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

**JUVENILE FACILITIES**

**INTERIM** **FINAL**

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| **Dates of on-site audit:** | **May 11, 2015** | |
| **FACILITY INFORMATION** | | |
| **Name of Facility:** | **Chelmsford CARES** | |
| **AGENCY INFORMATION** | | |
| **Name of Agency:** | **Massachusetts Department of Youth Services** | |
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**NARRATIVE:** The Chelmsford CARES is a staff-secure 15 bed detention facility for male adolescents operated by the Massachusetts Department of Youth Services (DYS). The on-site portion of the PREA Audit took place May 11, 2015 and covered the audit period of May 11, 2014 to May 11, 2015. On the morning of May 11, 2015 this auditor entered the facility for purposes of conducting an on sight tour of the facility and interviewing youth, staff, volunteers and contractors. The facility provided a list of all staff by shift and employee job categories and a list of all youth by housing unit. Prior to arrival this auditor reviewed pertinent agency policies, procedures, and related documentation used to demonstrate compliance with the Juvenile Facility PREA Standards. The pre-audit review of documents contained in the Pre-Audit Questionnaire submitted by the facility prompted few questions. Answers to those questions were submitted to this auditor by the facility staff and any additional remaining questions were resolved during the audit. This auditor interviewed ten of the current 15 youth. The youth interviewed were a representative sample from each of the two housing units. Length of stay for those interviewed ranged from four days to one year. There were no youth who identified themselves as lesbian, bisexual, gay, transgender or intersex and no youth who needed translation services. No youth had specifically requested to speak with this auditor nor had this auditor received any written correspondence from youth or staff. There were no youth currently in the program who made an allegation of sexual abuse or sexual harassment at the program.

During the tour, additional questions were answered by executive and upper-level management staff. Staff and youth interviews followed and were conducted privately in a room with a large observation window. There are no SANE or SAFE staff employed at the facility. These services are available at the local hospital through a state-wide Memorandum of Understanding (MOU). This auditor reviewed the MOU to provide SANE and SAFE services, and crisis counseling. This auditor interviewed members of the incident review team and the staff member charged with monitoring retaliation. Administrative investigations (sexual harassment only) are conducted by trained DYS staff and criminal investigations are conducted exclusively by the Massachusetts State Police. There were no volunteers or contractors interviewed as none were at the facility or available during the audit. The agency Executive Director had been previously interviewed by this auditor.

**DESCRIPTION OF FACILITY CHARACTERISTICS:** Chelmsford CARES Detention is a hardware secure program for adolescent males between the ages of 11-20 who are temporarily held in the custody of the Department of Youth Services. The goal at Chelmsford C.A.R.E.S. Detention is to safely maintain all of our youth in a secure but youth-friendly environment while meeting the medical, psychological, and educational needs of our youth. The Chelmsford C.A.R.E.S. Detention program is a diverse community that respects the sexual orientation and gender identities of all individuals.

The Chelmsford C.A.R.E.S. Detention program is a structured environment that provides detained youth with the opportunity to develop and practice positive, pro-social and academic skills during their stay. Youth are required to attend school during the academic year and summer session. All Individual Education Plan’s (I.E.P.), educational testing and MCAST, etc. will be honored by each youth’s respective school district. The Chelmsford C.A.R.E.S. Detention program’s Educational Department consist of one Teacher Coordinator, one teacher, one special education teacher, one physical education teacher and one substitute teacher.

The Chelmsford C.A.R.E.S. Detention program also has a strong clinical component that is comprised of master’s level and licensed Clinicians. The Clinical Department consists of one Clinical Director and two Clinicians who provide individual and group therapy to all youth in our care. All youth are assigned a staff advocate to help with their transition, progress and individual needs during their stay. Advocates, clinicians and the remainder of Chelmsford C.A.R.E.S. team, help youth maintain positive behaviors, deal with conflict appropriately, and maintain positive peer and adult interactions throughout their stay. All youth are required to attend clinical and educational groups.

The medical portion of the Chelmsford C.A.R.E.S. Detention consists of a full time Nurse Practitioner from Lowell Community Health. The Nurse Practitioner provides a full comprehensive physical and contagious illness screening upon intake. The Medical Department also covers areas including, dental referrals, psychiatric referrals, and medication evaluations when needed. Confidential STD/HIV testing and counseling are also available to youth upon request.

The Chelmsford C.A.R.E.S. Detention program consists of a full time Program Director who also serves as the program’s PREA compliance manager. There is also a full time Assistance Program Director. Both the Program Director and Assistant Program Director have crucial roles in the program. They mentor and support every staff in an effort to promote staff development. They ensure that all policy and protocol is upheld and accounted for as well as offer assistance in day to day program operations. The program also consists of many staff in various roles including Shift Administrators, Supervisors, Direct Care Staff, Maintenance and Kitchen personnel. Each staff plays an essential role in the positive development of youth.

The Chelmsford CARES Center maintains 24 hour supervisory coverage as well as an On-Call Administrator.

**SUMMARY OF AUDIT FINDINGS:** Auditor arrived at the facility the morning of May 11, 2015. An entrance meeting was held with the Facility Administrator, Assistant Program Director (who also serves as the PREA Compliance Manager), Clinical Director and the DYS PREA Coordinator.

A complete tour of the facility took approximately 45 minutes. All areas were well maintained. The facility has a video surveillance system which provides coverage for 75% of the facility. The system provides coverage of the both housing units, hallways and education areas. There are no cameras in the youths’ rooms. There is a camera view of all doors in areas where youth are permitted. Observed staffing (3 : 1), while this auditor was on site exceeds the standards requirement of 8: 1. Both housing units have multi-stall showers and toilets which are appropriately partitioned for privacy and properly supervised when more than one youth is in the room. Youth are permitted to shower and use the bathroom alone if requested. This was confirmed by all staff and youth interviewed, and observation of practice. Sight lines are good in all housing areas (there are no unmitigated blind spots on the housing units).

Youth were observed during recreation, in school, during movement, and at meals. Observations of staff supervision practices were consistent with the agencies policies.

The PREA screening for risk is conducted by the clinical staff on the date of admission, and documented. All youth interviewed acknowledged being screened on the date of admission as well as being seen by medical staff within 24 hours of admission.

Administrative investigations regarding allegations of sexual harassment are conducted by trained DYS investigators. A review of investigators’ reports confirmed an aggressive response to all allegations of harassment. Criminal investigations of sexual abuse and assault are conducted by the Massachusetts State Police. Telephone and email contact with the DYS General Counsel confirm that there were no incidents of sexual abuse or assault during this audit period. Forensic examinations and evidence collection are performed at the Bay State Medical Center. A state-wide MOU is in place to provide forensic examinations and victims’ services.

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

* Facility Administrator
* Clinical Director
* Clinician (2)
* Assistant Program Director
* DYS PREA Coordinator
* Nurse Practioner
* Group Worker I and II (6)
* Cook
* Facility PREA Compliance Manager

Random direct-care staff were selected for interviews to include staff from all housing units and all areas of program. Experience levels ranged from half a year to over 20 years. The only staff member not interviewed was the maintenance person (there is only one and he is responsible for everything; this auditor did not want to disturb his lunch break). All presented as very knowledgeable about their jobs and highly dedicated to keeping youth safe. The program felt like a very friendly, family run business, and not a detention program. 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 knew their obligations as mandated reporters and first responders. All felt well supported by facility management, and had no fear regarding retaliation for reporting abuse. All staff have received PREA specific training as first responders and all knew 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 potential and/or imminent threats of sexual violence.

A total of ten (out of 15) youth at the facility were interviewed, and included youth from all housing units. Ages ranged from 15 to 19 years. There were no youth currently at the facility that had made an allegation of abuse that occurred at the facility. There were no youth currently at the facility who had reported an allegation of sexual harassment that occurred at the facility. There were no youth at the program who identified as LGBTI or had been identified as gender non-conforming in appearance. 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 were aware of multiple methods for reporting abuse. 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. No youth reported ever having fear for their safety while at the facility or at any time during commitment with DYS. All said they currently felt safe at the facility. Eight out of ten youth interviewed had been in other facilities. All eight stated that this was the best program they had ever been at. When ask what made Chelmsford better all eight stated, “The staff care and listen.” All said that they felt safer at the facility than on the streets.

The quality and organization of the documentation provided to this auditor was outstanding. The pre-audit questionnaire completed by the DYS State-Wide PREA Coordinator is one of the better ones I have ever received. The referenced documents in the questionnaire were provided electronically.

The organized manner in which the interviews were facilitated by the PREA Compliance Manager and the DYS State-Wide PREA Coordinator made the process go very smoothly and allowed for lengthy interviews with no wasted time in between.

The Chelmsford CARES Center is an outstanding detention facility. The scope of this audit (PREA compliance) does not afford the opportunity to go into all the positive aspects of the program.

**STANDARDS DETERMINATION TOTALS:**

**Exceeds Standard – 2 (Two) Standards or approximately 4% of total standards.**

**Meets Standard - 40 (Forty) Standards or approximately 96% of total standards.**

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

**AUDITOR CERTIFICATION**

This auditor certifies that no conflict of interest exists with respect to his ability to conduct an audit of the Massachusetts Department of Youth Services or the Chelmsford CARES Center.

\_\_**Kurt Pfisterer/s/**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_ May 18, 2015

Kurt Pfisterer, Dual Certified PREA Auditor Date