**PREA AUDIT: AUDITOR’S SUMMARY REPORT**

**JUVENILE FACILITIES**

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| **FACILITY INFORMATION** | |
| **Name of Facility:** | **Center for Human Development** |
| **Facility Type:** | **Private Non-Profit Residential Facility (Contract Vendor for MA DYS)** |
| **Date of On-Site Audit:** | **August 6-7, 2014** |
| **PARENT AGENCY OR GOVERNING AUTHORITY INFORMATION** | |
| **Governing Authority or Parent Agency:** | **Massachusetts Division of Youth Services is the Governing Authority** |
| **Address:** | **Boston, MA** |
| **Agency Chief Executive Officer:** | **Peter Forbes – Commissioner** |
| **Agency Wide PREA Coordinator:** | **Monica King – State Wide PREA Coordinator** |
| **Email:** | [**monica.l.king@state.ma.us**](mailto:monica.l.king@state.ma.us) |
| **AUDITOR INFORMATION** | |
| **Certified Auditor:** | **Kurt Pfisterer – Dual Certified Adult and Juvenile Facilities** |
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| **Telephone:** | **518 860 5764** |

**DESCRIPTION OF FACILITY CHARACTERISTICS:** The Center for Human Development consists of four distinct programs; CHD Assessment, Secure Residential Treatment, Terry Thomas Girls and the Alternate Lockup Program. There is a Director of Juvenile Justice Programs that oversees all four programs. Each individual program has a Program Director. For the purposes of the audit, each of the distinct programs were viewed as separate housing units with a single facility.

The facility consists of three single-story, brick and mortar structures with a fenced-in, secure perimeter. The housing units were purpose-build as secure juvenile housing. All youth rooms are single-occupancy bedrooms. Bathrooms and showers are designed for single use. Only one youth is permitted in the bathroom at a time.

The Assessment Program has one 15-bed housing unit. The Assessment Program “begins with the end in mind”, providing 24-hour, seven-day a week, secure residential services, diagnostic assessments and treatment plans for adolescent males who are newly committed to DYS. The program offers these youth a comfortable and respectful living and learning environment, as well as a range of academic and recreational activities to supplement its sophisticated psychological services. During each youth’s stay a comprehensive assessment is completed, providing DYS with a road map to assist each youth to be successful and avoid reoffending behavior, living a meaningful life when they return to the community. The assessment seeks to identify root issues that contributed to the youth’s commitment to DYS, and to provide DYS, the youth and his family with detailed recommendations. It includes placement and treatment recommendations, but more importantly brings to understanding who the person is, their strengths and needs. The program is short-term with an average length of stay of 30 days. There were 15 youth present on the day of the audit.

The Secure Residential Treatment (SRT) program has two 15-bed housing units. Strength, respect and teamwork are the values the program seeks to instill in the youth it serves. These youth, all involved in the juvenile justice system, are in need of intensive services to be able to successfully return to their communities. SRT is funded by DYS and provides a wide array of clinical, educational, residential and prevocational services for adolescent males, ages 14-21, committed to DYS. The goal of the SRT is to provide treatment services to youth and their families that will prepare them for the next steps in life. The average length of stay is 6 months. There were 14 youth present on the day of the audit.

The building which houses the Terri Thomas Girls Program also hosts the Alternative Lock-up Program (ALP). There are 10 beds designated for the girls program and five for the ALP. The girls program provides detention, stabilization and short-term treatment services to adolescent females, ages 10-20, who are court involved and referred by DYS. The program is dedicated to the memory of Terri Yvonne-Cherie Thomas, a former DYS caseworker who was murdered in 1996. The program provides comprehensive educational, recreational, medical and clinical services grounded in Relational-Cultural Theory (RCT). RCT believes that female psychological development occurs through healthy emotional connection and that people grow and gain a sense of self through relationships with others. The average length of stay 14-21 days. There were three youth present on the day of the audit.

The Alternative Lock-up Program (ALP) allows youth 17 years of age and younger, who are in police custody to be held in a safe place, separate from adult offenders or police department holding cells, while they await arraignment or a court date. During an overnight or weekend stay, youth are kept safe, provided support and supervised to ensure their appearance in court. There were no youth at the program during the audit.

Each of the programs maintains 24 hour supervisory coverage as well as an On-Call Administrator.

**SUMMARY OF AUDIT FINDINGS:** Auditor arrived at the facility the morning of August 6, 2014. An entrance meeting was held with the Director of Juvenile Justice Services (who also serves as the PREA Compliance Manager), Program Directors, Clinical Director, the DYS Regional Director and the DYS PREA Coordinator.

A complete tour of the facility took 2 hours. All areas were extremely well maintained. The facility has a video surveillance system. The system provides 90-95 % coverage of all program areas. Every door in the facility is covered by a camera view. There are no cameras in bathrooms or youth bedrooms. Robust staffing (4 : 1), significantly above the standards, and excellent supervision practices fully mitigate any concerns regarding blind spots. Bathrooms are for individual use. This was confirmed by all staff and youth interviewed, and observation of practice. Sight lines were good in all housing areas. The designated posts for the overnight staff are located to facilitate sight and sound supervision.

Youth were observed during morning hygiene, outdoors during a large family engagement activity, during movement, and at meals. Observations of staff supervision practices were consistent with the agencies policies.

The PREA education program for youth and screening for risk are conducted by clinical staff on the date of admission, and documented in a data base known as the DYS Juvenile Justice Enterprise Management System (JJEMS).

Youth are seen by a licensed medical professional within 12 hours of admission. The medical services available to youth are excellent. Youth receive a full range of dental, medical and ophthalmological services. In addition to treatment services youth receive extensive health education to help them maintain personal health upon release.

Administrative investigations regarding allegations of abuse are conducted by the Massachusetts Division of Youth Services (DYS). Criminal investigations of sexual abuse, assault and harassment are conducted by the Massachusetts State Police. Forensic examinations and evidence collection are performed at local healthcare facilities through a state-wide Memorandum of Understanding with the Massachusetts Department of Public Health.

There were no incidents of sexual abuse, assault or harassment during this audit period. This was verified by telephone interview with the DYS Director of Investigations, who confirmed that there have been no incidents of sexual abuse or assault at the facility during this audit period.

Cross-gender strip searches and pat searches are prohibited by policy. All staff and youth interviewed confirmed that cross-gender searches are not conducted. Strip searches are not conducted on youth less than 12 years of age.

Room confinement, segregation and isolation are not used at any of the programs. This was confirmed via interviews with youth at all programs.

This auditor interviewed the following staff titles (number in parentheses indicates more than one staff in that title was interviewed):

* Director of Juvenile Justice Services
* Program Directors (3)
* Clinical Director
* DYS PREA Coordinator
* Teacher Assistant
* Registered Nurse
* Direct Care Workers (6)
* Program Supervisors (4)
* Facility PREA Compliance Manager

Experience levels ranged from two weeks to over 18 years. All presented as very knowledgeable about their jobs and highly dedicated to keeping youth safe. The agency’s commitment to PREA was also very evident during interviews. Staff members were not only aware of their agency’s policies and procedures, but were able to discuss PREA and how it related to the overall mission of the program and the agency’s mission as a whole.

All staff members were well versed in their obligations as mandated reporters. All felt well supported by the agency, and particularly the Program Director, and had no fear regarding retaliation for reporting abuse. All staff have received PREA specific training as first responders and all knew exactly what to do if they were a first responder. All felt empowered to proactively address issues related to sexual violence and were able to describe actions they would take to prevent and/or deter possible acts of sexual violence.

A total of 10 youth at the programs were interviewed. All three girls at Terri Thomas, three boys from Assessment and four from the SRT were interviewed. There were no youth currently at the facility that had made an allegation of abuse. There were no youth at the program who identified as LGBTI (although all youth acknowledged being asked about sexual orientation upon admission). All youth interviewed had extensive knowledge of the right to be free from sexual abuse, assault or harassment. All youth acknowledged being screened upon admission (screening actually occurs on date of admission, which far exceeds the standard) and receiving information upon admission on their right to be free from abuse in any form. All youth knew multiple ways to report abuse and felt very confident that any complaint they made would be properly addressed. None of the youth reported ever having fear for their safety while at Alternative Options Center (or any program in the DYS continuum of care). All said they felt very safe at the facility because the staff is always there and always willing to help.

Interviews with youth and staff confirmed that the PREA education program and training has been fully integrated into the program.

The quality and organization of the documentation provided to this auditor was outstanding. The organized manner in which the interviews were facilitated by the agency made the process go very smoothly and allowed for lengthy interviews with no wasted time in between.

The Center for Human Development is an outstanding provider of juvenile justice services. The scope of this audit (PREA compliance) does not afford the opportunity to go into all the positive aspects of the programs observed.

**STANDARDS DETERMINATION TOTALS:**

**Exceeds Standard – 3 Standards or approximately 7% of total standards.**

**Meets Standard - 38 Standards or approximately 93% of total standards.**

**Does Not Meet Standard – Zero Standards or 0% of total standards**

**CORRECTIVE ACTION PLANS**

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| **Standard** | **Deficiency** | **Action(s) Needed** | **Documentation** |
| **N/A\*** | **N/A** | **N/A** | **N/A** |
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**\*Note-All standards were found to be in compliance. No corrective action is required.**

**AUDITOR CERTIFICATION:**

This auditor certifies that no conflict of interest exists with respect to his ability to conduct an audit of the Massachusetts Division of Youth Services or the Center for Human Development.

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Kurt Pfisterer, Dual Certified PREA Auditor Date