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

**JUVENILE FACILITIES**

[ ] **INTERIM** [x] **FINAL**

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| **Dates of on-site audit:** | **April 29-30, 2015** |
| **FACILITY INFORMATION** |
| **Name of Facility:** | **Metro Youth Service Center** |
| **AGENCY INFORMATION** |
| **Name of Agency:** | **Massachusetts Department of Youth Services** |
| **Governing Authority or Parent Agency:** | **Massachusetts Department of Youth Services** |
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**NARRATIVE:** The Metro Youth Service Center is a secure 102 bed facility for male and female adolescents operated by the Massachusetts Department of Youth Services (DYS). The on-site portion of the PREA Audit took place April 29-30, 2015 and covered the audit period of April 29, 2014 to April 29, 2015. On the morning of April 29, 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 42 youth. The youth interviewed were a representative sample from each of the four housing units. Length of stay for those interviewed ranged from one day to eight months. 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.

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 without video surveillance. 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:** The Metro Building is a 102 bed secure juvenile facility operated by the Massachusetts Department of Youth Services (DYS). The facility consists of two brick and mortar buildings, connected by a long hallway, within a secure, fenced perimeter. There are four distinct programs within the Metro Building; Metro Pre-Trial Detention, Commonwealth Secure Detention, Eliot Boys Detention and the Spectrum Girls Program. Eliot and Spectrum are Provider operated programs that follow all DYS policies.

Metro Pre-Trial Detention Unit (MPTU) is a juvenile detention program located in the Metro Youth Service Center. MPTU houses those youth that are awaiting outcomes related to criminal charges. MPTU provides educational, clinical and pro-social skills to the youth in custody with a specific emphasis on positive youth development. MPTU houses youth aged 11-21 with a daily population that averages between 10 and 20 residents. There were 11 youth in the program on the first day of the audit.

The Commonwealth Secure Detention Unit is a 30-bed courtesy hold unit that houses the juvenile males in the Commonwealth of Massachusetts who are being tried as adults. Courtesy Hold is the term used to describe the status of a detained or sentenced youth who DYS has agreed to maintain in one of its facilities, at the request of the Sheriff or the Sheriff’s designee, due to his age.

The program’s goal is to provide a positive environment which promotes positive youth development and good character. The Commonwealth Secure Detention offers youth a structured program with an opportunity to develop and practice positive personal, social, and academic skills.

The staff members at the Commonwealth Secure Detention pride themselves in providing youth with a safe, secure, and clean learning environment. They believe every individual has the capacity for positive change. They believe that youth, families, and the CSD staff can work together to help achieve this goal. Their stated mission, “… is to protect the public and prevent crime by promoting positive change in the lives of youth being held in our custody, and by partnering with communities, families, government and provider agencies toward this end. We accomplish this mission through interventions that build knowledge, develop skills and change the behavior of the youth in our care.”

And further state, “We will acknowledge and respect the distinctive and varied experience, skills, and operating styles of individuals and communities. Aspects of diversity can include, but are not limited to dimensions of race, ethnicity, gender, religion, sexual orientation and physical challenges.”

There were 10 youth in the CSD on the first day of the audit.

The Eliot Boys Detention Unit (EBDU) is a provider program for the Massachusetts Department of Youth Services. Located in the Metro Youth Service Center on Harvard Street, EBDU provides residential services to 15 detained youth. During their stay at Eliot, the youth are provided clinical, educational, residential, and medical services. The youth in the program range in age from 14 to 18 years old. The average length of stay is approximately 4 months, with some residents requiring services for only one day while others may be detained for over a year.

The staff at EBDU takes pride in providing youth with a safe, secure, clean, learning environment. The program staff believes every individual has the capacity for positive change and the staff work hard to instill this positive attitude in the youth assigned to the program. An emphasis is placed on developing partnerships with community based agencies servicing at-risk youth and their families.

EBDU offer residents a structured program with an opportunity to develop and practice positive, personal, social and academic skills. The following services are provided:

* Academic Achievement
* Drug And Alcohol Education
* Self Esteem Building
* Goal Setting
* Decision Making
* Family Contacts
* Health And Exercise
* Anger Management
* Substance Prevention Planning
* Dialectical Behavioral therapy
* Positive Peer Relationships

There were 15 youth in the program on the first day of the audit.

The Spectrum Girls Detention Unit is a 12 bed program for female youth aged 12 through 21, either referred by the court system awaiting their adjudicated process or already in custody of the Department of Youth Services.

The goal of Spectrum Girls Detention Unit is to provide an integrated system of services, providing effective cognitive behavioral therapy approach to all youth in its care, regardless of their legal status. Spectrum’s behavior management system emphasizes participation in addressing violence reduction, substance abuse issues and the skills to develop pro-social competencies. Spectrum strives to achieve a holistic/interactive process in which youth engage in goal setting with an interdisciplinary team or staff. All therapeutic intervention is designed to be focused and time limited. These brief interventions can be highly effective in reducing the risk continued harm associated with juvenile offender’s behavior.

There were six youth in the program on the first day of the audit.

The Metro Youth Service 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 April 29, 2015. An entrance meeting was held with the DYS Facility Administrator (who also serves as the PREA Compliance Manager) and the DYS PREA Coordinator.

A complete tour of the facility took approximately two and a half hours. All areas were well maintained. The facility has a video surveillance system which provides coverage for 95% of the facility. The system provides coverage of the recreation areas, dining hall, all 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. The Spectrum Girls program has multi-stall showers and toilets which are appropriately partitioned for privacy and properly supervised when more than one youth is in the room. This was confirmed by all staff and youth interviewed, and observation of practice. The three male programs all have individual use bathrooms. All youth interviewed from these programs confirmed that there is never more than one youth in the bathroom at a time and that when the bathrooms are in use a staff is posted in the hallway. Sight lines were excellent in all housing areas.

Youth were observed in school, recreation, 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. Email contact with the DYS General Counsel confirm that there were no incidents of sexual abuse or assault during this audit period. A state-wide MOU is in place to provide forensic examinations and victims’ services. Forensic examinations and evidence collection would be performed at the Morton Hospital.

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

* Facility Administrator
* Clinician Director
* Program Director (5)
* Assistant Program Director (3)
* DYS PREA Coordinator
* Nurse (3)
* Group Worker I, II and III (9)
* Facility PREA Compliance Manager

Random direct-care staff were selected for interviews to include staff from all housing units. Experience levels ranged from two and a half to over 20 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 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 10 youth at the facility were interviewed, and included youth from all housing units. Ages ranged from 15 to 20 years. There were no youth currently at the facility that had made an allegation of abuse. There were no youth currently at the facility who had reported an allegation of sexual harassment. 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. Many 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. This auditor received a three-ring binder which contained specific documentation (training, CORI clearances, etc.) for each of the programs. 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 with no wasted time in between.

The Metro Building is an outstanding juvenile justice 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, the Metro Youth Service Center or its vendor providers.

\_\_**Kurt Pfisterer/s/**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_ May 6, 2015

Kurt Pfisterer, Dual Certified PREA Auditor Date