



**Office of the Independent Juvenile Ombudsman
For the Department of Juvenile Justice**

December 23, 2016

To the Honorable Bruce Rauner, Governor of the State of Illinois

To the Honorable Members of the Illinois General Assembly

Dear Governor Rauner and Members of the Illinois General Assembly:

I am pleased to present the first Annual Report from the Office of the Independent Juvenile Ombudsman for the Department of Juvenile Justice (OIJO) pursuant to 730 ILCS 5/3-2.7-35. The OIJO functions independently within the Department of Juvenile Justice for the purpose of securing the rights of youth committed to the Department of Juvenile Justice. This report summarizes the activities of the OIJO and contains data both aggregated and disaggregated by individual facility for the fiscal year 2016.

Thank you for the honor of serving in this capacity.

Respectfully submitted,

A handwritten signature in black ink that reads "Kathleen Bankhead".

Kathleen Bankhead
Acting Independent Juvenile Ombudsman

1112 S. Wabash Avenue
2nd Floor
Chicago, IL 60605
(312) 814-8990
Kathleen.Bankhead@doc.illinois.gov

**Office of the Independent Juvenile Ombudsman
For the Department of Juvenile Justice**



Annual Report

Work of the Independent Juvenile Ombudsman

Fiscal Year 2016

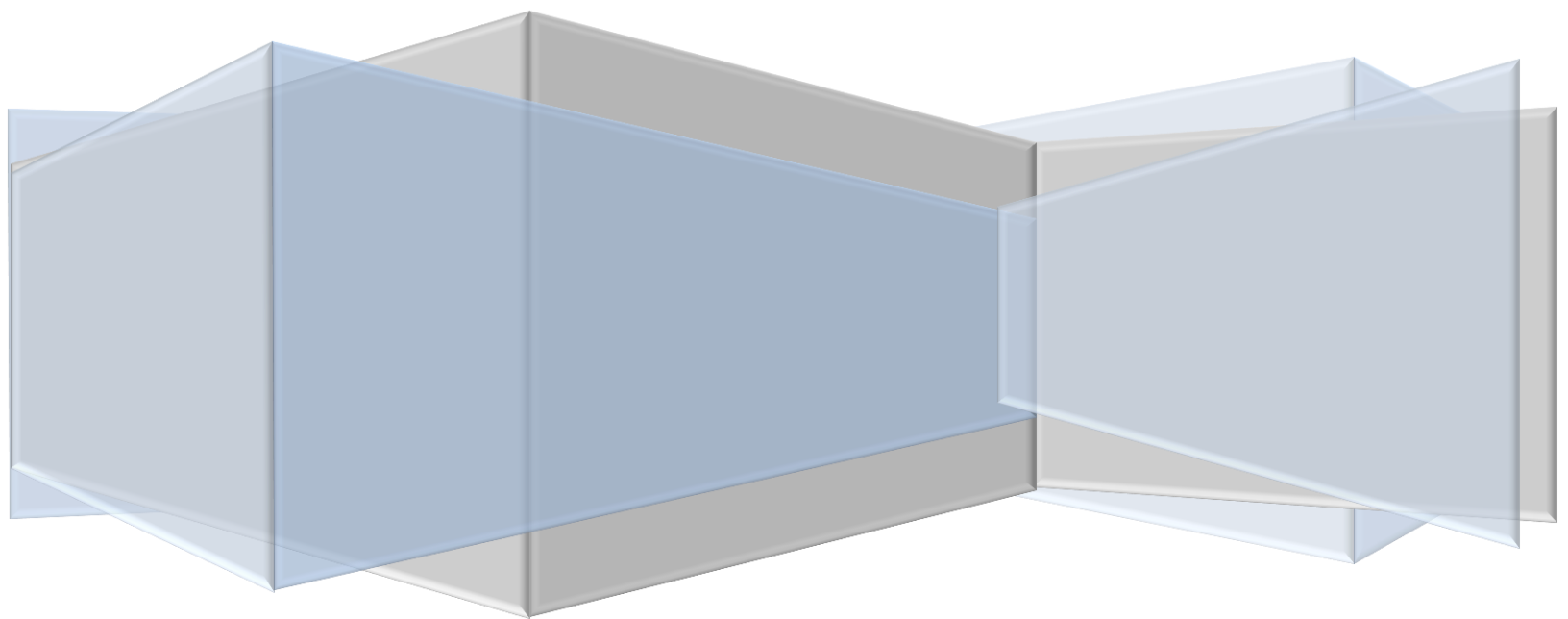


Table of Contents

Introduction	2
Background.....	2
Establishing the Office	3
Ongoing Work	3
Complaints, Issues and Inquiries	5
Systemic Issues	7
Recommendations.....	8
Conclusion.....	9
The Data Section.....	11
Individual Facility Visits and Youth/Family Contacts.....	11
IYC Chicago	11
IYC Harrisburg.....	12
IYC Kewanee.....	13
IYC Pere Marquette.....	13
IYC St. Charles	14
IYC Warrenville.....	15
Aftercare Sites.....	15
Other Sites.....	15
Totals	15
Table of Issues by Facility	16
Top Issues by IYC.....	18
Number One Issue by IYC	21
Resolution of Issues	21
Table of Inquiries by IYC.....	22
Resolution of Inquiries	23
Table of Complaints by IYC.....	24
Resolution of Complaints	25

**Office of the Independent Juvenile Ombudsman
For the Department of Juvenile Justice
Annual Report
Fiscal Year 2016**

Introduction

This is the annual report submitted by the Independent Juvenile Ombudsman of the Department of Juvenile Justice to the Honorable Bruce Rauner, Governor of the State of Illinois and the Illinois General Assembly summarizing the activities done in furtherance of the purpose of the Office of the Independent Juvenile Ombudsman (OIJO) pursuant to 730 ILCS 5/3-2.7-35. The Ombudsman's appointment began on August 3, 2015. Therefore, this report (due on or before January 1, 2017) covers the period of August 3, 2015 through June 30, 2016, hereafter known as fiscal year 2016.¹

This document contains aggregated and disaggregated data organized by individual facility. It also describes the work of the Ombudsman, the status of any review or investigation undertaken by the Ombudsman without identifying information concerning the subject of the reports or investigation; and recommendations that the Ombudsman has relating to systemic issues in the Department of Juvenile Justice's provision of service and other matters for consideration by the General Assembly and the Governor.

Background

The Office of the Independent Juvenile Ombudsman functions independently within the Department of Juvenile Justice (DJJ) and reports to the Governor. While it is anticipated that a Deputy Ombudsman and Executive II staff positions will be approved and filled during fiscal year 2017, the OIJO currently operates as a one-person office.

The addition of a Deputy Ombudsman and administrative staff persons will enhance the office's investigative capacity to ensure the rights of youth are fully observed. Increased manpower will enable the office to initiate more contact with youth who are on aftercare, to visit additional aftercare facilities, to review or inspect facilities where youth have been placed by DJJ and to collaborate with geographically diverse communities as they prepare for the return of their youth.

¹ Because this report covers the period ending on June 30, 2016 and some changes have occurred in the six months since the end of the fiscal year, DJJ is invited to file a response. It is anticipated that DJJ will file a response in January 2017. After DJJ's response both the annual report and DJJ's response will be posted on the Ombudsman's webpage.

Establishing the Office

In an effort to establish an independent and effective Ombudsman's Office, the Ombudsman reviewed DJJ departmental rules, administrative directives and procedures, while also researching relevant laws and best and emerging practices in Juvenile Justice. The Ombudsman consulted with various juvenile justice experts, including two of the three consent decree monitors in R.J. vs. Jones. Additionally, she conferred with ombudsman/advocacy agencies in Illinois and other states, including the Texas Independent Juvenile Ombudsman since Texas and Illinois have almost identical structures and enabling statutes. The Ombudsman also took several online, telephonic and in person training classes. All of the Ombudsman trainings were free or paid for by the Ombudsman, except one.

DJJ provided a link on its website for the Office of the Independent Juvenile Ombudsman. The Ombudsman completed drafts of proposed Rules and Standards for the Office and Memorandum of Understanding with the Department of Juvenile Justice. Additionally, the OIJO revised DJJ's grievance process, proposing shorter timeframes and more safeguards to its integrity. Administrative help (authorized by DJJ) assisted with the creation of a flyer which highlighted the Ombudsman's responsibilities and contact information. The flyer was disseminated to the youth encountered by the Ombudsman. The Ombudsman drafted an introductory letter and a document delineating youth rights. It is anticipated that the introductory letter and youth rights document will be added to DJJ's orientation packet for youth.

Ongoing Work

The Office participated in community events informing stakeholders about the creation of the Ombudsman position, the responsibilities of the Office, the rights of youth and how to contact the Office. The Ombudsman also engaged in community dialogue on the issues attendant to community preparation and capacity to address the needs of youth who are returning from DJJ custody. The Ombudsman partnered with stakeholders of the Chicago Alternatives to Incarceration Collaborative that was organized to create seamless access to resources and opportunities for youth residing in and returning to their neighborhoods. The overwhelming majority of the community engagement was in the Chicagoland area.

During this inaugural fiscal year, in order to gauge the strength of policy implementation and the culture in the facilities, the Ombudsman's Office concentrated on individual youth and family member complaints, issues and inquiries. The Ombudsman regularly visited youth at each Illinois Youth Center, also at a number of residential treatment facilities and at home after their release. The Office initiated contact with family members and provided information and assistance in addressing concerns regarding their children.

As word of the OIJO's work spread, more youth and their family members initiated contact with the Ombudsman. The Ombudsman made 98 visits to the six IYCs, 1454 in person contacts with

youth in custody at IYCs and 80 contacts with 33 family members of youth in custody and on aftercare.²

Youth complaints, issues and inquiries were almost exclusively communicated in person when the Ombudsman visited the Illinois Youth Centers. Occasionally, youth wrote letters, and very rarely, they communicated by telephone. Family members communicated with the OIJO most often by phone. The Office anticipates that DJJ will install a toll-free number that will enhance the ability of youth and their families to reach the OIJO by phone, with the emphasis on immediate access for youth.

The Office and DJJ agreed on a format for communicating about youth issues. Most of the issues reported to the Ombudsman were addressed informally with DJJ executive staff or IYC administration. This approach generally resulted in prompt resolutions. Youth and/or family members were advised of the responses in person, by letter, by email or telephone. Occasionally, at the request of the Ombudsman, DJJ executive staff responded directly to a parent or youth.

The OIJO created a complaint form to be used by youth and those complaining on their behalf. Very few formal complaints were initiated. Formal complaints were not resolved as quickly, as they usually required investigations. A few complaints were investigated by external entities. Beginning in late May, 2016, formal complaints were addressed and resolved within two weeks. Several complaints filed prior to April 2016 were also addressed and resolved in June 2016.

Youth who were engaged in mental health, substance abuse and/or juvenile sex offender treatment programs were generally pleased with the quality of the interventions.³ As a group they tended to have the fewest complaints or issues and received the fewest disciplinary tickets and consequences. They rarely complained about being in their rooms too much.

Most often, issues and complaint resolutions were favorable to youth. The exceptions were complaints about systemic issues and those that alleged staff misconduct. When a complaint or issue of staff misconduct was alleged, the matter was likely to be resolved against the youth for lack of conclusive evidence. Complaints about systemic issues may have eventually resolved in favor of an individual youth; however, the overall issues remained.

² See Individual Facility Numbers in the Data Section.

³ During a visit by former US Secretary of Education Arne Duncan, one young man commented that the substance abuse treatment program at IYC Chicago probably saved his life.

Inquiries were primarily questions about the impact of new laws, requests for information on resources and opportunities such as expungement and college enrollment and questions about court dispositions and consequences. Youth who were convicted of felonies and youth adjudicated as Habitual or Violent Juvenile Offenders requested information about sentence credit, especially as it related to participation in rehabilitative programs, such as obtaining their high school diploma or participation in substance abuse treatment. Unfortunately, because of the felony class or Habitual and Violent designations, they were not eligible to obtain sentence credit for participating in and attaining program goals.

Communication with youth during peace circles and subsequent contact with them and their families about their complaints and concerns revealed several systemic issues in DJJs processes and provision of services. This report focuses on four of the most problematic issues. Not all of the systemic issues were present at each IYC, and they did not present to the same degree at each IYC.

Complaints, Issues and Inquiries

Preliminarily, using the Restorative Justice practice of peacemaking circles, the Ombudsman sat with approximately 680 individual youth in over 50 small group talking circles; 5 to 16 youth participated in each circle. The youth presented a number of concerns during those meetings, many of which were subsequently reaffirmed in individual youth visits.

One of the overarching issues that youth discussed with the Ombudsman was the **general sense of arbitrariness** by staff in adhering to written procedures. The clearest example was the complaint that at the larger IYCs the **disciplinary process** was broken. In particular, youth alleged that at IYC Harrisburg and IYC St. Charles, there were no genuine hearing processes. They protested at IYC Harrisburg that the hearing was pro forma and involved one person and not a committee as stated in the rules. They claimed that at IYC St. Charles, youth received a YDR (ticket) and consequences with no hearing.

The recurring concerns at each IYC were about the **grievance procedure** and the **commissary rules**. A consistent complaint at two of the three largest facilities, IYC St. Charles and IYC Kewanee, was about **placement delays** and the **excessive amount of time that youth spent in their rooms** which led to minimal educational opportunities.

Initially, youth IYC Harrisburg had few complaints about spending too much time in their rooms; however, the complaints grew over time. Youth at IYC Harrisburg and IYC Kewanee complained about **use of physical force**, including choking and **use of mechanical restraints**. Youth at IYC St. Charles complained about the **use of force involving chemical spray**.

A few youth at IYC St. Charles alleged that some youth **fight**s were encouraged when staff members promised to compensate them with items they could not order through commissary. They asserted that sometimes **youth were targeted by staff as retaliation**. A few youth at IYC Harrisburg and IYC Kewanee also claimed that a few staff members threatened to “put money on their heads” as retaliation.

A number of youth at IYC St. Charles asserted that they were intentionally assigned to cottages where they had rivals who were likely to attack them, in retaliation for fighting or attacking other youth. One young man refused to leave Taylor Cottage⁴ for a couple of months despite restricted activities. He went on a hunger strike for several days. The Ombudsman convinced him to end the hunger strike and shortly thereafter DJJ transferred him to a different IYC per his request.

During the second half of the fiscal year, youth at IYC St. Charles began fighting more, climbing on top of buildings, running around the campus and jumping into the pond. Most claimed that it was in protest to stricter commissary restrictions, the inability to have their grievances heard and the excessive amount of time they were spending in their rooms. In response, barbed wire was installed on the roofs of the cottages and harsher consequences were instituted at IYC St. Charles, such as increases in amount and frequency of “set time.” Initially, after implementation of the new consequences, the behavior subsided. Recently, the behavior escalated again.

A number of youth at IYC Harrisburg, IYC Kewanee and IYC St. Charles that do not have diagnosed mental health needs, but may suffer from emotional or trauma related conditions complained that they either receive **very few therapeutic interventions** or none at all. They expressed frustration about the lack of consistency and effectiveness of the interventions that were available and that the primary response to their negative behavior was punitive.

Additionally, at IYC Kewanee several youth with mental health diagnosis or other verified treatment needs were transferred from the mental health and treatment wing to the maximum security wing because of their ongoing negative behavior, but received little, if any, mental health or other treatment in the that wing.⁵

Many youth at IYC Harrisburg alleged that a very small number of staff consistently **used racially provocative language and discriminated** against African American youth. The issue was addressed by the administrative staff but not resolved. Complaints of favoritism and racial discrimination made at IYC Pere Marquette were addressed by the administrative staff but persisted.

⁴ The “time out” cottage used short term for acute behavioral issues

⁵ Their negative behavior was addressed by placement on the alternative placement unit, which was purely punitive. They did not receive education services and were confined to their rooms for most of the day.

Systemic Issues

1) **Placement delays** – Early in the fiscal year, September 2015 through January 2016, youth complained that they continued to be held in custody while on aftercare because they did not have approved placements. Alternatively, they complained that they were not presented to the PRB on their anticipated hearing dates for aftercare release because they did not have approved placements. This was a persistent issue for the young men at IYC Kewanee and IYC St. Charles. It became increasing the case after January 2016 that DJJ (non-DCFS involved) youth were more likely to be released to approved placements either before their anticipated release date or shortly afterward. Dually involved youth⁶ were more likely to wait longer periods of time for DCFS approved placements.⁷ This continued to be an issue for DCFS youth throughout the fiscal year.

2) **Grievance Process** – During the month of September 2015, the Ombudsman met with the grievance officer at each IYC to learn how the grievance procedure was implemented. The process had similar elements but was implemented differently at each IYC. Youth at all of the IYCs complained that they lacked confidence in the grievance system. Youth at all IYCs expressed dismay that their grievances were usually resolved against them and took too long to resolve. The fewest complaints were made by youth at IYC Chicago, IYC Pere Marquette and IYC Warrenville. It was the number one issue for youth at IYC Harrisburg. Youth at IYC St. Charles also expressed deep concerns about the grievance system. Youth at IYC Kewanee and IYC St. Charles stated that too often they did not receive any acknowledgement of their filed grievances. One youth expressed that putting a grievance in the grievance box was “like putting it into the black hole of space.” They asserted that the forms were not available to them without staff assistance; grievances were not confidential; and they feared retaliation. The belief about the futility of filing grievances suppressed filing of grievances at those three IYCs. Youth at IYC Harrisburg and IYC Kewanee stated that staff often expressly discouraged them from filing grievances. Youth increasingly relied on the Ombudsman to address issues that ordinarily would be addressed through the grievance process.

3) **Excessive confinement** – The number one issue at two of the three largest facilities, St. Charles and Kewanee, was the excessive amount of time that youth spend in their rooms and minimal educational opportunities. Youth at IYC St. Charles and IYC Kewanee protested that due to staffing shortages, they were regularly in their rooms for more than 16 hours a day, released only for meals and one hour of recreation during each of the first two work shifts. They bitterly complained that they were often in their rooms for 24 hours a day, sometimes up to three days without showers and ate meals in their rooms. As a result of both facility and teaching staff

⁶ Dually involved youth are youth who receive services from both the child welfare and juvenile justice systems. In this context they are DCFS wards committed to DJJ.

⁷ In one instance, the judge of a DCFS involved youth ultimately scheduled regular court dates for updates on status of his placement. In another, DJJ released a DCFS youth to a shelter program because he was well beyond his aftercare release date.

shortages, they were unable to attend school. The issues subsided in late January and February, but began to increase again in March and continued to the end of the fiscal year. During the last quarter of the fiscal year, youth at IYC Harrisburg also complained about sitting in their rooms too many hours each day.

4) **Credibility** – Youth universally protested that their complaints and grievances about staff conduct were routinely disregarded or resolved against them. They explained that when they filed grievances or voiced concerns about staff conduct, they were disbelieved and no action was taken unless there was conclusive evidence that the youth was truthful. On the other hand, staff allegations against youth were presumed to be truthful unless there was conclusive evidence that the allegations were false. The conclusive evidence was almost exclusively in the form of video recordings. They stated that their witnesses, typically other youth, were not interviewed. Additionally, youth stated that there was a code of silence among IYC staff that prevented staff members from speaking up when they witnessed rights violations and other misconduct by coworkers. The presumption that youth were lying, and the staff code of silence had a cooling effect on youth filing grievances and complaints about staff conduct and lessened the likelihood of staff accountability.

Recommendations

The Ombudsman recommends that the grievance procedure be revised in order to increase adherence to the process, improve efficiency in resolving youth issues and complaints and foster youth confidence that the grievance process is a viable avenue for redress. Staff should be encouraged to assist youth with grievances when the matter is not resolved to the youth's satisfaction through informal means.

- Grievance forms should be accessible to youth without the need for staff assistance.
- Grievance forms should be included as part of the youth orientation packet.
- Grievance forms should be available at school, in dietary, in the dayroom and other areas youth visit frequently within the facility.
- The Grievance boxes should be accessible only by the Grievance Officer and IYC Superintendent. Keys should not be duplicable.
- There should be shorter timeframes for resolving grievances.
- Grievances should be used internally by facilities to identify trends in the overall experience of youth at the facility; however, it should not be used externally to infer that the number of grievances filed necessarily reflects the positive or negative experiences of youth at the facility.

The Ombudsman recommends that DJJ Executive staff continue to emphasize the hiring of facility staff, especially Juvenile Justice Specialists (JJS). DJJ needs the authority to avoid bureaucratic barriers to hiring and to prioritize key positions. DJJ should market its strengths and aspirations in order to attract the most qualified staff. Until staffing levels are sufficient, the

Ombudsman suggests that staff is rotated so that there are two staff members (at least one JJS) on each living unit for some portion of the day readily available to walk youth to school and for other mandatory services, as applicable.

Video is often critical to substantiating or disproving allegations against both youth and staff. Therefore, the Ombudsman's office is recommending the installation of video cameras that cover blind spots in the facilities. Camcorders or other video recording devices, such as body cameras should be used whenever staff enters a youth's room or is escorting a youth in a blind spot, as the situation permits. The Ombudsman also recommends that video recording of physical interaction between staff and youth be saved for 60 days. All other video should be saved for a minimum 14 days rather than 5 days.

More generally, in order to give youth more confidence that their concerns, grievances and complaints will be handled with fidelity and without recrimination and to improve the overall culture of DJJ, the Ombudsman's Office is recommending that DJJ adopt a Restorative Justice Philosophy. Restorative Justice peace-circle training and implementation will enhance staff-to-youth and youth-to-youth relationships. Improving the relationships between youth and staff is essential to providing the platform for their sense of system integrity and fair redress of grievances and complaints. It will help young people settle differences without physical altercations. It will improve the safety in each facility and hopefully in the neighborhoods to which our youth return. There are many other restorative practices, such as family group conferencing, peer jury, victim offender mediation/conferencing that may also be implemented over time as applicable to the unique needs of DJJ and our youth.

Finally, the Ombudsman's Office recommends that all eligible youth be encouraged and allowed to vote.

Conclusion

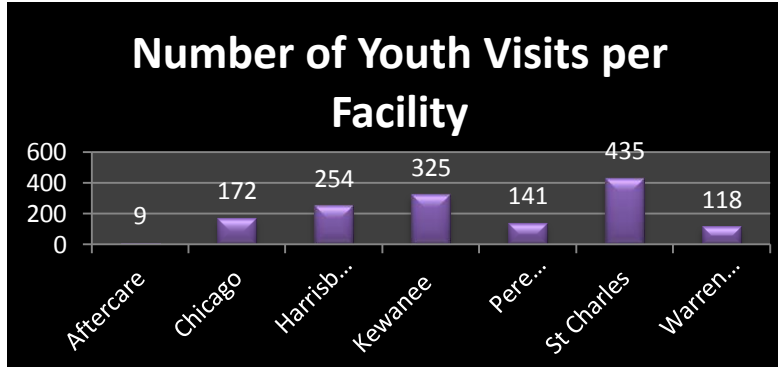
The Ombudsman observed throughout the year that the Director and DJJ executive administrative staff worked tirelessly to implement strategies and practices consistent with the requirements of the consent decree and juvenile justice legislation. Challenges to implementation included bureaucratic delay in hiring, lack of discretion in hiring motivated and qualified staff and an imbedded and resistant punitive corrections culture. It took considerable time to get approval to hire desirable candidates; union rules prevented DJJ from hiring union and non-union staff identified as highly qualified and motivated to implement the new and emerging policy and practice changes; too many staff working closest to the youth failed to implement new practices with integrity and fidelity. In short, existing culture overwhelmed strategy.

There is a changing culture in the IYCs, especially evident in the smaller facilities. The systemic issues discussed above can be overcome as DJJ continues to focus on treatment and therapeutic interventions. DJJ must continue to employ staff trained in the policies and practices of treatment focused strategies as it continues to employ more evidence based treatment and therapeutic models proven to address the needs of juvenile justice involved youth. The highly regarded Missouri Model is often cited as an excellent example of effective treatment focused youth rehabilitation.⁸

⁸ <http://www.aecf.org/resources/the-missouri-model/>

The Data Section

Individual Facility Visits and Youth/Family Contacts



ICY Chicago

Personal Visits	Contacts
1. 8/5/2015	2
2. 9/10/2015 Arne Duncan meeting	8
3. 9/19/2015 Peace circles	72
4. 9/26/2016 Meeting with Byrd	1
5. 10/2/2016 Parental Engagement Forum(5 parents)	4
6. 10/13/2016	3
7. 10/18 THINK Week	2
8. 11/13/2016 Story catchers	6
9. 11/24/2015	0
10. 11/27/2015	1
11. 1/8/2016	2
12. 1/22/2016	2
13. 2/21/2016 Story Catchers	7
14. 2/25/2016	12
15. 3/17/2016	14
16. 3/18/2016 CSO Workshop	7
17. 3/31/2016	2
18. 4/29/2016	15
19. 5/31/2016	11
Total visits	19
Total personal visits with youth	172
Contact with family⁹	5

⁹ Includes in person, calls, letters, emails

IYC Harrisburg

Personal Visits

1. 8/12/2015
2. 9/3/2015 Peace circles
3. 9/4/2015 Peace circles
4. 10/22/2015
5. 12/3/2015
6. 12/15/2015
7. 1/5/2016
8. 1/28/2016
9. 3/9/2016
10. 3/28/2016
11. 3/29/2016
12. 4/25/2016
13. 4/26/2016
14. 5/19/2016
15. 5/20/2016
16. 6/7/2016

Contacts

- 3
- 125
- see above
- 8
- 9
- 6
- 11
- 9
- 14
- 25
- 3
- 11
- 2
- 19
- 2
- 7

Total visits	16
Total personal visits with youth	254
Contact with family	6/33

IYC Kewanee

Personal Visits	Contacts
1. 8/18/2015	1
2. 9/11/2015	2
3. 9/28/2015 Peace circles	174
4. 9/29/2015 Peace circles	see above
5. 9/30/2015 Peace circles	see above
6. 10/9/2015	1
7. 10/23/2015	9
8. 11/23/2015	16
9. 11/24/2015	8
10. 12/16/2015	12
11. 1/7/2016	19
12. 1/27/2016	17
13. 2/10/2016	14
14. 3/3/2016	11
15. 3/25/2016	16
16. 4/28/2016	20
17. 5/16/2016	4
18. 6/17/2016	1

Total visits 18
Total personal visits with youth 325
Contact with family 4/13

IYC Pere Marquette

Personal Visits	Contacts
1. 8/11/2015	26
2. 9/2/2015 Peace circles	35
3. 10/21/2016	21
4. 12/4/2015	4
5. 1/6/2016	3
6. 3/10/2016	17
7. 3/29/2016	6
8. 4/26/2016	7
9. 5/20/2016	4
10. 6/6/2016	18

Total visits 10
Total personal visits with youth 97
Contact with family 6

IYC St. Charles

Personal Visits

1. 8/7/2015
2. 9/16/2015 Peace circles
3. 9/17/2015 Peace circles
4. 9/18/2015 Peace circles
5. 10/19/2015
6. 11/18/2015
7. 12/17/2015
8. 1/13/2016
9. 1/25/2016
10. 2/29/2016
11. 3/15/2016
12. 4/5/2016
13. 4/12/2016
14. 4/18/2016
15. 5/3/2016
16. 5/6/2016
17. 5/11/2016
18. 5/25/2016
19. 6/14/2016
20. 6/23/2016

Contacts

- 1
- 230
- See above
- See above
- 9
- 26
- 18
- 12
- 18
- 6
- 19
- 22
- 8
- 7
- 4
- 8
- 10
- 5
- 5
- 27

Total visits	20
Total personal visits with youth	435
Contact with family	11/27

IYC Warrenville

Personal Visits	Contacts
1. 8/7/2015	1
2. 8/18/2015	0
3. 9/9/2015 Peace circles	33
4. 10/20/2015	3
5. 11/5/2015 (Story Catchers)	2
6. 11/25/2015	4
7. 12/18/2015	1
8. 1/8/2016	2
9. 1/22/2016	3
10. 2/26/2016	7
11. 3/4/2016	15
12. 3/5/2016 (Story catchers)	4
13. 3/24/2016	19
14. 4/29/2016	11
15. 5/25/2016	13

Total visits 15
Total personal visits with youth 116
Contact with family 1/1

Aftercare Sites

Chicago Aftercare 8/5/2015	0
Neuro Restorative 11/4, 12/3, 12/15, 1/5/2016, 1/28/2016	1/5
Chicago Aftercare 11/12/2015	1
Chicago Aftercare Day Reporting Center 3/16/2016	1
Indian Oaks, Kankakee 4/5/2016	1

Other Sites

Saline County Courthouse 12/15/2015, 3/29/2016	3
Visit to youth's home 5/12/2016	1
Contact with family	1/1

Totals

IYC Visits = 98
Aftercare site or other site visits = 12
Number of Youth Visits = 1454
Number of Family Contacts = 33/80¹⁰

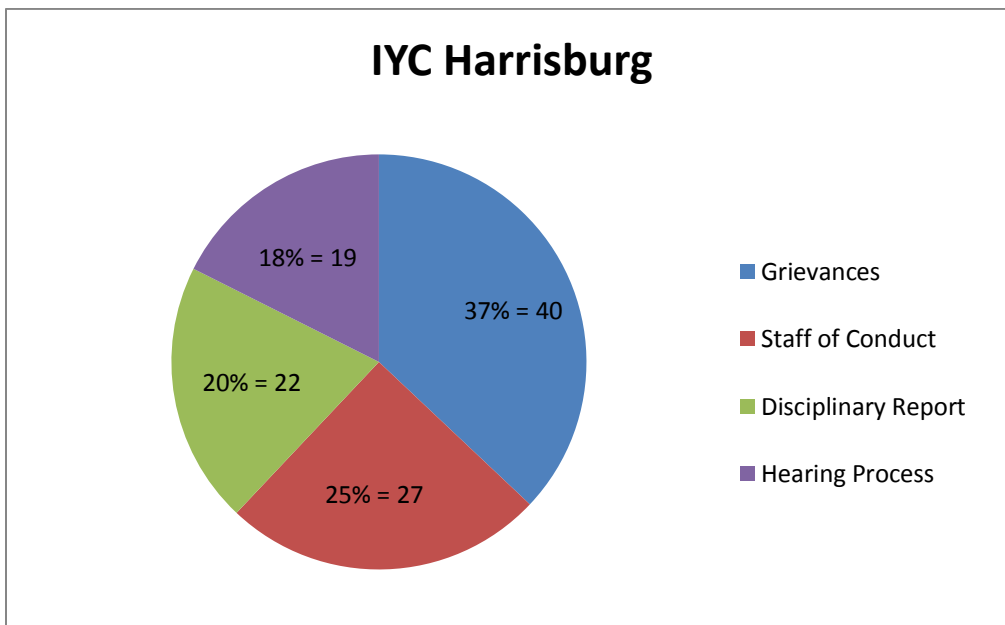
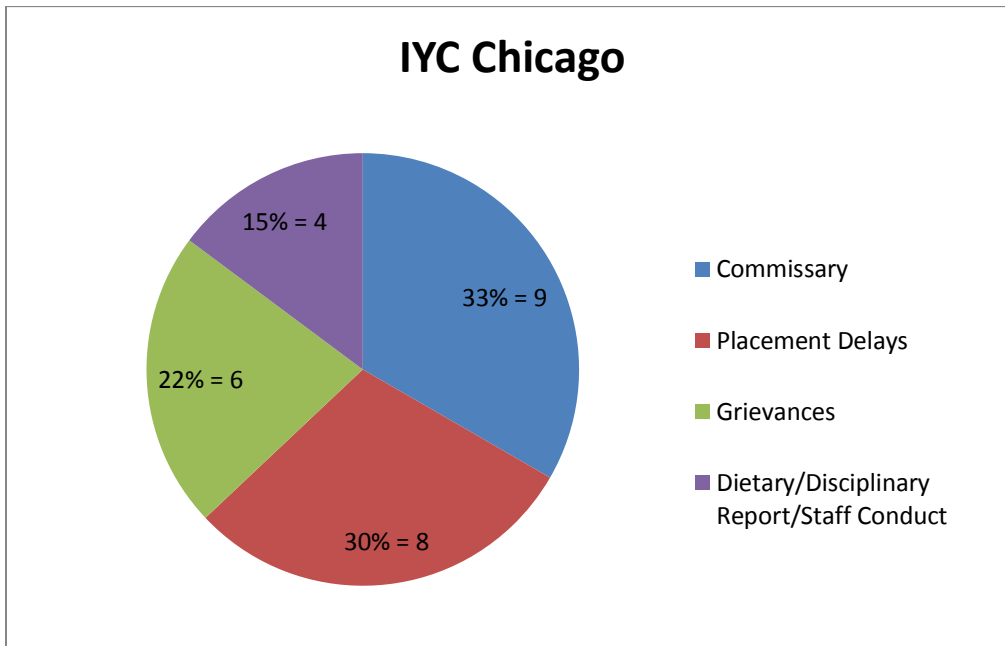
¹⁰ The first number is individual family members contacted; the second represents total number of contacts

Table of Issues by Facility

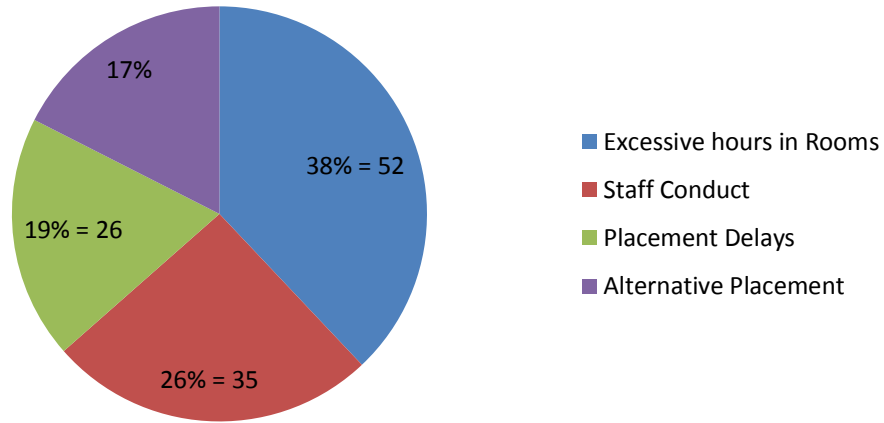
	Chicago	Harrisburg	Kewanee	Pere Marquette	St. Charles	Warrenville	Total
Access to Programs	0	6	16	0	15	0	37
Access to Counsel and Court							
<i>Presentence credit</i>	1	1	0	1	5	0	8
<i>Appeal Rights</i>	0	0	0	0	4	0	4
<i>Needs Clarification</i>	2	0	0	1	1	0	4
<i>Legal Advocacy</i>	0	5	1	1	5	4	16
Alternative Program/Behavior Unit	0	1	24	0	18	0	43
Commissary	9	8	2	3	26	1	49
Dietary	4	0	0	2	21	0	27
Disciplinary Report- Ticket or YDR:	5	22	13	2	17	2	61
Discrimination	0	1	4	8	1	1	15
Education	4	0	3	0	8	0	15
Facility Conditions	0	0	0	0	2	0	2
Facility Transfer Request	0	7	0	2	3	0	12
Grievances							
<i>No acknowledgement or response</i>	0	32	8	1	23	0	64
<i>Negative Response</i>	1	8	3	0	11	2	25
Healthcare	0	3	4	0	2	1	10
Hearing Rights							
<i>Adjustment Committee</i>	1	19	6	0	12	1	39
Loss of points	0	15	5	1	18	0	39
Mail	5	1	0	0	1	0	7
Medical	0	0	1	0	2	4	7
Right to call Ombudsman	0	0	0	0	3	0	3
Aftercare							

<i>Specialist visit</i>	0	0	0	0	2	0	2
<i>Planning</i>	0	0	0	0	2	0	2
<i>Placement Approval</i>	0	1	2	0	3	3	9
Peer Conflict	1	0	1	0	0	1	3
Personal Property	1	1	2	0	5	0	9
Phone	2	0	0	0	1	1	4
PRB	0	3	1	2	4	0	10
PREA	1	1	1	0	0	0	3
Program Placement	0	7	9	0	6	0	22
Restitution	1	2	0	1	1	1	6
Room or Unit Transfer	1	0	1	1	10	0	13
School							
<i>Non attendance</i>	0	0	20	0	42	0	62
<i>Transcripts</i>	0	0	2	0	5	0	7
Staff Conduct	0	0	0	0	0	0	0
<i>Mistreatment by specific staff</i>	5	15	20	3	5	0	48
<i>Favoritism Unprofessionalism</i>	0	12	15	14	10	3	54
Use of Force							
<i>Chemical</i>	0	1	5	0	5	0	11
<i>Mechanical</i>	0	3	0	0	2	0	5
<i>Physical</i>	2	11	7	0	4	0	24
Visiting/Family Contact							
<i>Expanded</i>	3	0	1	0	0	0	4
<i>Barriers</i>	0	5	2	0	0	0	7
Youth Rights	0	3	10	1	11	2	27
Placement Delays/PRB Delay	8	3	26	0	15	0	52
Excessive hours in Room	0	12	52	0	64	0	128
Sentence Reduction							
<i>Pre-Sentence credit</i>	0	0	2	0	1	0	3
<i>Program Credit</i>	0	0	0	2	4	0	6
<i>Miscalculation</i>	1	0	0	0	4	0	5
<i>Earned Credit</i>	0	0	0	0	1	0	1
Totals	58	209	269	46	405	27	1014

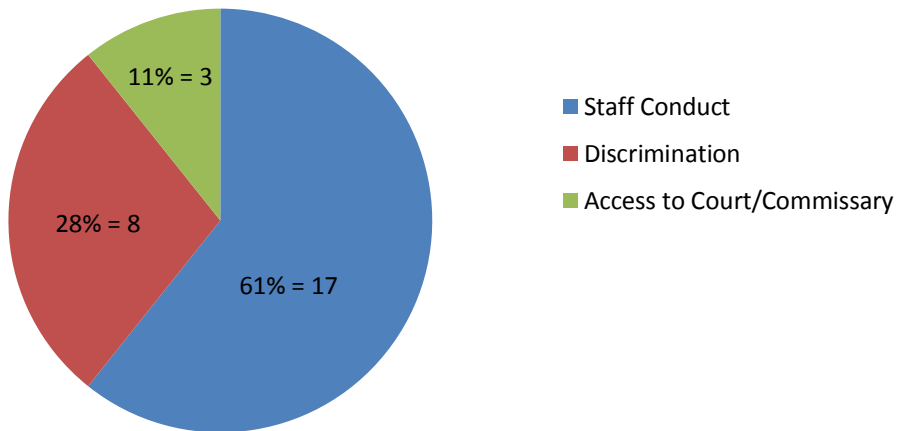
Top Issues by IYC



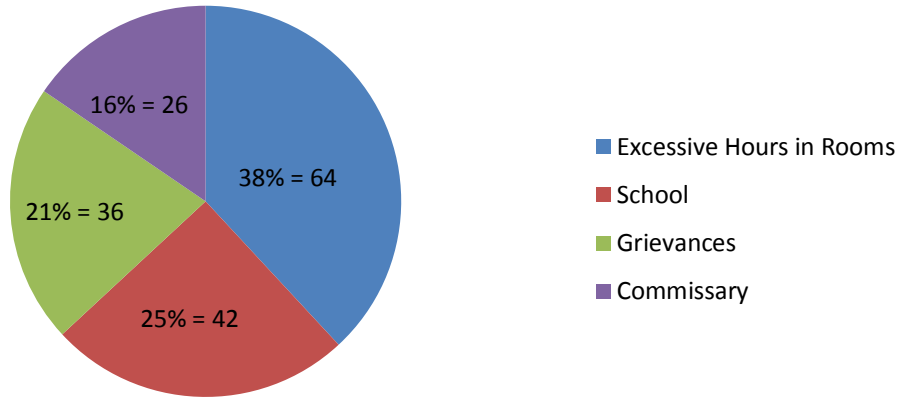
IYC Kewanee



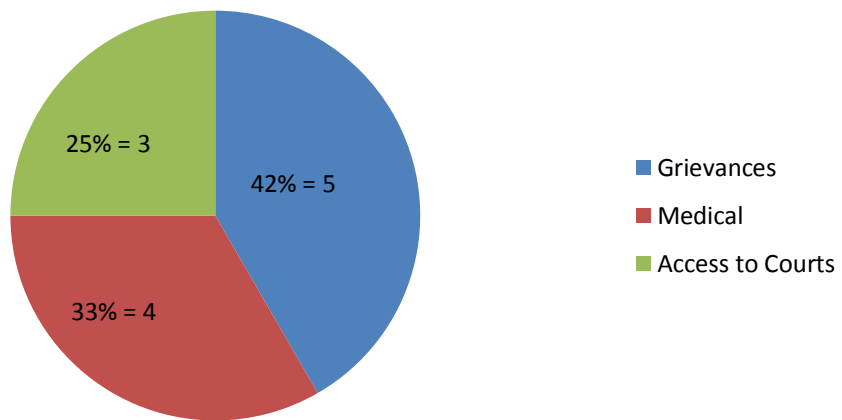
IYC Pere Marquette



IYC St. Charles



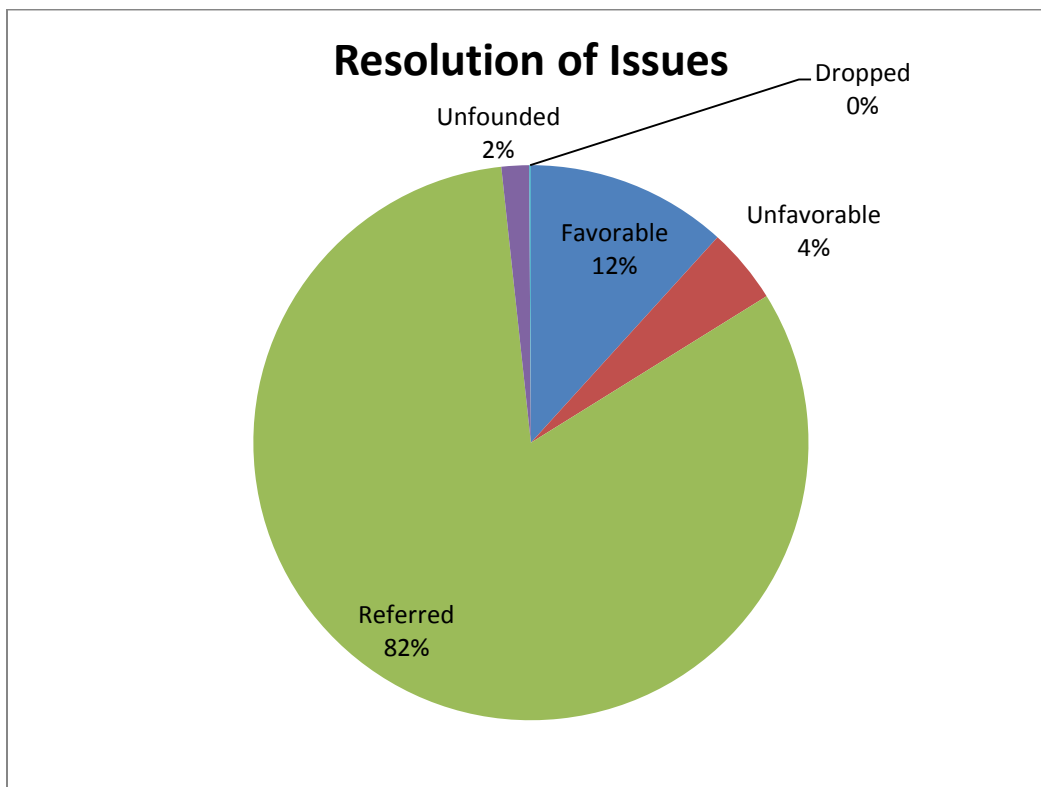
IYC Warrenville



Number One Issue by IYC

IYC	Number One Issue
Chicago	Commissary
Harrisburg	No Response to Grievances
Kewanee	Excessive Hours in Rooms
Pere Marquette	Staff Conduct
St. Charles	Excessive Hours in Rooms
Warrenville	Grievances
Agency Wide	Excessive Hours in Rooms

Resolution of Issues



All of the above issues were resolved. They were:

Favorable = The matter was quickly resolved in the youth's favor.

Unfavorable = The matter was quickly resolved against the youth.

Unfounded = The Ombudsman determined that there were no violations of the youth's rights or unfairness.

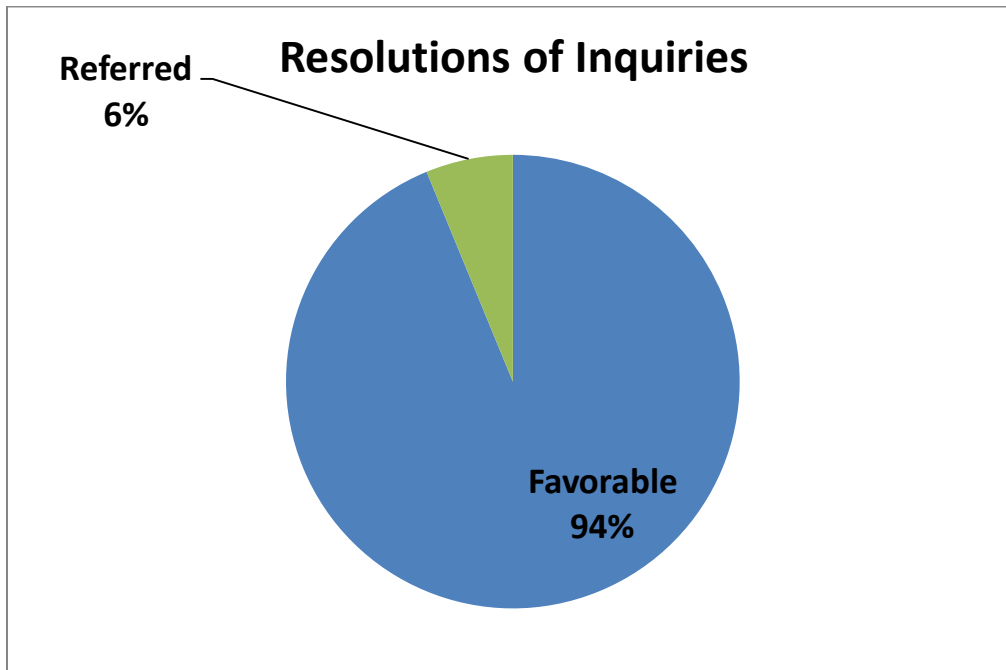
Referred = The matter was referred to DJJ executive staff, DJJ administrative staff, the Grievance Process or DCFS.

Dropped = One youth advised the Ombudsman that he was no longer wanted to pursue the issue.

Table of Inquiries by IYC

	Chicago	Harrisburg	Kewanee	Pere Marquette	St. Charles	Warrenville	Total
Access to Counsel/ Court							
<i>Presentence credit</i>	0	3	0	0	0	0	3
<i>Appeal Rights</i>	0	1	0	0	0	0	1
<i>Needs Clarification</i>	2	1	2	1	2	3	11
<i>Legal Advocacy</i>	0	1	0	0	0	0	1
New Laws Impact	20	62	57	26	74	40	279
Alternative Program	0	0	0	2	0	0	2
Disciplinary Report	1	0	0	0	0	0	1
Facility Transfer Request	0	0	39	0	0	0	39
Right to call Ombudsman	0	0	2	0	0	0	2
Aftercare							
<i>Specialist visit</i>	0	0	0	0	1	0	1
<i>Conditions</i>	1	0	0	0	0	0	1
PRB	0	2	10	1	2	2	17
Visiting/Family Contact	0	7	2	0	0	0	9
Community Resources	0	2	0	0	0	0	2
<i>IDs</i>	8	7	6	2	8	1	32
<i>Jobs</i>	5	1	13	3	11	0	33
<i>Military</i>	4	5	1	5	11	2	28
<i>College/Vocational Training</i>	16	5	5	19	6	2	53
<i>Expungement</i>	44	30	57	39	71	60	301
<i>Mentoring</i>	5	0	0	0	4	2	11
<i>Return to High School</i>	2	0	1	0	1	0	4
Sentence credit	0	16	25	0	17	0	58
Good Conduct Certificates	0	8	11	0	1	0	20
Totals	108	151	241	98	210	112	919

Resolution of Inquiries

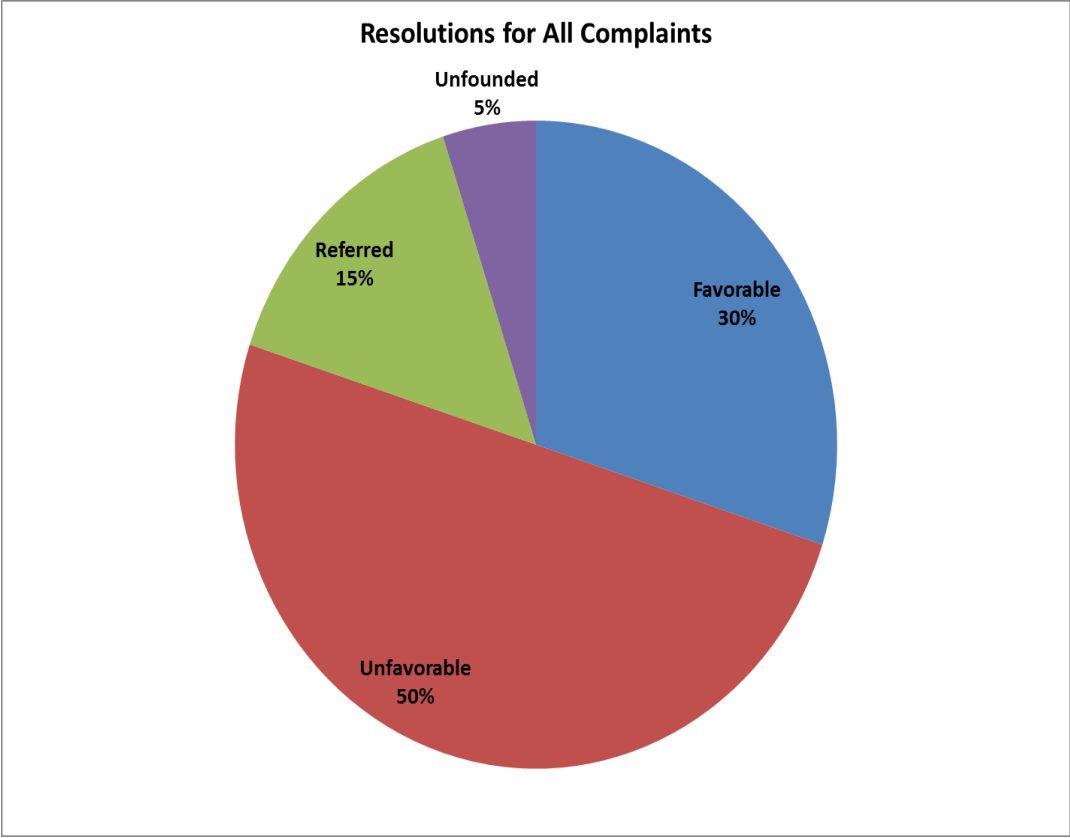


Inquiries resolved "**Favorable**" were questions that were researched and answered for the youth by the Ombudsman. Inquiries that were "**Referred**" required answers by an external source. All youth inquiries were answered.

Table of Complaints by IYC

	Chicago	Harrisburg	Kewanee	Pere Marquette	St. Charles	Warrenville	Total
Alternative Program/Behavior Unit	0	0	2	0	0	0	2
Disciplinary Report	0	0	0	1	1	0	2
Medical	0	0	1	0	1	1	3
Program Placement	0	0	1	0	0	0	1
Staff Conduct	0	0	0	0	0	0	0
<i>Mistreatment by specific staff</i>	0	0	2	0	0	0	2
<i>Unprofessionalism exhibited by staff</i>	1	0	0	0	0	0	1
Use of Force-Physical	1	3	0	0	0	1	5
Excessive hours in Room	0	0	3	0	1	0	4
Totals	2	3	9	1	3	2	20

Resolution of Complaints



All complaints were resolved by the end of the fiscal year.