

P.A. 101-0166 DCF's Annual Suggestion Boxes Legislative Report

Date of Suggestion	Date Created	Suggestion RCVD	Provider	Suggestion Source Type	Suggestion Notes	Child Safety	Require Call to Hotline	Action Recommended	Recommended Action Taken	Date Action Taken	Date DCF's Contacted	Provider Contacted	Outcome	DCFS Contacted			
01/24/2024	01/31/2024	1	Southern Thirty Adolescent Center (Mt. Vernon shelter)	Staff Interaction	Youth completed handwritten note. Some content within the note is not legible to this writer. Please reach out via email so letter can be scanned to appropriate contact person.	Yes	No	No Further Action	Yes	01/31/2024	01/31/2024	Yes	Youth is no longer at the shelter.	Yes			
01/26/2024	01/30/2024	3	The Bridge II Pathways/Rewakening	Misc.	Ifuck Lives Matter: [redacted] has been coming into work frequently smelling like alcohol and BO. [redacted] often leaves his job for hours for no reason. He makes it seem he does a better job than the other staff but he's the one who needs talked to about leaving work for hours just for food or even a haircut. (BTW he's bald) but yet he's getting a hair cut for hours. He's touch and to bossy.	No	No	Report	No	01/29/2024		No	No action taken as this is a statement and not expression of any concern or wrongdoing. Residential monitoring supervisor contacted [redacted] via email, and he replied that [redacted] was terminated and sent copies of the documentation of separation.	No			
01/26/2024	01/30/2024	3	The Bridge II Pathways/Rewakening	Staff Interaction	[redacted] is a asshole!	No	No	Report	No	01/29/2024		No	Residential monitoring supervisor followed up with [redacted] the Director of the program and he informed me that [redacted] was discharged. [redacted] stated the following regarding [redacted]: We will further investigate this situation concerning [redacted]. We were made aware that one of the kids felt wasn't being fair when it came to a few things such as TV time, chores, and etc. [redacted] stated that he felt that he was being fair. [redacted] reported that the youth was being disrespectful to staff; the youth did not want to clean up his area in the room. This youth has frequent bed wetting accidents that cause the whole house to smell like urine; there were times the youth would refuse to shower or properly clean his soiled bedding and clothing. Since then, both [redacted] and myself have sat down with both the youth and aimed to reset expectations; this situation was resolved and going well. However, we will re-investigate and see if there are any more complaints concerning James.	No			
01/26/2024	01/30/2024	3	The Bridge II Pathways/Rewakening	Staff Interaction	From [redacted] To: Suggestion Box I feel that there are unbalanced communication between me and the staff and because [redacted] and [redacted] This note is to straighten out the negative name calling to making me do extra things because their staff [redacted] call me slow, dumb, and being goofy and he make me do extra cleaning to earn things blame things on me He went threw my belongings for drugs to earn things blame things on me He didn't check anybody else's belongings; he makes [redacted] all him whose doing what and I feel it isn't right [redacted] make new rules that aren't planned by admin which [redacted] [redacted] told me he would help others get my black award out for me [redacted]	No	No	Email	No	01/29/2024		No		No		No	
01/29/2024	02/01/2024	2	Ozarga Academy	Facility	#1- can you put audio on the camera. #2- can you possibly fire the employee curry for this list of reasons. being really bossy making small issues big issues not following team/teen boundaries...? not listening to team boundaries and others not following shift plan think she can restrain us for...things for lying...? Note one: It was noted that the youth is not allowed to warm up his noodles and he is a vegetarian. The facility gives him a tray of food that has meat. They get the same cold, small breakfast (muffin, milk, cereal, orange juice, apple juice, blue berry muffin). Note two: Staff make threats to take their allowance and not let him spend his money from DCF's. It was said in the interview that the youth would be able to manage his own money. Now it seems like it has to be a special occasion or circumstance to buy something he wants. A staff moved him while he was sitting in a chair. Expressed that when other youth act out, they walk around like nothing happened. If he does something, it's like "he committed a crime". He will defend himself if staff put their hands on him like they do other kids. Staff said if the youth has a consequence, they will take some of the monthly money and put it up. Staff put their hands on residents and staff tell their legal situations to other staff, being messy.	No	No	No Further Action	No					Met with the youth [redacted] regarding the notes. He did not express any safety issues or concerns [redacted] did express that he does not like how money is handled at Riveredge. A discussion was held with staff regarding money management and the youth's well being.	No		
02/08/2024	05/01/2024	3	Riveredge	Money	Staff put their hands on residents and staff tell their legal situations to other staff, being messy.	No	No	Meeting	No	02/08/2024		No	Addressed notes with youth. Youth reported that everything was good with the staff name [redacted] Reported comments to facility director [redacted] Director addressed staff about inappropriate comments made.	No			
02/08/2024	02/01/2024	0	Hoyleton	Staff Interaction	Three notes from same youth received in suggestion box: "I keep calling me a bitch and I'm tired of it." "I love [redacted] but I hate [redacted] they're making threats" "he always yelling me out of my name"	No	No	Suggested Recome	No	08/10/2023		Yes		No			
02/15/2024	02/23/2024	9	St. John Bosco	Staff Interaction	Suggestion: Staff need to stop threatening us Response: Spending time on this, a few of the girls have shared some of these concerns with me about a few staff. Some were not willing to provide names, but I have a good idea of who they are speaking of because [redacted] and we are preparing to have direct conversations with those [redacted] did tell me she put in 8 complaints on the box, I told her that is great and recommended she put 18 more. Suggestion: Staff need to start letting us go outside as long as it is after school hours if we are on supervision protocol Response: I am working to address programming and training on all of our protocols we currently use. Youth are supposed to have outside time even while on protocol they might not be able to do the same activities outside as their peers, but they are allowed outside time. Suggestion: Staff need to stop taking her glasses when we are not self harming with them or with something else Response: Staff have been directed to remove items being used to self harm as well as items that can potentially be used to self injure [redacted] has discussed this with staff and youth. Staff have been directed they are responsible for completing the Rights and Restoration form.	No	No	Suggested Recome	Yes	02/17/2024	02/15/2024	Yes	See responses in the suggestions section. DCF's monitor will monitor these interactions.	Yes			
02/21/2024	02/29/2024	1	Allendale Association	Staff Interaction	"I [redacted] feel like he always coming at me for example today Wednesday at 4:30pm Feb he refused me from going to the bathroom. Literally nothing prevented me from going to the bathroom when he let another peer go to the bathroom downstairs cause all the bathrooms was full upstairs. So, I've been saying that I got to go to the bathroom. Then another peer ask to go downstairs and he said yeah. Then I said I can go too, he yelled at me and said no. All been trying to do was just use the bathroom."	No	No	No Further Action	No	02/29/2024	02/29/2024	Yes	I spoke to [redacted] about this suggestion on 02/21/24 at 6:15pm and she stated that the suggestion she wrote is just a joke, it's bogus, that it's true that she had to use the bathroom but there are 2 bathrooms on her unit and both were occupied at the time. She said another peer was allowed to go downstairs to use the bathroom in the basement unsupervised and she [redacted] was denied going downstairs. She had to wait [redacted] minutes before one of the bathrooms on her unit opened up and then she was able to go to the bathroom. She asked if this suggestion/complaint could be dropped.	Yes			
03/20/2024	04/03/2024	6	Indian Oaks	Staff Interaction	1. "giddy, powdery residue on my teeth. And the more and more I drink from it, the worse it gets and the thicker it gets on my teeth. Brushing them does not help a single bit." 2. "On 3/11/24 at 8:20 staff came to get me for school and I said I wasn't going to school [redacted] told me that don't for nun extra since your ass don't wanna go to school. First why is staff cursing. And he can't make that decision. Yesterday he came in my room and said turn that faggot ass music off. Since when is OA homophobic. The he made a comment on my appearance and said take those tight ass jeans off. Everything I wrote in his words." 3. "Staff be on their phone [redacted] how are we getting help when staff on their phones and staff curse at us [redacted] And I notice alot of favoritism like [redacted] he threatening us, he told us that he have guns. And if he catch us on he will shoot us. Then force us to walk back on 3000. I feel that a change should be happening [redacted] like to ingratinate (antagonize) alot [redacted]" 4. "March/13/24 We went outside for basketball and were listening to music and one of the kids from P1 said lets race and I said sure and were facing a hill and crash head first into a pole and one of the P1 staff runs to [redacted] and help me up, and I'm all bruised up. leg, arm, elbow, head, bruised up. And I go to my staff [redacted] and ask can some one take me in I'm hurt and she says not right now. I have to go [redacted] and ask him can he take me in. He says sure. It's the fact that [redacted] to another staff on another program. That's why we have our own staff for. The goal is to make us feel safe they can't even take me in to get a band-aid. These staff sic favorites I can't not be here no more if im here past next week I will turn the fuck up they are denying 3 o'clock snack when its a emergency they deny my case worker/fawcer call I really can be here it's very hot in the room we all sleep in the staff bully us and pick favorites they use the write up thing as a threat they doot try n help they just try n trigger you and latanya knows my triggers and she takes advantage of it. Me being here is just putting stress on me and making my situation worse then what it is. I need to be able to talk to my baby mother that what calls me and I need to know what is going on and if my baby is healthy and the staff only let me talk to her after 6 at night I cannot do this.	Yes	No	Meeting	No	03/20/2024	03/20/2024	No			No	This issue will be addressed at the April 16, 2024 Administrative Meeting with NIO administration.	Yes
03/22/2024	03/27/2024	1	Southern Thirty Adolescent Center (Mt. Vernon shelter)	Staff Interaction	raise the chores by 25 cent.	No	No	Meeting	No	04/05/2024	03/22/2024	Yes	Meeting schedule to discuss concern(s) with director and her supervisor.	Yes			
03/23/2024	03/27/2024	1	Southern Thirty Adolescent Center (Mt. Vernon shelter)	Money	raise the chores by 25 cent.	No	No	Meeting	No	04/05/2024	03/22/2024	No	Discuss with shelter	No			

03/27/2024	03/27/2024	1	George Academy	Food	The reason I am writing to you this time is the food we are getting served. We had a problem with the food for at least a week, but today pushed it. For lunch today the milk carton had moldy milk on the bottom of it, and I have not been eating most of my food from meat because the food is terrible most of the time most lid and some staff agree. Even one of the staff agree with me encouraged me to report this report. That's my only complaint.	No	No	No Further Action	No	03/27/2024	Yes	CWIS will share this during the monthly admin mtg. Youth did not say the food was moldy, the suggestion he had mold on the outside of his milk carton. He also complained about not liking the food choice. This is not the first complaint on food choices. No safety hazard. Note made to share at the mtg.	Yes		
03/29/2024	04/05/2024	1	St. John Bosco	Facility	Peer is smoking weed and the smell goes in the hallway. It's very sickening. My kid does not deserve to smell/inhale when we pass her room.	No	No	Meeting	No	04/04/2024	04/05/2024	Yes	Concern was addressed with peer's child & family team in a clinical setting.	Yes	
03/29/2024	04/05/2024	3	Chubbey	Staff interaction	It is very rude and disrespectful to clients in EAA (Kids Above All) and I can't stand him.	Yes	Yes	Report	Yes	03/29/2024	03/29/2024	No	Monitor contacted the DCFS hotline to report youth's outcry of abuse.	Yes	
04/06/2024	04/06/2024	4	Kenner Village	Facility	1. I am making a complaint. On "Room 2" it is unreasonably cold and I will wake up in the middle of the night shivering. I don't think the window is completely sealed correctly. I also want to complain about the back door, it is not completely sealed and when it snows or gets icy out it bulks up on the back door and it gets unreasonably cold in the cottage. 2. Hello, it is cold in the cottage please turn up the heat. 3. It's too cold in this cottage!!!! 4. It is freezing at night in the cottage. I have three blankets on me and I am still freezing. Also, the common area is freezing. Can you get them to turn up the heat?	No	No	Email	Yes	04/06/2024	Yes	Yes	This information will be shared back to the workers of the youth who are known. This monitor also sent this information to the facility.	Yes	
04/11/2024	05/01/2024	2	Riveridge	Staff interaction	Two notes were retrieved from the DCFS Suggestion Box from [REDACTED]. He expressed that: -Staff put their hands on residents even after residents have been restrained. -Staff refuse to give him access to his court orders. -Staff curse at the residents. [REDACTED] does not control her staff and they are unprofessional. Note her: [REDACTED] and a staff has a disagreement [REDACTED] said he apologized because he thought it was a misunderstanding. The staff kept talking and [REDACTED] responded "I don't give a F". Staff replied, "that's why I will be here for you" because my attitude and I'll never get out."	No	No	Meeting	Yes	04/11/2024	No	No	This monitor met with [REDACTED] regarding the notes that were retrieved from the DCFS Suggestion Box. [REDACTED] was asked about his safety and well-being. He expressed that he feels safe at Riveridge and he is not being hit or physically abused.	No	
04/20/2024	05/01/2024	3	Riveridge	Staff interaction	at Riveridge left a note that was retrieved on 4/20/24. He expressed that: [REDACTED] is not following his court visitation order regarding family visits. The note that he got in trouble at school and was informed that he would have a meeting about the situation. Two other youth got in trouble at school and the did not have to have a meeting. He went on to express that [REDACTED] is holding him at the facility, telling him that she talked with his counselor and the counselor will call back, but she is lying. Additionally, she will not let him call the caseworker.	No	No	No	No	04/20/2024	04/20/2024	No	[REDACTED] discussed the note with this monitor. He expressed that [REDACTED] is not fair and does not follow the rules. [REDACTED] would like to keep him from going on visits as a punishment for behaviors he has at times. Visitation will be discussed with Riveridge's administration.	Yes	
05/07/2024	05/10/2024	1	Lawrence Hall	Peer interaction	During a monitoring visit to Lawrence Hall on 5/7/24, I was approached by youth [REDACTED] CWIS (5842200) who wanted to share a concern. There are two transgender girls on the same unit, and Kenonnie expressed he was not comfortable being on the unit with them. He said the two lived with him and he noted that the two youth trigger him to have thoughts of homosexual acts he observed while he was detained in the juvenile detention center. When asked what he would like to happen to make him feel less uncomfortable, Kenonnie said he wanted to be moved to the unit across the hall.	No	No	Phone Call	Yes	05/06/2024	Yes	Yes	On 5/9/24, I followed up with [REDACTED], Vice President of Residential and Detention Health Services at Lawrence Hall to discuss the concern identified by [REDACTED]. [REDACTED] shared that [REDACTED] 5/2/24 with his treatment team (Lawrence Hall, permanency worker and supervisor, and GAI). He noted the treatment team discussed the matter and determined that [REDACTED] true intent was to be moved to another unit where other youth were participating in the similar behaviors as to going AWOL and not following rules. Additionally, [REDACTED] reported the two transgender youth had been harassed and physically attacked on one occasion, by the same youth [REDACTED] wants to follow. Lastly, [REDACTED] conveyed that the treatment team concluded [REDACTED] was saying he felt uncomfortable solely to be placed on the youth on the other unit. The treatment team determined it would not be clinically appropriate to move [REDACTED] at this time.	No	
05/13/2024	05/14/2024	2	Riveridge	Money	I note was from an anonymous person. The other note was from a son DCFS youth-EM.	No	No	Suggested Record	No	No	No	No	The issue from the note (allowance, staff spending the program money on personal items, director showing favoritism, director dressing inappropriately, note being withheld) will be discussed with the program director.	No	
05/21/2024	05/23/2024	2	Curtainlight Children's Home	Staff interaction	Suggestion 1: [REDACTED] has made me feel scared in my own living environment because she yells, curses at the staff and my peers and attacks them. She also makes rude comments to me and my peers. Suggestion 2: Staff disrespect towards me. The staff talking to me as if I were a child or as if I were not capable of talking to clients do to their situation. Or at least be reminded in the certain situation while in those times.	No	No	No Further Action	No	05/14/2024	05/21/2024	Yes	[REDACTED] have heard following statement from the staff here at CH. "Shut the fuck up" screaming, I have heard, "the kids are little monsters", and so much more. The staff have very sarcastic, rude, and very stuck up. They make fun of us and mock us, they call us out and treat us like we are animals. Sometimes when the girls including me are crying and having a mental breakdown you can hear the staff laughing and mocking our cries, the staff act like our feelings and trauma are irrelevant. During my stay, I feel as if this place has been very physically and mentally draining. I am always surrounded by drama from staff and kids and negativity around me at the time. I just really hope that you are able to get me out of here, "Hammer Village". Thank you for reading my letter and hearing me out.	Yes	
05/26/2024	06/04/2024	1	Kenner Village	Programming	I'm tired of the way staff and teachers [REDACTED] talk to the kids. If you want a list I will personally write out a list. [REDACTED] is tired of the way I'm being talked to and by putting me down the wrong way. I'll really need to do something about it.	No	No	Email	No	06/04/2024	Yes	Yes	email sent to administration.	No	
05/26/2024	06/04/2024	1	Kenner Village	Placement	The staff that DCFS sends is not high quality and they savings. The group is unpleasant. Sometimes the dinner is not filling and they don't give seconds. The lunch, they always make the same sandwiches.	No	No	Email	Yes	06/04/2024	Yes	Yes	email was sent	No	
06/10/2024	06/11/2024	1	One Hope United Northern	Food	The notes were from one youth. He expressed that the program director "publicly" took his speaker because the music was playing too loud. He said that he was not warned that the music was too loud before the speaker was taken away. The youth stated that someone told on the program director earlier in the day that she used very vulgar and inappropriate language at a resident. He feels that his speaker was taken away because the program director was angry that he told on her. He feels that he was treated unfairly, and the program director is unprofessional. It was mentioned that she called a resident a "dumb mother fucker" and said "shut the fuck up, I'm sick of your ass." This was said in front of the whole group. He expressed that when they tell the program director that staff call them "baggies", the program director does not do anything. He went on to discuss that he has requested to get a haircut, but he has not had one. When he asked the program director, she said yes. However, he did not get a haircut. He said when he followed up, she shrug it off. He said when he tries to express himself, it is frowned upon and made to seem like a bad thing. He said he is not comfortable in his own skin due to the program director. He said when he tries to express how he feels, she shuts you down in a dismissive way. He said some people's items were stolen and she did investigate the situation, but just like "oh well". The youth expressed that he has asked for the legal documents from the program director. He has not received them yet. He also requested a copy of his rights. He feels that it is a repetitive cycle of "no, no, we have to bring her person leaves to speak with her and it shows."	No	No	Email	Yes	06/11/2024	06/11/2024	Yes	Yes	The concerns from a note in the suggestion box will be discussed during the Administrative Meeting on July 30th, 2024.	Yes
07/09/2024	07/09/2024	3	Riveridge	Staff interaction	I was sitting in [REDACTED] room hanging out with her, but I was not allowed in her room. But have come [REDACTED] in [REDACTED] I threw water on [REDACTED] and a book got thrown at my feet. This was said in front of the whole group. [REDACTED] grabbed both of my arms and fell on me when he put the into a restraint and now my shoulder is hurting really bad."	No	No	Suggested Record	Yes	07/25/2024	07/24/2024	Yes	Monitor spoke to the youth who stated that this happened 5 weeks prior, she was taken to the ER when it happened, diagnosed with a muscle sprain, and advised to take ibuprofen for pain. Youth stated that she was given ibuprofen whenever she asked for it. The pain is still there but better. Youth doesn't want another doctor appointment but would like the nurse to see her. She has seen her case worker since it happened but didn't talk her because the case worker doesn't listen to her. The monitor spoke to the Shift Supervisor who said she would arrange for the campus nurse to come right over and see the youth today.	Yes	
07/23/2024	08/09/2024	1	Alameda Association	Staff interaction	The staff put me in a restraint and they broke my finger open and you can see the white meat and I couldn't breathe and I had a seizure attack."	Yes	No	Suggested Record	Yes	07/23/2024	07/24/2024	Yes	Youth stated they were calling their case worker [REDACTED] and her supervisor but there was no answer. This happened yesterday. Youth showed me a tiny, blood scrape on her pretty finger knuckle that appeared to be over a week old. Youth said she was restrained by staff for trying to go AWOL. She said her therapist who responded that it was her own fault. Youth stated that she didn't know that going AWOL wouldn't lead to a restraint. She was wheeled and staff gave her a choice to use which helped her breathing. Youth showed me some tiny marks on her arms that were about 1/8" and appeared to be scars. Youth said they were broken from the restraint. Youth wants the nurse to come see her and take a look.	Yes	

07/23/2024	08/09/2024	1	Allendale Association	Staff Interaction	"The staff put me in a restrat and the broke my finger open andy can see the white meat and i couldn't breath and i herd a asma attack."	Yes	No	Suggested Recome	Yes	07/23/2024	07/24/2024	Yes	Youth stated they tried calling their case worker [REDACTED] and her supervisor but there was no answer. [REDACTED] said she happened yesterday. Youth showed me a tiny, healed scrape on her pinky finger knuckle that appeared to be over a week old. Youth said she was restrained by staff for trying to go AWOL. She said her therapist who responded that it was her own fault. Youth stated that she didn't know that going AWOL would lead to a restrant. She was wheezing and staff gave her her inhaler to use which helped her breathing. Youth showed me some tiny marks on her arms that were about 1/2" and appeared to be scars. Youth said they were bruises from the restrant. Youth wants the nurse to come see her and take a look.	Yes			
07/23/2024	08/09/2024	1	Allendale Association	Misc.	"The staff at [REDACTED] always goes and never wants to do there job. And is always cursing at the children and yelling even when they know it triggers the youths."	No	No	No Further Action	No	07/24/2024		Yes	Copy of the Suggestion was emailed to the Director of the unit.	No			
07/30/2024	08/06/2024	2	Riv Child & Family - CHAS	Staff Interaction	1) I don't like how our staff are always on the phone. 2) I don't like how the guards are on their phones and when they don't listen to staff	No	No	Suggested Recome	No	08/06/2024		Yes	Monitor emailed Lydia Home Evanson formerly CHAS Rice administrators notifying them of the comments in the suggestion box and recommending that staff leave their phones in an designated area or office so that they have access to them if needed but are not distracted by them when they should be engaging with youth.	No			
07/31/2024	08/01/2024	1	Southern Thirty Adolescent Center (Mt. Vernon shelter)	Staff Interaction	"A client came up to me and said that a staff was telling them about my personal life. I didn't believe it at first but then the same staff that they told me it was I heard telling the same old more staff about me and I didn't feel comfortable with her talking about my personal life to other clients."	No	No	Meeting	No	08/01/2024	07/31/2024	Yes	DCFS will recommend training refreshers to CWCA regarding patient confidentiality.	Yes			
07/31/2024	08/01/2024	1	Southern Thirty Adolescent Center (Mt. Vernon shelter)	Staff Interaction	"I told me that he had done crystal meth and I don't feel like that to [REDACTED] for him to work with children" PW "He also was trying to look at what I was writing"	No	No	Email	No	08/01/2024	08/01/2024	Yes	Pending follow up with agency on 8/2/24.	Yes			
08/20/2024	08/21/2024	1	Allendale Association	Food	"I refused to give everyone there snack and she say's we can not get it." "I don't think it's fair that we have only 15 minutes for hygiene. Because they expect us to take 15 minutes showers or we get in trouble. How am I supposed to brush my teeth, do my hair, put on makeup. It's fricking stupid and not fair. We need more hygiene time, like 30 minutes. Please and it's to much to take 2 showers in one day. It irritates my skin. Thank you."	No	No	No Further Action	No			No	No	Spoke to the youth [REDACTED] who said that she is prone to UTI's and because of this she is not allowed to wash her genitals with any kind of soap. She stated that staff tell her that she has an odor so their response is to make her take 2 showers a day. She stated that this is very unreasonable and she wants to use something to cleanse herself. I spoke to staff, they confirmed the above information. I asked [REDACTED] if she has seen a specialist and staff stated 'no' that she has not. I suggested that she be scheduled with a urologist or that her PCP be contacted for medical advice so to what she can use to cleanse her genitals. Staff agreed to follow through.	No		
08/23/2024	09/17/2024	1	Allendale Association	Facility	"She was resisting my right to use the bathroom [REDACTED]" Today I was very upset because I have a lot going on at home and staff (staff name) just made it worse. She said That's why you dumbass ain't going to a group home and started calling me a liar and saying that black girls don't self harm. She kept saying that if I'm going to sit my throat then do it.	No	No	No Further Action	No	08/23/2024	08/23/2024	Yes	Yes	I spoke with [REDACTED] who stated that this happened the day before the date [REDACTED] was to go to the bathroom. She originally said [REDACTED] and interrupted and said 'no'. After 10 minutes, [REDACTED] let her use the bathroom but stated that she should have asked the staff closest to the bathroom [REDACTED] said that she didn't want any further actions taken as it resolved yesterday. Hotline report was submitted. Monitor followed up with youth, and with youth permission, had a discussion with the unit Therapeutic Services Coordinator about the note. Therapeutic Services Coordinator stated they were going to address this issue in a staff meeting with the unit director.	Yes		
08/28/2024	08/29/2024	1	Allendale Association	Staff Interaction	These stupid people are trying to let my fucking peers tell me what to do and peers my age are not staff, are not adults, and aren't my mom so please get them to do something or I will snap on everyone here and I don't care.	Yes	Yes	Report	Yes	08/29/2024	08/29/2024	Yes	Yes	Monitor met with youth to gather more information about the note. Youth just stated they were frustrated and wanted it to stop. They stated they had talked to staff but they do not listen. Email sent to provider for more information regarding the report.	Yes		
08/28/2024	08/29/2024	1	Allendale Association	Staff Interaction	On 8/28/24 [REDACTED] and [REDACTED] jumped me and so I had grabbed a bonnet and [REDACTED] pulled my nose then restrained me then I punched [REDACTED] and she punched my butt started grabbing me	Yes	Yes	Report	Yes	08/29/2024	08/29/2024	No	No	Monitor reported this incident to the hotline on 8/31/24.	Yes		
09/12/2024	09/16/2024	2	Allendale Association	Staff Interaction	she would leave us all and run out. So she is selfish and also she gives DBI and minors for no reason sometimes its usually because she is mad at the kid or she is having a bad day. She shouldn't work here at all in my opinion she is only mean to us she has no patience which is not good if you work at a job like this. I was in my room during my crisis. Staff was outside my she wouldn't let me go to the bathroom and when I tried to go pee in a cup she said if you pee in a cup that's the only cup you will use. Yes I know I threatened them a little or a lot but I am not going to drink out of a cup that once had piss in it and she kept making noises when I told her to stop. She just kept making them so I threw staff at her. She said that if I threw bodily fluids at her, they could take her keys - Allendale keys. I was getting overly mad so I kept telling the staff to quit talking outside my door and all they did was talk loud. I was upset at 6 something in the morning because she kept making this clicking I told her to stop more than 50 times and the every time another staff came that was the shift supervisor, she would stop the clicking noise and say she wasn't doing anything and I was screaming at her for no reason. But when the supervisor left she would continue making the clicking noise so I would yell at her more then when other staff would come she would say how disrespectful I was right in front of my face and she also is a liar. She says stuff like sweetheart I am not a liar, and I said don't fucking call me a sweetheart again and she said stuff like what or she can't wait to my DCS caseworker and tell her how much I threatened her. And I just cursed at her more and more and she would say stuff like don't talk to me then a second later she would start telling me bad things about myself trying to make me feel bad. I started yelling at her and she said why are you talking to me nut I can't talk to you she said staff like who said I	No	No	No	No					Yes	Monitor talked to youth in person about her concerns. Monitor reached out to unit director to discuss staff and youth dynamics on the unit. The director has not made contact back with the monitor.	No	
09/12/2024	09/16/2024	2	Allendale Association	Staff Interaction	I mistake and forget I was on dining hall rest but when I got to the lunch room and saw staff I remembered I was. I told one of my TA's in the classroom that took us to lunch that I was and she said there was nothing they could do now, we are already here. So I went up and got my soft food tray and it only on untrustable, banana, and appleauce. When I finished I staff told me that they were going to come and get me so I put my tray up but I wanted to get seconds and staff said I could because one of the lunch lady's said I could come up and get more because I wasn't a lot of food. So I went back up but one of the other lunch lady's was serving the food and not the other girl so I tried to explain to her I have to go back to school so could get some spaghetti because that counts as soft foods. But the lunch lady only put the noodles in a styrofoam bowl but I asked for the meat sauce but she said then it would not count as a soft food. So I said for get it I can't have another job but she said that we are not supposed to bring food back to the school (which does not make sense because we have people on AWOL precautions back on the unit) and a different staff was trying to help me figure out the problem. In the midst of it all staff came up to me and said "you need to leave you know you are on dining hall rest and staff is outside waiting for you". So I told her you need to stop and leave me alone because I was trying to get my problem figured out with my food because I need more to eat. There were so many people talking at once so I did raise my voice and staff said now you have a DBI for inciting the cafeteria which is completely false. So I dropped it and walked out the door with an untrustable because I wasn't going to get into more trouble. When I got back to school staff called the nurse and she said spaghetti is soft food so staff went get me a tray.	No	No	No	No						Yes	Unit director was contacted to discuss client concerns and staff and youth dynamics on the unit. Unit director has not contacted me back at this time.	No
09/12/2024	09/16/2024	2	Allendale Association	Staff Interaction	I feel like staff is targeting me cause every little thing that I do she has a problem with. Please get her off this unit for a few days I am tired of trying to kiss her ass.	Yes	Yes	Phone Call	Yes	09/16/2024	09/16/2024	Yes	Yes	I met with youth and informed her staff of her statement of wanting bill herself so they could provide her with extra supports and supervision. I reached out to a DCS investigator assigned to an existing investigation regarding this youth and the staff she was concerned about, monitor is now waiting to hear back from the investigator. Monitor reached out to the unit director to discuss youth and staff dynamics and has not heard back.	Yes		
09/12/2024	09/16/2024	1	Allendale Association	Staff Interaction	Staff be using profanity during work. So unprofessional, it be so unnecessary too.	No	No	No	No			Yes	The above complaints did not have names, so unknown which youth made these complaints. The unit director was contacted to discuss staff and youth dynamics on 9/13.	No			
09/12/2024	09/16/2024	1	Allendale Association	Staff Interaction	My staff is ignoring me when I need to talk and it makes so frustrated. I have a complaint about us being in our rooms for hours for hygiene/call(7). On August 13, 2024 we was in our rooms for hours. The staff told us that they need a break because we have been treated? all day. And being in our rooms for hours remind me of my trauma. Usually our staff tells us if we stay in one spot we do not have to be in our rooms but every Wed. Thurs, we are in our rooms for hours. And me & my peers says that this reminds us of being trapped in our rooms and we cannot come out. And if we do come out they say that they will extend our time. So if you can help us with this this will be great. Also this really makes me feel like I am being in prison because we can't come out of our rooms so please address this for me!!	No	No	No	No				Yes	Monitor reached out to unit director to discuss staff and youth dynamics on 9/13. No name was left on this note so it is unknown which youth submitted this complaint.	No		
09/14/2024	09/14/2024	1	Indian Oaks	Staff Interaction	[REDACTED]	No	No	Meeting	No	09/17/2024	09/14/2024	No	This issue will be addressed at the Administrative meeting scheduled for 09/17/2024.	No			

11/22/2024	12/20/2024	7	St. John Room	Staff interaction	absolutely pleased me the fuck off, they have no boundaries and they constantly flirt with each other and are always interacting very inappropriate with each other, and are way too touchy towards each other, and one of them was playing around and had ripped up something that I had put in my hand work into making, and that was [redacted] and the other staff that I am talking about [redacted] they are not a bad and I mean extremely bad older person [redacted] to you get person to us, they always interact way too touchy and inappropriate in front of us, and do inappropriate dances in front of us, and I don't feel safe or comfortable being around them, this job is not for them, they make threats towards us, on 11-16-24 around 8:30 PM, Yall should check the cameras because [redacted] was making threats and his exact words was "Yall need to get out of here because I am pushing the fuck out" I am not the monitor but that "Yall wanna play with" and [redacted] is the exact same way and needs to get another job	Yes	No	Email	No	12/12/2024	Yes	These are the responses I received via email on 12/12/24 for each suggestion box comment that I emailed on 11/28/24, with a re-request on 12/04/24, and a 2nd re-request on 12/09/24. 1. Concerns with [redacted] have been addressed and are being monitored. None of the things she stated she is stating because they are two staff that call her on her stuff and she doesn't like it. 2. No response necessary. 3. There is a difference between being left and refusing to leave the area. 4. Programming is an ongoing process. 5. This is something we are always monitoring and addressing. 6. We have not heard anything about youth being targeted. 7. This is something we are always monitoring and addressing.	
11/22/2024	12/06/2024	1	Rite Child & Family - CHAS	Staff interaction	"I [redacted] [redacted] is pushing me because I am in my door way. Please help me because it is just going to get worse. Please help me"	Yes	Yes	Email	No	12/06/2024	12/06/2024	Yes	11/22/2024 [redacted] collected suggestion box note on 11/22/24. [redacted] she was unable to enter it into the youth advisory feedback site due to a glitch. It was sent to the monitoring supervisor in an excel spreadsheet 12/2/2024. Monitoring supervisor reviewed the spreadsheet on 12/12/24 and sent an email [redacted] the Residential Director at Lydia Home [redacted] [redacted] CHAS) Rice informing her of the concern and asking what is being done to monitor/address concerns regarding [redacted]. Monitoring supervisor also instructed [redacted] to call the DCS hotline since the comment alleges physical pushing and the follow up conversation between the youth and monitor alleged verbal exchanges that could be identified as verbal abuse.
11/23/2024	11/26/2024	1	LakeSide (Hope House)	Supervisor interaction	This note is from LakeSide-Securidy House. [redacted] on November 4th on the 8 to 4 shift. She constantly yelling at me for no reason without [redacted] and do not want her in my apartment again. She's messing up [redacted] behavior. She would not let me sleep in either the same her room is hers. If he has take it home and being disrespectful.	No	No	No	No	11/23/2024	No	Monitor spoke with the youth in care. She told monitor she was upset because she was told no. She does not feel threatened and is not afraid of the staff.	
11/23/2024	11/27/2024	20	Riveridge	Clothes	Riveridge, Unit 20. These notes included the following details: 1. The privileges are not consistent with the levels and the rules are inconsistent. 2. The program director questioned a youth regarding putting notes in the suggestion box. 3. Inconsistent information is provided to caseworkers regarding violation. 4. The program director is unfair. She shows favoritism if she likes you. 5. Complaints were made regarding not being allowed to dress according to equality preference. 6. Youth was told that he would not be allowed to participate in activities due to him constantly putting notes in the suggestion box. 7. A youth noted that he has been doing good in the program. Also, he said that he wants to keep doing good to get out of the program and will not allow staff or other residents to bring him down. 8. There were at least three complaints regarding food being ordered for the residents. After the food was ordered, the residents were informed that the money would come from their accounts for the food. 9. A comment was made to staff in front of the youth to "stop talking because LW is listening, and he'll run and tell everything to DCS".	No	No	Meeting	No	11/16/2024	No	The information obtained from the suggestion box will be addressed with the administration during the administrative meeting on 11/16/24.	
11/28/2024	12/18/2024	1	UCAN	Staff interaction	[redacted] contacted my GAI and caseworker and PO before I could contact my CFham [redacted]	No	No	Meeting	No	11/05/2024	No	TRPM monitor talked with youth. Told her we were thankful she is utilizing the mailbox and we have received her letters.	
11/28/2024	12/18/2024	1	UCAN	Staff interaction	[redacted] try to put me in a restrain and ended up screaming me to the [redacted] and busting my upper extremities and then I had to get ten stitches.	No	No	Meeting	No	11/05/2024	No	TRPM Monitor talked with youth. Informed her we have received her letter, checked her for the entry, and told her we are looking into the report.	
12/01/2024	12/09/2024	2	Pavilion	Misc	Suggestion one received 12.2.24 letter dated 12/1/24 [redacted] keep on lying and getting my hopes up by stating that he [redacted] the money per weekend like I am suppose to get every weekend which has not been happening since the day I got my privileges on 10/17/24 and now it is the 1st of December and have missed 7 weekends of getting paid \$10 a week which is \$70 that he has not given me and had consistently been getting my hope up just for them to be crushed. But not only me but every body else by missing 4 weeks of weekend money which supposed to be one of the only things that we had to look forward to have at the Pavilion [redacted] will also not give me my \$40 for my job nor outfit because I think I [redacted] it on [redacted] and which is impossible to do every time that I ever spend money I am obligated to bring back purchase and receipt. Letter two, handed to the monitor by a youth: Dated 12/2/24 6:58am A staff [redacted] came in my room and woke me up and stated that in room or [redacted] if I did not get up as soon as they asked me almost as if she was trying to scare me and intimidate me first thing in the morning. After I lay back down for a few more mins the staff [redacted] starts to pick with "uh" saying "I'm not the one to play with" then she said "I'll put you on restrictions so that you can't do nothing." Then starts to say that "you guys want to do shit" after me and my momma just say what her deal. After we getting up I get up and said "uh I'm your self" and then she [redacted] not legible.	No	No	Event	Yes	12/01/2024	12/01/2024	contents of both letters emailed to Pavilion main monitor and monitoring supervisor.	
12/01/2024	12/09/2024	1	Pavilion	Staff interaction	Suggestion from South Girls Unit Second Floor Pavilion. "Dear DCS I wanna go home the way I'm getting treated is wrong especially by [redacted] to crazy if I call was in our shoes get turn up in [redacted]. They [redacted] me to get money not help they even say I [redacted] don't but [redacted] do. Please get me out before I eat glass again, this literally why I didn't want to come back here to [redacted]. The bullying and staff favorites. It for real unless [redacted] they [redacted] was rough for the staff of."	Yes	No	Event	Yes	12/01/2024	12/01/2024	The monitor provided this report to the Pavilion main monitor and monitoring supervisor.	
12/01/2024	12/09/2024	2	Pavilion	Staff interaction	Suggestions from the South Girls Unit on the second floor: "The food here is disgusting. It's like you are eating poison terrible if I do something." Three entries were found in the suggestion box dated the same date 12/01/2024. They read as follows (written verbatim): 1. [redacted] (name redacted), gave me a minor for hygiene, because I didn't take a shower, the reason I didn't take a shower is because the water was cold. The water was like that for the last couple of days, but I brushed my teeth, washed my face and changed my clothes, on that morning, I took a shower, and they still gave me a minor, and the [redacted] closed my door and searched my paper and told me if I put it in the box, she was gone straight me." 2. [redacted] came in my room and hit me, she said she was playing but I got it in a playful way, she also said she was never taking me off campus again, because I was on an allegations on her, I was also on the phone with my mom and she kept saying stuff to me provoking me, she also tried to have me fight a client that got her put on a plan and she offered me a vape." 3. [redacted] gave me unnecessary consequences because I [redacted] my [redacted]."	No	No	Report	Yes	12/01/2024	12/01/2024	Suggestion reported in in-line observation report which is provided to the agency main monitor, PSA, and agency staff.	
12/06/2024	12/17/2024	3	Alameda Association	Staff interaction	Notes--refuse to give body wash and face wash. Never has shampoo and conditioner for youth. Just keep treating me bad when I need to take a shower. I can't because don't get proper stuff and when given shampoo and conditioner, it is only for 1 day that we get for one week. Need my own hygiene to take shower. Note 2- Not allowed to watch television when me and Alanaea did the same thing, but she gets to watch tv. Note 3 [redacted] always rude and ignoring questions.	Yes	Yes	Report	Yes	12/17/2024	12/17/2024	Report was made to DCS child abuse hotline. Initial 488327 given to report. Report was discontinued by DCS staff and an investigation was taken. DCS 41058043	
12/10/2024	12/13/2024	3	LakeSide (Hope House)	Misc	From North Boys, handed to the monitor by the youth Branton: Dear DCS, there need to be more dresses approved because I need dresses to take me to practice. From South Girls, handed to the monitor by youth [redacted] They like see people)	No	No	Suggested Recorn	No	12/10/2024	No	Monitor spoke with the youth and staff regarding hygiene products. Monitor saw hygiene products in every bathroom. Staff admitted giving the youth shampoo and conditioner daily. Monitor verified the shelter has hygiene products. Youth admitted she does receive hygiene products but would like more.	
12/10/2024	12/10/2024	2	Pavilion	Placement		No	No	Email	Yes	12/10/2024	12/10/2024	No	The monitor emailed the contents of the paper to CWS [redacted] and PS [redacted]

