



OFFICE OF THE INDEPENDENT JUVENILE OMBUDSMAN
Illinois Department of Juvenile Justice

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December 30, 2021

To the Honorable JB Pritzker, Governor of the State of Illinois

To the Honorable Juliana Stratton, Lt. Governor of the State of Illinois

To the Honorable Members of the Illinois General Assembly

Dear Governor, Lt. Governor and Members of the General Assembly,

I am pleased to present the FY2021 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, recounts some actual incidents which highlight areas that need to be addressed, provides recommendations to address them, and contains data both aggregated and disaggregated by individual facility for State Fiscal Year 2021.

The OIJO is grateful for the support of the Lieutenant Governor's Office, Governor's Office, and DJJ's leadership, which permit us to continue to identify issues within the Department and make recommendations to address those issues. I look forward to continuing to work with all stakeholders to resolve the issues impeding the Department from successfully fulfilling its mission.

Thank you for the continued honor of serving in this capacity.

Respectfully submitted,

A handwritten signature in black ink, appearing to read "Karima Douglas", written over a horizontal line.

Karima Douglas

Acting Independent Juvenile Ombudsperson

FY2021 Annual Report

Introduction

For many, 2021 felt like a “forgotten” year. A year that began and ended in the throws of a global pandemic. A year shaped by a dull but pervasive sense of uncertainty. When people ask, “what does Ombudsman mean?” or “what does the Ombudsman do?”, we sometimes respond with “we amplify the voices of young people.” This past year more than any other year, IDJJ youth used this Office as an outlet for communication and connection. They frequently called or flagged us down asking us to get through to their loved ones, their lawyers, DJJ staff and administrators and really anyone with power and with answers to their constantly unanswered questions. Sometimes they called just to talk. Beneath these constant requests to pass along messages or pleas of “can you please ask them to come talk to me?” is just that pervasive sense of uncertainty coupled with intense disconnection. So much tension and turmoil in these facilities could be avoided if more adults took more time to really listen to the young people around them and more youth had more access to the people and information impacting them most. It is our sincere hope that this Office amplifies the needs, the concerns, the voices of the young people in IDJJ. When so much seems in flux and so much feels dulled, it is especially critical that these young people and their voices aren’t ignored.

This is the annual report submitted by the Office of the Independent Juvenile Ombudsperson (OIJO) to the Honorable JB Pritzker, Governor of the State of Illinois, Honorable Juliana Stratton, Lieutenant Governor of the State of Illinois and the Illinois General Assembly, summarizing the activities done in furtherance of the purpose of the OIJO pursuant to 730 ILCS 5/3-2.7-35. This report covers state fiscal year 2021 (July 1, 2020 - June 30, 2021) the period hereafter known as FY2021.

Office Background

The Office of the Independent Juvenile Ombudsperson was created by statute in 2014. In 2015, Governor Bruce Rauner appointed the first and only Ombudsperson for the first term ending in February 2017. Kathleen Bankhead continued to serve in that capacity through Fiscal Year 2021. Deputy Ombudsperson Karima Douglas joined the Office in August 2017 and continued to serve in that capacity through Fiscal Year 2021. The Office of the Independent Juvenile Ombudsperson was created as a parallel entity with the Department of Juvenile Justice for the purpose of securing the rights of youth committed to the Department.¹ The Ombudsperson reports directly to the Governor and “may only be removed by the Governor for incompetency, malfeasance, neglect of duty, or conviction of a felony.”² Cases of severe abuse or injury of a youth, serious misconduct by staff, as well as other special circumstances identified by the Ombudsperson must immediately be reported to the Governor and Director of IDJJ.³ The Independent Juvenile Ombudsperson provides an Annual Report summarizing the activities and findings of the Office to the General Assembly and the Governor.⁴

¹ 730 ILCS 5/3-2.7-5

² 730 ILCS 5/3-2.7-15

³ 730 LCS 5/3-2.7-25 (c)

⁴ 730 ILCS 5/3-2.7-35

Duties of the Office of the Independent Juvenile Ombudsperson

- Review and monitor the implementation of rules and standards established by the Department of Juvenile Justice.
- Evaluate the delivery of services to youth.
- Provide assistance to a youth or family who are determined to be in need of assistance.
- Investigate and attempt to resolve complaints when a youth or family is in need of assistance or a systemic issue regarding the provision of services is raised.
- Review and periodically inspect the facilities and procedures of any facility in which a youth is placed.
- Be accessible to and meet confidentially and regularly with youth to inform them about pertinent laws, rules and policies, and their rights.
- Report certain types of serious concerns immediately to the Director of DJJ and the Governor.⁵
- Refer alleged criminal behavior and violations of the State Officials and Employee Ethics Act to the Illinois State Police, and the Executive Inspector General respectively.
- The Ombudsperson is a mandated reporter and reports allegations of abuse and/or neglect to the Department of Children and Family Services Hotline.
- Promote awareness of the Ombudsperson's Office among the public and youth.
- Develop and make available a complaint process for youth and anyone complaining on behalf of a youth.
- Notify the guardian ad litem and attorney, parent or guardian of a critical incident involving a youth and provide a copy of the critical incident report upon request.

Rights of the Office of the Independent Juvenile Ombudsperson

- Review court files of youth.
- Recommend policies, rules, and legislation designed to protect youth.
- Make appropriate referrals.
- Attend internal administrative and disciplinary hearings and advocate for the best interest of youth when necessary.
- Contact or consult with an administrator, employee, youth, parent or expert.
- Have confidential and privileged communication initiated by youth in person, by phone, by mail or any other means at any time.
- Have full and unannounced access to youth and Department facilities at any time.
- Have appropriate meeting space in the facility that preserves confidentiality.
- Participate in professional development and appropriate professional training.
- Receive copies of critical incident reports.

The OIJO has no authority to compel DJJ staff or administrators to change a decision or alter a policy or practice. Rather, the Ombudsperson brings to the attention of DJJ leadership issues involving the rights of committed youth, fairness in the access and application of services, policies and practices and other matters that warrant the Office's involvement.

⁵ 730 ILCS 5/3-2.7-25(c)(1) – (5)

Summary of Activities⁶

Visits

In-person youth facility visits are critical to the work of the OIJO. Over the course of FY2021 the Ombudsperson and Deputy Ombudsperson met regularly with youth in person and virtually via WebEx at each of the five Illinois Youth Centers. Visits often include one-on-one conversations between the OIJO staff and young people on their living units or in small office settings. These visits serve as opportunities for the Ombudsperson and Deputy Ombudsperson to introduce the Office, its roles and responsibilities to new youth shortly after they are admitted to IDJJ. Visits also provide opportunities for OIJO staff to privately learn about and follow-up on issues, inquiries and complaints initiated by phone call or via voicemail. An in-person visit allows for more in-depth conversation between youth, Ombudspersons, facility staff and administrators. During these visits OIJO staff continue to build safe relationships with youth face to face, open up the lines of communication for more sensitive issues youth may not be comfortable discussing by phone or in writing, and allows OIJO staff to observe, in real time, the youth's living, working and learning conditions. During FY2021, the OIJO made a total of 92 visits (virtual and in-person) to Illinois Youth Centers and made over 1,000 one-on-one contacts with youth. Additionally, the Ombudsperson and Deputy Ombudsperson regularly attended special programs at Illinois Youth Centers such as graduation ceremonies, youth performances, restorative justice peace circles and activities.

Calls

Over the course of FY2021, we took a total of 770 calls from youth in IDJJ facilities as well as youth out in communities on aftercare. Youth in DJJ custody and on aftercare, their family members and others calling on their behalf could reach the OIJO by telephone seven days a week. All calls from Illinois Youth Centers remain free, unmonitored, and unrecorded to maintain the confidentiality of the Office. Youth have access to Securus operated phones in common areas of each of their living units. Many of the issues detailed in this report span phone calls and in-person visits. For the purposes of this report and to limit duplicate statistics, our Office records the number of issues based on our formal and informal inquiries and complaints to the Department rather than how often the issues are discussed with youth by phone or in person.

Complaints

In FY2021, the OIJO filed 17 written complaints on behalf of IDJJ youth. Most of the issues reported to the Ombudsperson were addressed informally by referral to Illinois Youth Center administrators or DJJ Executive Staff. Complaints are formal written memos from the Ombudsperson's Office to the IDJJ Director and Executive Staff regarding serious issues that were ongoing and could not be resolved informally, presented a systemic problem and/or a complainant requested that a written complaint be filed. Formal complaints were typically investigated by the Office and discussed with DJJ leadership before they issued a written response. When deemed necessary, complaints were forwarded to and investigated by external entities.⁷

⁶ Please see Appendices A, B and C for more details on the OIJO visits, phone calls and complaints in FY2021.

⁷ Eg. Office of the Executive Inspector General, Illinois State Police, or Illinois Department of Children and Family Services.

System-Wide Issues

COVID Pandemic Impact

Unfortunately, the COVID-19 pandemic continued into FY2021. IDJJ's most sweeping response to the virus in FY2020 and the early part of FY2021 was to reduce the number of youth in custody who could be exposed to the virus, fall ill from the virus and/or spread the virus. After those first several months, the numbers of youth released plateaued and the total number of youth in custody is the lowest it has ever been. DJJ also implemented numerous other measures to slow the spread of the virus and reduce the pandemic's impact on youth and staff. Those measures include: implementing an objective screening protocol for all people entering IDJJ facilities, implementing routine rapid testing protocols for each of the IDJJ facilities that increase in frequency based on the spread of the virus and variants, suspending and then limiting in person visits and volunteer activities when and where warranted, staggering in person education and counseling staff, enforcing more rigorous cleaning and sanitation practices, enforcing quarantine and isolation for youth in custody when and where necessary, ensuring early vaccine access for all staff and age appropriate youth, and enthusiastically encouraging all eligible staff and youth to get the vaccine.

Understandably, all these new changes, policies and restrictions had a considerable impact on the youth in custody. Many youth complained that they didn't have enough access to friends and family anymore. While in person visits were replaced or supplemented by virtual visits, youth wanted to go back to the real thing. Youth complained that virtual visits were too hard to schedule with the staff who were only working in the facilities part-time. Youth also complained that in person visits were not the same because they couldn't sit and share a meal or snacks with their loved ones or had to remain several feet away from the people they most wanted to be near. Youth and families were left devastated when they couldn't get past the screening or rapid testing. It was also a miserable experience for youth who learned they were somehow exposed to the virus or ultimately tested positive. This meant they would be confined to their unit for days or isolated to their rooms for 23 hours a day. It was even worse if a youth learned of an exposure or positive result right before they would otherwise be released home because it meant that much longer in custody by no fault of their own. Even the youth who escaped quarantine and isolation expressed general restlessness and unease because they couldn't move around as they once did or interact with as many of their peers or staff as they were used to. Time away from home seemed to pass even slower than they were accustomed to. Living through the new normal of a pandemic confined to a carceral setting was unpredictable, frustrating, and painful for all of the youth and they remain hopeful for a new, better normal soon.

PBIS Fairness

PBIS or Positive Behavior Interventions and Supports at IDJJ is a system of expectations, rewards and consequences set by administrators and enforced by front line staff (juvenile justice specialists, educators, counselors, etc.). In this system, youth can earn up to 28 points a day or a maximum of 2 points for each of the 14 allotted time periods. Staff members responsible for supervising youth during a specific time frame or activity must award youth points by filling in the youth's daily point card. If implemented appropriately, when youth meet or exceed behavior expectations staff reward them 2 points, when they mostly meet expectations 1 point, and if they violate rules or expectations or require too much redirection 0 points. The PBIS system is the most dominant infrastructure across DJJ and impacts almost every aspect of youth life. Points earned every day correspond to behavior levels which then attach to incentives and privileges. The reverse, then, is also true.

When staff withhold points or choose to award less than 2 points per time slot to a youth they help determine a youth's behavior level and limit a youth's access to recreation time, privileges to call home to friends and extended family, special video or in person visits, field trips, activities, and commissary purchases. Youth at all five Illinois Youth Centers complained about how staff used the PBIS system. They complained that some staff show their bias towards youth they don't like by unfairly withholding points and falsifying reasons why. While point cards are routinely reviewed and staff must sign and explain the points they award, there's quite a bit of discretion in this area where staff bias, mistreatment and retaliation can flourish. Youth often complain to this office or write grievances using the internal grievance process but ultimately when it's their word versus the word of a staff member, they most often lose.

Staff Mistreatment- Racism, Harassment, Excessive Force and Retaliation

Young people at every Illinois Youth Center complained about staff behavior. The volume and severity of complaints in this area were highest at IYC St. Charles and IYC Harrisburg but there are examples everywhere of staff mistreating the youth in their care. Youth complained often at IYC Harrisburg that staff went out of their way to use violence if youth misbehaved. They also routinely complained about a number of staff members who regularly use condescending racist language towards and around black youth. In addition to the violence and racist language, black youth complained that staff showed their bias in how they assigned PBIS points and tickets for misbehavior. Black youth often felt resigned to the idea that racism would be built into their time in custody. There were complaints at IYC Pere Marquette of a couple staff members showing racist bias and just harassing behavior to the youth they didn't like. Youth complained that staff members would issue false tickets or harass youth with the intention of provoking their transfer out of the facility. Youth at IYC St. Charles complained that staff mistreated them by taking their points, using excessive force and using veiled threats of future retaliation if they didn't comply. Youth also complained of neglect from staff either by them not doing enough to keep them safe from assaults or not allowing them out of their rooms enough for recreation time. Youth at IYC Warrenville complained that staff verbally harassed them or intimidated them with threats of withholding certain privileges if they didn't comply. Youth also complained about feeling personally targeted by certain staff for false tickets or inappropriate behavior holds in their room. Youth complained at IYC Chicago of staff "playing favorites" and issuing false tickets to those they don't like. By and large, the experience of young people in custody is shaped by how they are treated by staff. There is no transformation in spaces where youth can't trust staff to respect them. There is no rehabilitation in spaces where youth can't trust staff to keep them safe. There is no restorative justice in spaces where youth can't trust staff to care about them.

Haircuts and Facility Maintenance

Throughout the year youth at each of the facilities complained about not seeing a barber for haircuts for weeks or months at a time. There are no barbers employed by DJJ to offer haircuts to the youth routinely and while volunteer support is appreciated, it was inconsistent and for some youth, rare. Regular grooming like haircuts is not only a necessary life skill for youth in the prime of their adolescent development but it's also what the state is required to provide while these youth are in their care.

Youth also complained about facility maintenance each of the Illinois Youth Centers. Youth complained about and pointed out physical plant issues. Buildings were in noticeable disrepair. Staff and youth would call attention to mold and mildew along the walls in common areas and youth rooms. Washing machines and dryers, water fountains, showers with hot water were often broken or not working at their optimal level. Cable, satellite, and phones were in almost constant disrepair. Temperatures on some units often fluctuated between extreme heat and cold. While COVID cleaning and sanitation measures improved the overall cleaning standards

system-wide, there remained a lot of room for improvement. Youth, staff and administrators have expressed to and around this Office that repairs take too long if they happen at all. Requests for repairs or replacements of critical items get caught up in difficult to navigate red tape and the youth who live in these conditions 24/7 are left out of the process completely. Everyone seemed to have adjusted their expectations to the lowest possible standard based on experience. Youth and staff would benefit from living and working in environments that were professionally cleaned, sanitized, and assessed for repairs proactively.

Delayed Release and Lack of Available Housing

A systemic concern that occurs every year in IDJJ is when youth are compelled to stay in custody for weeks or months longer than their commitment because they don't have an approved place to go. Sometimes delays are caused by miscommunication or disjointed planning between DCFS and DJJ. Sometimes the issue is a fundamental mismatch between the specialized treatment needs of today's IDJJ youth and the lack of residential treatment options in the state ready to meet those needs. Many youth who cycle in and out of IDJJ are mandated to complete specialized treatment programs like juvenile sex offender treatment or substance abuse treatment with the clinical recommendation of completing that treatment in an in-patient residential treatment program. There are only a select few providers in the state who purport to meet those treatment criteria and if these youth have cycled through their programs in the past with poor outcomes, they struggle to get accepted back. These youth get stuck in a limbo of desperate follow-up interviews, confused aftercare planning and (especially in the pandemic era) crippling long waitlists.

IYC Chicago

The most common complaints from youth at IYC Chicago were common at several IDJJ facilities in FY2021. Youth complained about the conditions of the facility and their units. Throughout the year critical items to youth like the unit phones, TVs and DVD players, showers and water fountains were broken or inaccessible. Youth (and staff) also complained about the units being too hot or too cold especially as the seasons changed. Facility administrators said they struggled to regulate the temperature for those units because of the limitations inherent in the structure of the building and the limitations of only controlling portions of a much larger complex. To provide some context, staff and administrators sometimes pointed out that youth were often responsible for breaking their phones or remote controls or other amenities. Regardless of the cause, repairs and replacements often took weeks if they happened at all and youth were left frustrated not knowing when or if they could expect things to return to normal.

Youth also complained about mail delays or issues with accessing mail from their loved ones. When a loved one sends mail to a young person at an IYC like IYC Chicago, the package must first be reviewed to weed out any contraband or inappropriate material. Youth place a lot of value on letters and photos from home to stay connected to the people and communities they care about most. Youth this year complained that their packages, especially their photos, were too often blocked and returned home unfairly. They complained that if one or two photos were deemed inappropriate everything was sent back. This frustrated the youth who were waiting sometimes weeks to get their mail and it frustrated their families who paid to send these packages only to have them returned for reasons they didn't always understand. Additionally, youth and their families complained about how long it took for mail to be delivered. Youth would hear from their loved ones tracking their packages that mail arrived at the facility but then youth thought it took too long from that tracked delivery

to get into their hands. The pace of the staff response did not match the youth's sense of urgency about a matter important to them.

IYC Harrisburg

This Office received the most calls and complaints from IYC Harrisburg in FY2021. The most frequent issues revolved around staff treatment, facility conditions, and peer conflicts. Relatedly, many youth contacted the Office requesting to transfer to other IDJJ facilities where they hoped to get more of their needs met. Decisions about transfer requests often took so long it almost rendered the request moot. Youth transfer requests are meant to originate with the youth's Youth and Family Specialist submitting a transfer request memo to DJJ's Deputy Directors for consideration. Many youth complained that their requests weren't taken seriously or submitted in a timely fashion so final decisions were delayed for weeks or set aside indefinitely. Youth would call week after week asking for a decision and this Office would repeatedly ask the Deputy Directors for updates with limited success. Additionally, requests were sometimes denied or held until a future date if youth had recent bad behavior or low behavior levels. Youth embroiled in peer conflicts where they were bullied or assaulted by other youth struggled to maintain good behavior because they felt pushed into fighting back in self-defense or skipping school to avoid greater conflicts. Many youth requested transfers because they wanted to escape certain staff who mistreated them by using racial epithets, unjustified and excessive physical force, or unfairly applying PBIS points and consequences. It was and is counterintuitive to tell youth requesting transfers that they first must prove themselves worthy with their behavior when the reason they wanted a new environment is that they could not seem to succeed in their current one. The obstacles to youth transfers caused undue harm and difficulty for youth who were already struggling.

IYC Pere Marquette

There were a few complaints from youth at IYC Pere Marquette about unfair staff treatment. Youth complained that certain staff play favorites and treat the youth they don't really like poorly by issuing them false tickets, ignoring their requests, or speaking to them disrespectfully. Youth generally like the environment at the facility and get along with staff but when there is conflict with certain staff they feel like they are held to an unfair standards.

IYC St. Charles

A common issue this Office heard from youth at IYC St. Charles was that they didn't have enough activities or recreational programming to stay engaged throughout the day. After dozens of youth were released home in the early part of the pandemic, most of the youth who remained had longer commitments, determinate and adult sentences. Many of those youth were older, high school graduates and left with open, unscheduled days. In response to past calls for more programming, especially programming led by people from the community, DJJ partnered with New Life Centers based in the Little Village neighborhood of Chicago. They provide restorative justice centered programming and activities at IYC Chicago, IYC Warrenville and IYC St. Charles. Undoubtedly, New Life Centers fills much needed almost daily space at IYC St. Charles and the youth have responded positively to their supports both in custody and into reentry. These young men just need more. They need more life skills education, more opportunities to train with and shadow professional tradespeople, and more time spent in restorative settings working to address and better understand the harm they've caused in community and the harm done to them.

IYC Warrenville

Conflicts among youth and the impact of those conflicts on facility operations was a common issue at IYC Warrenville. Young men and women complained throughout the year about not getting along with the other youth on their unit or in school with them. Many of those conflicts would rise to level of bullying, verbal and physical threats or fighting. This Office fielded calls from youth asking to transfer units to get away from those they're in conflict with. Facility administrators would often require mediations among the youth, but those mediations were not always the final solution. There are only so many units available and youth with already limited control over their lives and living conditions often feel even more trapped in constant tension or fear. The OIJO continues to recommend utilizing restorative justice peacemaking circles as the best means of resolving conflicts between youth. Peace circles are held as safe spaces for all who voluntarily enter them. All parties are equals without hierarchy or arbiters. Youth should have the opportunity to dig deep into the sources of their conflict and reach resolution that is safe and chosen by everyone involved. Further, whenever possible, our recommendation is to invite people of all genders and sexual orientations from the community who are experienced in conflict resolution circles to keep circles with the young people at the facility. Conflict resolution circles can be difficult to keep and IDJJ staff and youth would likely benefit from those with more experience in the practice and who are independent from the IDJJ culture.

Youth also frequently complained about overly restrictive phone restrictions and access to phone privileges. All youth calls, except for attorney calls and calls to the OIJO are regulated, recorded, and monitored. Loved ones must add funds to the youth's account for youth to be able to make calls and they are mostly restricted to calling family until they earn and maintain a high enough behavior level to call friends and romantic partners. Outside of those paid calls, youth get more limited, supervised calls home with their Youth and Family Specialists. Much like with their mail, young people rely on their phone privileges to stay grounded and connected with their real lives at home. Although the rules regarding phone usage are largely the same across all facilities, this Office receives the most questions and complaints about phone access and restrictions from youth at IYC Warrenville. Intel staff routinely monitor youth calls for inappropriate subject matter (eg. posting to social media or references to gang activity) and will issue behavior reports (tickets) to violating the rules. The consequences for those tickets typically include phone restriction for that youth for a number of days or weeks, the particular number involved in the behavior report is typically blocked or removed from the youth's approved phone list and the youth's behavior level is dropped so that they are again limited in who they can speak to by phone until they can earn the highest level again. Such restrictions seem particularly onerous for youth who are older, are away from home the longest and complain that these rules don't align with their individual needs and preparation for return home.

Appendix A: FY2021 Visits

IYC Chicago

Date	Number of Contacts
1. 7/29/2020	9
2. 8/26/2020	3
3. 9/16/2020	8
4. 10/6/2020	17
5. 10/26/2020	18
6. 12/1/2020	21
7. 1/7/2021	4
8. 1/27/2021	15
9. 2/11/2021	9
10. 2/25/2021	5
11. 3/11/2021	4
12. 3/24/2021	9
13. 4/8/2021	9
14. 4/26/2021	10
15. 5/12/2021	11
16. 6/8/2021	14
17. 6/17/2021	6

Total Visits 17
Total Youth 172

IYC Pere Marquette

Date	Number of Contacts
1. 7/27/2020	12
2. 8/28/2020	10
3. 9/25/2020	9
4. 10/27/2020	8
5. 12/4/2020	12
6. 2/26/2021	4
7. 3/31/21	8
8. 4/22/2021	8
9. 5/28/2021	2
10. 6/29/2021	4

Total Visits 9
Total Youth 69

IYC St. Charles

Date	Number of Contacts
1. 7/2/2020	16
2. 7/10/2020	12
3. 7/30/2020	29
4. 8/17/2020	20
5. 8/27/2020	6
6. 9/10/2020	28
7. 10/8/2020	21
8. 10/28/2020	27
9. 11/13/2020	8
10. 12/4/2020	17
11. 12/9/2020	14
12. 1/5/2021	5
13. 1/21/2021	8
14. 2/2/2021	10
15. 2/17/2021	7
16. 2/25/2021	6
17. 3/4/2021	8
18. 3/16/2021	7
19. 3/24/2021	7
20. 4/6/2021	11
21. 4/20/2021	15
22. 5/5/2021	6
23. 5/11/2021	9
24. 5/25/2021	9
25. 6/3/2021	11
26. 6/10/2021	7
27. 6/15/2021	3
28. 6/23/2021	7

Total Visits 28
Total Youth 334

Appendix A: FY2021 Visits

IYC Warrenville

Date	Number of Contacts
1. 8/27/2020	6
2. 9/24/2020	15
3. 10/7/2020	4
4. 10/19/2020	7
5. 11/5/2020	9
6. 12/3/2020	15
7. 12/9/2020	6
8. 1/7/2021	4
9. 1/21/2021	9
10. 2/2/2021	5
11. 2/17/2021	13
12. 3/4/2021	13
13. 4/6/2021	13
14. 4/21/2021	7
15. 5/5/2021	12
16. 5/11/2021	3
17. 6/3/2021	11
18. 6/17/2021	10

Total Visits **18**
Total Youth **162**

IYC Harrisburg

Date	Number of Contacts
1. 7/20/2020	13
2. 7/31/2020	18
3. 8/6/2020	12
4. 9/16/2020	20
5. 10/29/2020	9
6. 10/28/2020	29
7. 10/21/2020	27
8. 11/2/2020	28
9. 11/18/2020	11
10. 12/2/2020	9
11. 12/30/2020	14
12. 1/26/2021	4
13. 1/27/2021	21
14. 2/25/2021	6
15. 3/25/2021	13
16. 3/26/2021	1
17. 4/7/2021	7
18. 4/29/2021	4
19. 5/21/2021	17
20. 5/27/2021	11

Total Visits **20**
Total Youth **274**

Appendix B: FY2021 Phone Calls

Illinois Youth Center	Number of Calls
IYC Chicago	54
IYC Harrisburg	395
IYC Pere Marquette	22
IYC St. Charles	184
IYC Warrenville	102
Aftercare	13
Total Calls	770

Appendix C: FY2021 Complaint Summaries

IYC Harrisburg

1. Youth FJ spent an excessive amount of time in custody in pretrial detention followed by an IDJJ commitment. This Office recommended an automatic diversion from county detention to aftercare supervision in the community but there was no diversion protocol provided.
2. Youth AD spent weeks in IDJJ after he was approved for release because he wasn't accepted at any mandated residential treatment center for aftercare services.
3. Youth BD spent months in IDJJ after he was approved for release on a technical aftercare violation because he wasn't accepted at any mandated residential treatment center for aftercare services and continued juvenile sex offender treatment.
4. Youth HE complained that staff used excessive physical force when placing him in his room. This assault happened in the youth's room outside the view of unit cameras. Youth HE also complained that after he reported the assault, staff retaliated by writing him a false behavior ticket.
5. Youth PG was required to remain at IYC Harrisburg, a place where he did not feel safe from staff retaliation, because he was in mandatory juvenile sex offender (JSO) treatment. At the time of this complaint, JSO treatment was only offered at IYC Harrisburg.
6. Youth HL could not order commissary food items to supplement his diet because such commissary privileges were reserved for youth with higher PBIS behavior levels. Deprivation of food should not be used as a method of discipline.
7. Youth PG spent weeks in IDJJ after he was approved for release because he wasn't accepted at any mandated residential treatment center for aftercare services and continued juvenile sex offender treatment.
8. Youth DT complained that a staff person regularly spoke to African American youth using racist and demeaning language. When DT objected to this treatment, he was forced to go to his room to "cool down" and he wasn't allowed back out of his room for the remainder of the day.
9. Youth JI complained that staff used excessive physical force when breaking up a fight between him and another youth. JI was thrown down on his head and then other staff taunted him about the bump on his head.

IYC Pere Marquette

10. Youth DK complained that staff used excessive and unjustified physical force with him. He complained that staff unfairly frame all behavior incidents in the light most favorable to them without any context for how they intentionally escalate and provoke youth to negative action.

IYC St. Charles

11. Youth CM complained that staff either intentionally or recklessly sprayed him with OC while intervening to help him out of a multiple youth assault. The use of OC spray left him defenseless in the assault.
12. Youth HZ complained that he was moved to an unsafe living unit despite his objections and this Office's objections. Within minutes of this move Youth HZ was assaulted by multiple youth and subsequently moved.
13. Youth GG's mother complained that staff used excessive force when separating and moving GG to a new unit. Staff then threatened retaliation and ridicule if Youth GG reported the abuse to authorities.

IYC Warrenville

14. Youth EB complained that she was targeted by a staff member for harassment and mistreatment and feared retaliation due to the staff member's relative power and authority.
15. Youth CD complained that a staff person shared details from his confidential background in a semi-public setting without his consent.
16. Youth DT and YA complained that they were intentionally or recklessly given pork in their meals despite their known, religious dietary restrictions.

All Illinois Youth Centers

17. The OIJO complained that younger youth (ages 13-15) committed to IDJJ were inherently more vulnerable because of their age and required more specialized treatment in custody. Current IDJJ policy referencing vulnerable youth populations were inadequate to meet the special needs of this population and allowed for biased treatment of African American youth.