resolution of corrective action, effective on the dates indicated for correction above, during a follow-up inspection.

Please let us know if you have any questions.

Sincerely,



Steven Wicklander
Deputy Director (A)
Facilities Standards and Operations Division

cc: Shay Molennor, Field Representative



COUNTY OF MONTEREY

PROBATION DEPARTMENT Office of the Chief

Jose Ramirez
Chief Probation Officer

June 23, 2025

Shay Molennor, Field Representative
Board of State and Community Corrections (BSCC)
2590 Ventura Oaks Way, Suite 200
Sacramento, CA 95833

Subject: BSCC Corrective Action Plan (CAP)

Ms. Molennor,

We have received the Initial Inspection Reports (IIRs) for Monterey County Probation Department Youth Center (Camp, Commitment Facility), provided by you. We have reviewed the IIRs and the item of non-compliance in preparation for the included CAP.

Following the Comprehensive Inspection on May 22, 2025, a BSCC Exit Briefing was held on the same day. BSCC found that we were not in compliance with Title 15 Section 1361, Grievance Procedure. Specifically, the youth did not have free access to the grievance form as required by §1361(a) on one of the housing units (Pinnacles Bay). In addition, the youth did not have the option to confidentially file the grievance as required by §1361(b), as the locked box to confidentially file was temporarily removed as a result of a recent painting project.

Our Corrective Action Plan is attached for your review and outlines the specific issues/concerns relative to the non-compliance findings and department's response to bring the Youth Center facility into compliance with BSCC guideline and standards. Our Corrective Action Plan included placing a grievance box on the housing unit. An email to all staff was sent out on June 2, 2025, to all institutions staff on the grievance policy. The staff are to read the policy and sign an acknowledgment form by June 10, 2025. Juvenile Institutions Supervisors and Senior Juvenile Institutions Officers will notify the youth via a unit meeting about their rights to grievance and the use of the form and confidential boxes.

Please do not hesitate to contact me if you have any questions or need additional information.

Jose Ramirez
Chief Probation Officer
Monterey County Probation Department

Area of non-compliance	Action Plan	Implementation Date/Status	Ongoing Monitoring
Title 15 §1361-Grievance Procedures	05/26/25- completed Confidential Grievance boxes placed on staff podium.	05/26/25- completed Confidential Grievance boxes placed on staff podium 06/02/25- completed Email sent to all staff to review the grievance policy and acknowledge in writing.	Staff will continue to ensure the forms are available in the hanging file at all times. Assigned staff will check the confidential boxes daily.



On staff podium in Pinnacles Bay



On staff podium in Pinnacles Bay



Dayroom Hallway



On podium at Gavilan Bay



In Dining Hall



MONTEREY COUNTY PROBATION DEPARTMENT YOUTH CENTER

"I WALK DOWN A NEW STREET"

970 CIRCLE DRIVE ■ SALINAS, CALIFORNIA 93905-2150 ■ PHONE (831) 759-6700 ■ FAX (831) 784-0254

All Staff,

Please review the updated policy. Sign at the bottom and acknowledge the policy. Then provide the filled-out form to your supervisor. If you have any questions, feel free to contact your supervisor, PSM or Director.

YOUTH CENTER POLICY/POLICIES reviewed: **6.10 Grievance Procedure**

6.10 Grievance Procedure

The Youth Center is sensitive to the concerns of its youth, parents, guardians, staff and other parties. These concerns are addressed and documented within 72 hours, whether or not those concerns are associated with a grievance. All youth shall be entitled to file a formal grievance at any time, pursuant to the provisions of this policy.

6.10.1 The grievance procedure shall be posted in each living unit of the Youth Center. Youth shall have free access to the grievance forms. There is no time limit on filing grievances.

6.10.2 The right to file a grievance and the proper process shall be part of the information provided to youths during the admission process.

6.10.3 All grievances shall have a prompt review and an initial response within 3 business days, grievances that relate to health and safety issues shall be addressed immediately. All grievances shall be resolved within 10 business days unless circumstances dictate a longer time frame, and the youth shall be notified of the delay.

6.10.4 Resident Grievance Procedure

The completed grievance form shall be delivered to any childcare supervision staff working in the facility. The youth shall also have the option to confidentially file a grievance by placing it in the confidential grievance box located in the Dining Hall or Dayroom hallway or housing bays.

Additionally, youth can report sexual abuse and/or harassment by calling the **1-800-586-9431**, the PREA hotline, submitting a written PREA complaint, or reporting it directly to a staff member.

When a complaint is registered by a youth regarding his care or treatment in the Youth Center, staff shall make every effort to resolve the complaint at the Bay level. If the matter cannot be resolved and the youth expresses a desire to seek redress through the grievance process, the following procedures shall be evoked:

6.10.5 Level I: Formal Grievance Filed with Bay Staff

Grievance forms are available to all youth, located on the bay. Staff shall also advise the resident of the right to have staff assistance in completing the form and the right to staff assistance in pursuing any appeal

6.10.5.1 After the youth completes Section A of the Ward Grievance Form and submits it to Bay staff or places it in the Confidential Grievance box located in the Dining Hall, Dayroom Hallway or Housing Bays, staff shall complete Section B by providing all available information regarding the nature and origin of the youth's complaint. The form shall then be forwarded to the Duty Supervisor, unless the Duty Supervisor is a party to the grievance, in which case the form will be forwarded to a Supervisor who is not a party to the grievance. (Grievances regarding the Youth Center School or medical care shall be forwarded directly to the Probation Services Manager or Division Director for review and hearing.) The Duty Supervisor shall then log the grievance in the Grievance Report Log and write the assigned number on the grievance.

6.10.6 Level II – Grievance Forwarded to Supervisor for Review and Finding

6.10.6.1 The youth will receive an initial response by the Duty Supervisor within three days in attempt to resolve it, unless it pertains to health and safety issues, which will be addressed immediately. The youth may elect to explain his version of the grievance to a person not directly involved in the circumstances, which led to the grievance. The youth shall have the right to staff assistance by a person not directly involved in the circumstances which led to the grievance, and to present witnesses during the discussion. The Supervisor may also call upon witnesses.

6.10.6.2 After hearing the youth's grievance, the Supervisor shall render a decision which either: a) upholds the grievance and offers a resolution; b) offers a compromise agreement; or c) denies the grievance in its entirety. The Supervisor shall complete Section C of the form, indicating the reason for any decision and the evidence relied upon to reach the decision. The youth shall be informed of the Supervisor's decision and of the right to appeal the decision to the next level. Notification to the youth shall be both oral and written and shall include the reasons and evidence relied upon.

6.10.6.3 The youth and the Supervisor shall sign the form indicating that the grievance is resolved or unresolved and an appeal is desired. The form and all documentation shall then be forwarded to the Probation Services Manager for review.

6.10.7 **Level III – Administrative Review**

- 6.10.7.1 In those cases where resolution of a youth grievance is not achieved at the supervisory level, the Probation Services Manager shall review all documentation and render a decision which either: a) upholds the Supervisor's denial of the grievance; b) overturns the Supervisor's denial and upholds the youth's grievance.
- 6.10.7.2 The Probation Services Manager may, at his/her discretion, call witnesses or conduct further investigation prior to rendering a decision.
- 6.10.7.3 The grievance and all accompanying documentation shall be forwarded to the Youth Center Secretary, who shall maintain a separate annual file. This file shall be maintained for five (5) years.
- 6.10.7.4 The decision of the Probation Services Manager or Probation Division Director shall be final. The Probation Division Director shall review all disputed grievances.

6.11. **Providing Information to the Juvenile Court**

The Deputy Probation Officers assigned to the Youth Center are responsible for providing information to the Juvenile Court regarding a youth's progress and behavior.

6.12 **Release of Information Regarding Youth**

Confidential information should not be released via telephone or in person unless the identity of the person requesting information has been established and they meet the criteria of both the need to know and the right to know.

DATE:

Name:

Signature: