

December 31, 2025

2025 Suggestion Boxes Report

Pursuant to 20 ILCS 505/39.3, Suggestion boxes, DCFS must place in each residential treatment center, group home, shelter and transitional living arrangement that accepts youth in care for placement by the Department a locked suggestion box into which residents may place comments and concerns to be addressed by the Department. Accordingly, DCFS shall submit a report to the General Assembly each year outlining the issues and concerns submitted to the locked suggestion box and the solution to each issue and concern. This annual submission provides an account of all items received and summarizes the outcome.

January 2025 - March 2025	
Suggestion	Outcome
<p>1. [REDACTED] is being mean to me ([REDACTED]) well tusing sayings rude stuff when all I'm doing is trying to ask her help with my ear she is trying to make me upset are some it might so plze do some thing about it she need to be on a different unit or something I don't like or feel safe with her on my unit.</p> <p>2. I was talking to one of the staff and [REDACTED] came over and grabbed my by my arm and dragged me to my room and left a bruise on my arm.</p> <p>3. There needs to be a such thing here as sexual protocol because people/girls be very sexual a lovold others like touching</p>	<p>1. [REDACTED] will be meeting with [REDACTED] to address the concerns. He will also have a mediation in an effort to repair the relationship.</p> <p>2. Given we don't have a name, we will need to address all staff about this type of behavior will not ne accepted. We will also encourage all youth include their names as it will help with following and ensuring we get their concerns addressed.</p> <p>3. We will work with staff on a more active approach to supervision of youth. We will also discuss with youth appropriate boundaries.</p> <p>4. We will not be moving [REDACTED]. We will work with youth to</p>

<p>in a bad way saying/doing nasty this to each other and that could be a trigger to some people.</p> <p>4. [REDACTED] needs to go to Elm Street she does not act 13 she acts like a 9 year old she is driving us all crazy acting like she is younger</p>	<p>improve their window of tolerance and encourage them to remove themselves from the situations they might be getting annoyed with/by.</p>
<p>basically we need new washers and dryers yall need to stop getting it fix and get us new ones because our clothes still stank when we wash em like mildo, must, piss, throw up, feet, and the dryer dont dry it put stains on our clothes and we all just walk around here stanking and not fresh and we need new shower heads cause they dont do the job were laides and we need to be fresh</p>	<p>This monitor will email the provider with suggestions and ask for timeline of getting these things fixed. This will be submitted on 10/10/2025 and there will be a request for response by 10/15/2025.</p>
<p>We need to get [REDACTED] off of our unit because she was yelling at me and catching an attitude with several people and starting to get disrespectful. All over she thought I did not do my R & R packet, but I showed her I did, and she got more upset. I was on house arrest so I couldn't take a break, so I just had to deal with her disrespectful mouth and cursing at me. Plus, her yelling and being unprofessional and this is not the first time she has done this. I am crying out loud please can we get her moved off this unit. Our unit is [REDACTED], but we are staying on [REDACTED].</p>	<p>This monitor emailed Administration and requested all youth on this unit be questioned about their feeling of being supported and respected by staff. I requested the questioning be completed by end of business on 1/17/25.</p>
<p>[REDACTED] is in desprid need of leave because we had a disagreement and she is taking the game and tv away for a week and when we went off campus. She wanted to go bowling and aint nobody wanted to go bowling but she forced it and when we weren't going she got mad that she wasnt getting her way</p> <p>She is provoking me and making fun of how i tak and says im in desprit need of a speach and stuff when we went off campus she</p>	<p>Information will be provided in observation form.</p>

<p>wanted to go to chedders we wanted golden caral she said it is the adults choice and we have no say in that</p>	
<p>"The staff [REDACTED] bodyshamed me on the floor and pushed down on my face then another 2 staff put me down and then I was down and [REDACTED] punched me and start pulling my hair and spit on me"</p>	<p>Hotline call made. Reference [REDACTED] given regarding report. Disposition not yet provided.</p>
<p>I am writing this grievance because [REDACTED] threatened me and told me if I move this chair he is going to want to fight me and when I asked to talk to my therapist they wouldn't call and he is always disrespectful and calling me names for no reason and always trying to put his hands on me and I don't feel safe or comfortable around him and he keeps coming around me and I'm fearful for my safety honestly because he said he was going to kill me one time.</p> <p>I heard my supervisor tell my peer to go beat himself and that made him upset and the made the dorm a unsure place a bid it should not be like that I feel a Lady supervisor should not talk to a teen like that that would make me feel upset to it's just the way you approach us I don't think that was heathy. [REDACTED]</p> <p>I heard my dorm supervisor tell my peer to go beat him self in a sexual way I think that make are environment as a client in a treatment –</p> <p>I don't like when my supervisor enforce rules and explain why she</p>	<p>Hotline was called related to [REDACTED] allegations. There is an investigation pending related to [REDACTED] concerns.</p> <p>Concerns noted in observation report sent to the provider and will be discussed further with provider at the next administrative meeting.</p>

<p>set the rules I feel as a client at [REDACTED] I should be aware or why something happen. – [REDACTED]</p>	
<p>Two suggestion entries were received from the same youth. They say the following [verbatim]:</p> <p>"When [REDACTED] was searching my room she messed it up on purpose and that same day [REDACTED] the staffed punched me when he took the spray and he kept tryna wake me up and was touching me weird and was being aggressive" and "basically today is Tuesday personal snack day and I was off [REDACTED] said no to me bc of something that happened and then I said bed and walked up to me and said do something then I walked off the unit and also Kofi be teaching people how to fight he fought [REDACTED] before and he do special treatment."</p>	<p>Hotline report made regarding being punched. disposition is still pending.</p> <p>Staffed with PSA for other entry and no further action currently.</p>
<p>"They don't feed me."</p>	<p>Staffed with PSA for entry and no further action currently.</p>
<p>The monitor pulled from the suggestion box a black and white photo of the following:</p> <p>The words [REDACTED] " with a drawing of an [REDACTED] [REDACTED] superimposed over the DCFS logo.</p>	<p>The monitor provided a description of this drawing to agency admin and PSA Hewitt on 1/26/25. Additionally, the monitor uploaded the drawing and sent it to the agency on 1/26/25.</p>
<p>A suggestion was received reporting a youth was denied snack and water when he asked. The youth asked for the next time staff provide him with water and a snack.</p>	<p>The monitor provided feedback to this agency on the youth suggestion. The monitor has been having ongoing conversations with admin at this agency on trauma informed care and dropping the rope/not entering into power struggles with youth over food and to offer food and drink when youth ask.</p> <p>The agency admin agrees with this suggestion and indicates it is an area they are working towards addressing. The unit this is occurring</p>

	<p>on is a brand new unit and many of their direct care staff are very young (21/22 yo) and quite frankly immature like some of the youth we give them to shelter.</p>
<p>Since Sunday January 5th the parking lot has been nothing but ice and sidewalks are the same way. The clients walk on the sidewalk! KVis not doing anything about it!</p> <p>Staff are lying to get me in trouble.</p> <p>I'm tired of being treated like shit by staff.</p> <p>I have to bottle up my feelings because everytime I tell my feelings someone says I'm arguing.</p> <p>Staff told me today that I can't use the bathroom during a crisis and I have stomach issues so when I have to use the bathroom, I can't wait.</p>	<p>Email was sent to the provider.</p>
<p>YIC, [REDACTED] wrote: "When I was in a restraint, [REDACTED] kicked me in the mouth and my lip is busted."</p>	<p>Hotline report made on 1/29/25. Intake: [REDACTED]</p> <p>Youth had eloped from the unit so this reporter was not able to gather more information.</p>
<p>YIC [REDACTED] wrote: "[REDACTED] made me go into crisis and provoked me. She that I was a slow one and that I am not going to be anything in life. She also was gossiping and talking about the staff on the unit. She also tries to get clients to be mean to other staff she doesn't like."</p>	<p>Hotline report: [REDACTED]</p> <p>Youth had eloped from the unit when this note was discovered, this reporter was not able to gather more information from her.</p>

<p>"Staff gets on me at 18:30 at night while Im trying to do my best for my work out treatment"</p>	<p>Suggestion will be provided in milieu observation report.</p>
<p>YIC, ██████ reported: "█████ bit me, bruised my arm and twisted my fingers, scraped my elbow and more things."</p>	<p>Hotline report made 1/29/25. Intake: ██████.</p> <p>Youth was eloped from the unit when this note was found in the unit's suggestion box, this reporter was not able to follow up with youth to gather more information.</p>
<p>Six notes were retrieved from the DCFS Suggestion Box at ██████ on 1/29/25. The notes included complaints regarding inconsistent rules, favoritism with certain youth from the program director, not being provided money at a youth's request for a visit, unfair treatment regarding decrease in program level, youth being told to discuss issues with the program director and not put notes in the suggestion box, not being allowed to dye hair a color, staff not using the correct pronouns that have been identified by a youth, instead they use other pronouns, religious beliefs.</p>	<p>Most of these issues were discussed on 1/22/25 during a monthly-clinical meeting. The topics that were not discussed on 1/22/25 will be discussed on 1/18/25 during the administrative meeting.</p>
<p>"staff not be doing there jobs</p> <ul style="list-style-type: none"> -on their phones -false report -kids intageniziong -bed bugs -smoking outside around us 	<p>Meeting with ██████ leadership is scheduled on 2/7/25 to further discuss suggestion left by youth and to develop a plan of action to address youth's concerns.</p>

<ul style="list-style-type: none"> -kids stealing - staff intimidating us -making us do stuff that we dont want to do or that we are sick to -not taking care of our ingeres -therepis ds no seeing us at all -people peeing on the floor or smearing poop on the walls in the bathroom -teacher being racices to black people -making us sit by people that we don't get alone with" 	
<p>Youth reported their religious rights were not being followed. Monitor followed up with youth on site and youth reported being denied access to materials for them to practice wicca.</p>	<p>The monitor notified the CWS and PSA assigned to this case and notified the provider of the reported concern.</p>
<p>Youth reported frusration over not being allowed to keep her makeup. Monitor followed up with youth on site and youth retracted suggestion, reporting it was made while angry.</p>	<p>No further action taken. Notification put in report.</p>
<p>To who it may concern,</p> <p>My DCFS worker came to visit me, as we were talking I felt like she had began yelling at me.</p>	<p>Monitor talked to the youth about his concern. He stated that he doesn't want his caseworker to talk to him about his family when she comes and visits him.</p> <p>Monitor emailed the caseworker and provided the information to her that TN had provided to monitor.</p>

	<p>This was discussed at his staffing.</p>
<p>Written Verbatim from suggestion box entry (dated 2/3/2025):</p> <p>The staff (████) went in my room and when the door was closed a vape fell out her pocket and I feel like that should be concerning because it was while she was working with kids."</p>	<p>Spoke to █████ Director on site regarding suggestion box entry. █████ director reported that this has been a conversation that was just had with staff at the last staff meeting about ensuring that these items are not brought into units. █████ director reported that this will be followed up with again with the staff.</p>
<p>February 3rd 2025 █████</p> <p>- I feel like I should be able to go to a quiet place during education hour because I like to read my bible during these times. I would like to read my bible and be able to speak to God because it is my religion. I feel I have no privacy here. People are always looking through my things and it's already crowded. By reading my bible privately would prove to be an effective coping skill for me.</p> <p>- I am not allowed to buy and prep my own foods. I feel this place does not support me and my goals with eating healthier. I am only allowed to buy a certain amount of goods with my money, which isn't fair because the staff doesn't buy fruits consistently. I feel I could reach my goals easier if I was allowed to buy my own things especially because it would be easier, the other youth have to have fruits as well and it's hard to work around that.</p> <p>- I am on phase 3 which means I can have 3 hours of community time. I can take my phone to school and I can have my phone in my room for 2 hours a shift except. There is only enough time for an hour and 30 minutes of community time and an hour and 30 minutes for me to have my phone. Pointless programming and upsetting rules are getting in the way of my freedom in a lot of</p>	<p>Monitor has been working with the management team to improve upon issues related to youth understanding emotions, in addition to other skills. A meeting was held with on 02/07/2025 to address these issues and another meeting is scheduled in the next two weeks and on 03/07/2025.</p>

<p>ways it feels like a residential. and 17 I had to choose this place or my last residential I'd choose this place.</p> <p>I did not have a good day today I came home from school not in a good mood. Bad moods are something everyone feels and completely normal. Not here. They don't make room in the point sheet for bad days. A staff recently told me that I should've stopped crying got myself together and went through it! Emotions don't work like that. It is important to feel negative emotions. I even lost points for crying in THERAPY! and portraying an appropriate attitude on a different group. Am I supposed to just shove my emotions. Put them behind? I was under the impression this place was to help me with my emotions.....I feel safer with my emotions at a residential facility which is confusing because this is supposed to be a step-up. It feels like a step down. I can't even cry without "not being a positive influence". I also got points off for having poor engagement with groups. Not everyday people want to be bothered. Sometimes it's normal for people to be left alone. I genuinely can't do this anymore. I live in a place where it is wrong to feel emotions, and no one understands. [REDACTED]</p>	
<p>On 2/13/25 [REDACTED] had a vape she and another staff came in [REDACTED] e room and was playing with her and [REDACTED] dropped her vape and left then after that I told [REDACTED] there was a vape and she smoked it and [REDACTED] came in and took it</p>	<p>VM for [REDACTED] Director re: contents of the suggestion box note and requesting a return call to discuss next steps. Follow up email sent with same information.</p>
<p>Dear DCFS,</p> <p>The food has improved but the portion sizes have not. I want the food to be more filling. I literally have to get 2 trays. I am also lactose intolerant, and they barely have nondairy options for me. I</p>	<p>Email to case work team on case seeking guidance on lactose issues. Provider feedback given on the issue.</p>

<p>would like them to implement more no dairy food options. Thank you- Concerned Resident [REDACTED]</p>	
<p>"[REDACTED] has been constantly refusing me my basic needs of a human and consistently states I will be leaving soon and don't need a hair cut nor hygiene products despite that I have been on "CS" for a while now and haven't gotten to leave besides on one overnight. He has also decided to keep my "speaker" and "power bank" to himself. There is no reason as a RTC director this should ever be these corrupted activities to a resident of the Pavilion. He has also continued to manipulate me and my fellow peers almost every interaction that I have with him. With this being said, I would love if someone would intervene with these ongoing behaviors."</p>	<p>Email to CWS and PSA on case re: concerns. Feedback provided to agency in report. Interview with youth.</p>
<p>Youth wrote in the suggestion box about another youth stating [verbatim]:</p> <p>"[REDACTED] keeps making false complaints about clients and staff. Yes I listen to staff's convo's. But don't listen to [REDACTED] complaints. "example" [REDACTED] was in a fight with one other peer. Then a staff tried to brake it up. then [REDACTED] made a complaint that was false and got that staff out. So [REDACTED] please stop listening to [REDACTED] complaints they are all lies.</p> <p>Bring this to [REDACTED] please."</p>	<p>Email was sent to [REDACTED] as requested.</p>
<p>[REDACTED] had hit me while I was walking alone to Wal-Mart. I didn't do anything at first then he grabbed me and I started fighting him then he twisted my arm the wrong way. He started</p>	<p>Hotline report number: [REDACTED]</p> <p>I followed up with youth and gathered more information about the</p>

<p>punching me and I was punching him back, then I asked why am I being grabbed.</p>	<p>circumstances of this incident. With the information gathered, a hotline report was made today 3/4.</p>
<p>"The staff [REDACTED] on my unit made me feel unsafe when I was sitting in a staff chair and he asked me to get up so I got up, when I got up he roled the chair on my leg and foot and pretended like he didn't in front of other staff so I walked away to tell staff then he pushed me off my chair and he called me rude names"</p>	<p>Monitor called this report into the hotline on March 5, 2025 at 6:04 PM Intake ID#: [REDACTED]</p>
<p>Youth did not give this monitor the written entry, however, she read it to this monitor.</p> <p>One youth asked to speak with this monitor. She reported that her caseworker was condescending and rude. She stated that her caseworker does not answer phone calls, nor does she return calls. She stated that she would like to request a new worker. She stated that she knows that she has rights, but she doesn't know what her rights are. She does not know who her GAL is but would like to talk to them. She stated that she is confused about her step-down plan and that her caseworker is trying to send her to a residential out of state too far away from her grandparents, which are her only support. She stated that she has a history of being in accelerated/gifted educational settings and she is not being challenged enough at KV school. She stated that the work is too easy, and she completes it quickly. She stated that her PDD is in June, and she does not understand why her caseworker is suggesting that they wait until June to match her. She stated that she prefers to step down to a foster home and not a group home.</p>	<p>There is a staffing scheduled for this youth on 3/21. An email will be sent to the caseworker requesting clarification of her concerns.</p>
<p>When monitor approached youth and asked if she wanted to discuss a note she put in the DCFS Residential Suggestion Box,</p>	<p>No further action taken.</p>

<p>youth took the note from monitor, ripped it into several pieces, then threw it away. As youth was tearing the paper up, she laughed and stated, "Oh, this is nothing. You know I be lying." This monitor is unable to report what the note said word for word, however, to summarize, youth reported a staff rolled a chair over her foot and she felt unsafe around [REDACTED], said staff person. Monitor clarified that youth was lying about the concern she reported in the note and youth confirmed she made the story up due to be annoyed with staff that day.</p>	
<p>[REDACTED] 3/19/25</p> <p>There's a staff were messing with me. She's not letting me express how I feel about a situation she brought up. She had a "meeting" about the schedule. Another staff stated his opinion about the situation then I started to talk to him and I said "I don't know why this was brought up" Then she went off and was disrespectful about it.</p> <p>Staff names: [REDACTED] 3/19/25</p>	<p>Monitoring Supervisor emailed Shelter administrators ([REDACTED]) and explained the details of the note left in the suggestion box. The youth has already transitioned out of the shelter to I just asked that they administrators remind staff about taking a trauma informed approach with youth and be sensitive to the abuse that they may have already experienced. I asked that the staff redirect youth if they are being disrespectful but to please allow them to express their concerns.</p>
<p>Youth provided the following statement [verbatim]:</p> <p>A staff overnight go in my room and take my stuff and use it without me knowing and broke others stuff without them knowing and grab our pockets before school and it makes me feel angry and I try to calm down</p>	<p>Director and Assistant Director of Programs were notified of the concern via email so it can be addressed and followed up on. I have requested that they look into the complaint and ensure that youth possessions are being respected and care for by staff.</p>
<p>During a site visit on 3/24/2025, the following entry was found in the DCFS Suggestion Box on [REDACTED] [Verbatim]:</p>	<p>Hotline report made to DCFS hotline. Intake number [REDACTED]</p>

<p>"I was grabbing my tray then the staff [REDACTED] was right there when I was going to grab another tray he grabbed my wrist really tight and said let go. then he said no I don't give a fuck about your wrist and the staff [REDACTED] left deep grip marks on my skin and no staff was around to do anything or for me to go talk to and every time I try to say something to him he tells me to shut the fuck up and don't talk to me."</p>	
<p>Suggestion box note received on unit which stated the following [verbatim]:</p> <p>"on 3/6/25 basically [REDACTED] was starting stuff with me he said he was gonna hit my head against the wall also this was when I came back from a walk and they were gonna take my shoes but they couldn't so I just went to bed on the couch I was half asleep then [REDACTED] and [REDACTED] came in and [REDACTED] choked me when my hood was on and [REDACTED] was inciting the staff saying that was gonna put me on my shit, and [REDACTED] scratch my thumb and it burns."</p>	<p>Forwarded to worker for further follow up.</p>
<p>During a site visit on 3/24/2025, the following entry was found in the DCFS Suggestion Box on [REDACTED] [Verbatim]:</p> <p>"The staff [REDACTED] was in my room and I was bored so I picked up a finger nail and chewed it then they thought I had an actual nail so [REDACTED] grabbed my hair and turned my face and she choked me and put fingers in my mouth and she knew I was out she made me feel unsafe because I'm already scared of her cause she's on a plan."</p>	<p>Call made to DCFS hotline. Intake ID [REDACTED]</p>

<p>Youth reports "they feed us bad food that makes me gassy and it makes me where I can't sleep at night." Facility is a bad place and he "wants to shut it down."</p>	<p>Youth was interviewed regarding information. Youth has not talked with staff or caseworker about concerns because "they won't do anything." Youth expressed that the facility is bad and that he wants it shut down. Youth did not elaborate on the problems at the time but just stated it was a bad place.</p> <p>Concerns were reported to the facility via observation report. Youth identity was not given.</p>
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April 2025 - June 2025

Suggestion	Outcome
<p>1. I want better food for dinner because it sucks. 2. When can we get an allowance raise?</p>	<p>This monitor will discuss the suggestions with provider during Administrative Meeting on 4/15/25.</p>
<p>The house manager [REDACTED] has refused to give me my devices. I have been here for a month and 2 weeks and I was told I'd get my phone on the 27th of March. [REDACTED] continues to move my level up and devise day forward even saying I won't level up. I have met all expectation and have excelled in the home. I should have had my phone and I expect it to be dealt with.</p>	<p>Monitoring supervisor met with Youth DM at the girls' group home on 4/18/25. I told her I got her note from the suggestion box, and I asked if she got her phone. She said she got it a couple days ago. I asked if the situation was resolved and she said yes. I asked if she felt safe and had what she needs and she said yes.</p>
<p>Letter 1: Your Name: [REDACTED]. Date 3/20/25. Program Location: [REDACTED]. Agency Staff Name: Staff. What is your concern with your services? "the staff here don't get me what I need" How could your concern be addressed? "the staff getting me what I need instead of making up stuff for I can't get nothing" Signed SS. Dated 3/20/25</p>	<p>Provider responded to my email 4/09/25: "Hello!" Thank you so much [REDACTED] for bringing these to our attention!</p>

Letter 2: Your Name: [REDACTED]. Date: 3/20/25. What is your concern with your services? "the food here is horrible and most of the stuff I don't eat" How could your concern be addressed?
"Better food" Signed [REDACTED]. Dated: 3/20/25

For the first concern about food, we try to provide a well balanced menu that appeals to all the youth. Our cooks go around to the homes, at least monthly, to collect new meal recommendations from the youth that they would like to add to the menu and also remove things they hear the kids are tired of/don't like anymore. In addition, if a youth doesn't like the meal provided we always offer peanut butter and jelly as an alternative. Along with fruit, milk, lunch meat sandwiches, etc. to ensure they aren't going hungry. I will let the cooks know to check in with this youth and see if there is anything specifically he prefers that isn't offered. I supervise our cooks and they know they can't please everyone everyday, but they don't like food going to waste so they are more than willing to accommodate the preferences of our youth.

For the second concern, about getting things he needs, [REDACTED] struggles significantly with attending school. He has refused for days at a time and when he is in school, he is constantly skipping classes and earning detentions. When we ask Shon what he needs in order to be successful, he essentially lets us know that he would like to be bribed in order to attend school. We will definitely purchase him anything he needs to be successful within reason. We have gotten him new clothes he requested, new shoes, attempted to let him participate in extra curriculars he stated would motivate him (until we found out from the school, he was not attending the extra curriculars and was just roaming the building unsupervised), offered tutoring, etc. Unfortunately, his list of demands continues to grow while he is increasing his non-compliance in the school. We have set boundaries with [REDACTED] and let him know that we want him to be successful, but his efforts in school need to significantly increase. We also continue to discuss with him wants versus needs and let him know how he can obtain anything that he might be wanting. His response was that we should give him what he wants first and then he will do what he is suppose to do. In addition to the school situation, he has also been engaging in a lot of negative

	<p>interactions (verbal and physical) with his peers in the home. This has earned him loss of privileges at times; which has limited his ability to go allowance shopping if he was on LOP the day they went. I know this was a big area of concern for him as well. [REDACTED] has a lengthy history of wearing his caregivers down by just constantly demanding things, while at the same time refusing to follow rules and expectations. He is really struggling with that tactic being unsuccessful at OHU. I will check in with [REDACTED] and see if there is anything he needs immediately that we haven't provided and if there are any wants that he has I will address those as well and discuss with him the outcome depending on what it is he is asking for.</p> <p>Thank you again for bringing these to our attention!"</p>
<ol style="list-style-type: none"> 1. [REDACTED] etc feel that [REDACTED] should get a strike because she's rude towards us treats us like we are much less weight shames and talks on the phone all day while working along with laughing about the kids. She's a good staff but something gotta be done. 2. We should get money every month to buy our own kind of soap that we like for our hair also same with body wash 3. They should have someone come and talk about maturity to the young women and men here 4. Kids be followers period when we try to take a walk they are always trying to be like us and being very rude and bullying people from [REDACTED]. Plzz do something about bullying. 5. Why do other girls allowed to have outside drink mix but I can't also why can't two other girls [REDACTED] and [REDACTED] mix with other kids 	<ol style="list-style-type: none"> 1. In reference to the note about [REDACTED], This was written [REDACTED]. She was upset because [REDACTED] caught her earlier that day with a vape. [REDACTED] did a room search and [REDACTED] was caught putting something in her shirt; when checked it was a vape. She became very upset with [REDACTED]. I personally did go have a conversation with [REDACTED] about the perception of her in the eyes of some of the youth. She was very open to the feedback. I have tasked her to have a conversation with the youth to get some feedback from them on their view of her interactions with them. She was very open and excited to do this. She stated that she has changed her phone usage since moving over to [REDACTED]. 2. The youth do have ability to request funds to purchase products outside of what we provide. All youth and staff are very aware of this. 3. The issue isn't about maturity. It is about where youth are developmentally. I know these are things discussed with youth, but we try to be very careful how and what we communicate so it isn't then turned and weaponized against our lower functioning youth.

<p>but not me or anyone else they are picking and choosing who does what</p>	<p>This also ties to the “Bullying” comments by [REDACTED]. There is a divide on the neighborhood. We have our lower functioning youth vs higher (more mature) functioning youth. Our youth are not able to tell the difference between functioning and maturity. We continue to navigate this and will keep looking at how we can be better at what and how we communicate this to them.</p> <p>4. [REDACTED] don’t like the fact is she or even others ask to go on a walk others want to go on a walk also. They all do it, it isn’t copying or bullying its typical youth behavior. We do have conversations around bullying with the youth.</p> <p>5. At this time, we don’t allow the youth currently to mix. Some youth have earned community time and are allowed to walk to the store. [REDACTED] is aware that is a privilege of getting community time and going on walks.</p>
<p>4/8/25 [REDACTED]</p> <p>This is [REDACTED]. I think we need a new therapist the one we have doesn't know how to talk to us or how to be a therapist. I don't feel safe when I'm around him u can ask all the clients they gon agree wit me bc also I believe he's a little fruity bc everywhere we go he sticks his ass out you can even ask staff they'll agree wit me too</p>	<p>Monitor will address the concerns with the [REDACTED] director.</p>
<p>Hi my name is [REDACTED] and I feel that [REDACTED] is starting thing</p>	<p>Monitoring supervisor discussed concerns with the youth on 4/18/25 and followed up with [REDACTED] via email on 4/21/25. Monitoring supervisor also emailed placement worker and placement supervisor on 4/21/25 to let them know that [REDACTED] expressed some concerns and that I was following up but I wanted to make them aware so that they can follow up as well.</p>

<p>Statement April 21, 2025</p> <p>I have been refused my education I have been out of school for 3 months and no one has did anything about me getting back into school 3 youth did the same thing I did and they are back an school. Due to the school they said they do not feel safe because I do not follow the school rules, and I am too aggressive I been restrained 3 times here due to elopement and I am not a fighter I do not like fighting I do not feel safe and this is making me feel like my needs are not getting met! So can someone do something about my schooling.</p> <p>██████</p>	<p>██████ informed monitor of this issue during a monitoring visit on 4-17. This information was put in the milieu observation report which was sent to the agency on 4-18. The clinical supervisor responded on 4-21 stating that a meeting took place with the principal that day and he returned to school on the 21st. Monitor was not able to talk with ██████ on 4-22 when the suggestion was taken out of the box due to him being on an outing fishing. Monitor talked with staff and confirmed that he went back to school. Monitor also sent the agency DCFS policy about youth being in school. EDUCATIONAL SERVICES March 26, 2015 – P. T. 2015.05 Illinois Department of Children and Family Services Procedures 314 – (9) School Attendance</p>
<p>Statement April 21, 2025</p> <p>Can we work on how the staff talk to us and how they trigger the youth and how staff have so much power and control and how with the power and control they think they can do whatever they want and get away with it. I am getting tired of me putting stuff in these boxes and nothing has made progress to make the program better. And the favoritism on the program and how that make things unfair. Messyness between youth and youth and staff and staff and staff and youth his makes things chaotic and too much to keep up with. And the tasks and how they give it to us without any thought they just give it to us without no background behind the task system. And now 2 youth gets held accountable bu the rest of the youth does not.</p> <p>██████.</p>	<p>Monitor was not able to meet with ██████ due to him being on an outing fishing. Monitor has requested a meeting with the executive director to address the issue. Monitor will talk with the youth during the next visit, if he is around.</p>

<p>████████████████████. 3/28/25. 9:25.</p> <p>I am getting tired of the staff getting rude and threatening to get some another one of the kids this has been a problem for a long time period I am getting tired of sitting there only to be disrespected and when I am try to do better. I'm going to take a responsibility and show I have listened when they state told me to go to my room because it was bedtime. I was getting mad because one of the staff was talking about something that happened the other day now I was taking a video with a beer bottle on the side of the VOAD and taking that I was drinking a beer and that there was a fake gun in the woods and told him that I was going to do better and not enough that he fact that I was trying to do better I said something that I should have not said it was that I was going to punch him in the face and I tried to use my coping skill and he would not understand there are the and the son who we said was he was trying to get after me.</p>	<p>Response was requested by provider CCH on 04/24/25 to be send to DCFS by 4/25/25. No response received by 4/30/25, so submission without response provided.</p>
<p>Issue regarding visitation with a relative. Also, the youth stated that the procedures are not consistent regarding the process to petition for another level.</p> <p>Identified that the staff to youth ratio was out of compliance for approximately two hours one day. It was mentioned that there were 2 staff with 12 youth, 2:12. Another staff arrived making the ratio 3:12. Then a staff left making the ratio 2:12 again. It is noted that they barely go on outings once per month. Also, the youth expressed concerns regarding being able to buy what he wants when they go shopping (ex: program director wants them to buy what she wants them to buy).</p>	<p>Meeting</p>

A youth reported that a staff showed him a text message from the program director that included "Tell [redacted] to not talk to me anymore. I don't want to have any conversations with him or even speak to him. If he has any questions, don't talk to me, talk to [redacted] or [redacted]. He is focused on the wrong things. Putting S### in the box about me and I'm not even there at this point. I'm tired of it. He can't ask me for nothing".

A youth expressed that he has not been allowed to talk to his grandmother for three weeks through the program. The caseworker provided clarity that he can have supervised phone contact with his grandmother. Staff limit the number of calls to the caseworker. Also, the youth expressed that they do not go on outings often.

A youth expressed that he received a consequence because he came out of his room early at 5:45 or 5:50 The .

"The nurses dont do their job. I feel like Im dying and they said Im fine and had a attitude and I have a allergic reaction and their not giving me my asthma pump, allergy meds, and my ointment at night"

This monitor had a chance to speak with minor, [redacted], while at a site visit at [redacted] on 5/13/25 at about 3:00 PM [redacted] reported to this monitor that she burned her hand with a blow dryer last week and nursing looked at it but didn't do anything for her. Monitor observed youth's hand to have some dry skin but no observable burns or injuries and youth reported no longer having any pain on her hand. [redacted] further reported to this monitor, sometimes when she punches the air (as a coping mechanism) it makes her heart pound. [redacted] stated she reported this to nursing and they again did nothing for her and told her

Monitor will refer back to [redacted] case worker, send a copy of [redacted] Youth Complaint Form to worker and inform worker of the additional details [redacted] shared with this monitor, when we spoke on 5/13/25.

<p>she's fine. [REDACTED] also informed monitor her stomach has been hurting a lot lately but she thought it was due to eating too many hot chips. Monitor suggested she stop eating hot chips for one week and see if her stomach is better. If it is, she should consider not eating hot chips anymore. Youth agreed to give that a try. Monitor informed youth she will explore if [REDACTED] administration can consider keeping a first aid kit with basic tools, like burn cream, accessible to staff on units to address minor medical situations like a blow dryer burn. Monitor also asked youth to inform her case worker of her chest pain concerns and see if she's able to scheduled a check up with [REDACTED] doctor. Monitor will also follow up with [REDACTED] case worker. Monitor asked [REDACTED] if she currently felt safe on the unit and youth reported yes. Monitor thanked [REDACTED] for sharing this information and assured her this monitor will follow up on her concerns.</p>	
<p>Youth complaint form received by this monitor via the DCFS Suggestion Box at [REDACTED] read: "He scratched me and started to kick me and I tried so hard to get along with him but this is like constantly happening" This monitor was able to speak with youth, [REDACTED], on 5/13/25 around 3:05 PM to gather more information. [REDACTED] reported that she returned to [REDACTED] unit after going AWOL, on Sunday around 9:15 PM Staff attempted to take away a juice box youth returned with so she attempted to conceal the juice box in her bra. Staff forcibly tried to remove the juice box from her shirt, staff "[REDACTED]" then took her by the arm and escorted her to her room. [REDACTED] reported kicking [REDACTED] along the way. Staff [REDACTED] then pushed her into her room where she reported he kicked and scratched her. Monitor observed a large, long scratch on [REDACTED] left, upper arm. Monitor asked youth if a picture could be taken and youth agreed. Monitor asked youth if this staff person is currently on site. Youth reported no. Monitor asked</p>	<p>This monitor submitted a hotline report online upon returning from the above-mentioned site visit, about 7:00 PM on 5/13/25. Record ID: [REDACTED]. Outcome of that report is unknown at this time.</p>

<p>youth if she felt safe remaining on the unit. Youth reported yes. Monitor told [REDACTED] she was sorry this happened to her, thanked youth for sharing this information and assured her it would be dealt with according to policy and procedure.</p>	
<p>Another youth put hands on the youth making the complaint, stating left marks on her, dated for 5/11/25.</p>	<p>The staff spoke with the youth that she is able to call the hotline to make a report but stated they may not take the report as its peer on peer.</p>
<p>This monitor conducted a site visit at [REDACTED] on 5/22/25 at about 7:30 AM and discovered a youth complaint form in the DCFS Suggestion Box on the Memory Unit written by resident [REDACTED]. Date: "5/19/25". Program Location: "[REDACTED]" Agency Staff Name: "[REDACTED]" What is your concern with your services? "Not following rules she is touching us and assulting me like I asked for a DVD player charger and then she started to yell for no reason and started to overly grab my wrist and squeeze it and then [REDACTED] (LoL) started to piss her off more." How could your concern be addressed? "A mediation or a sit down and talk to her about the situation." Signed by [REDACTED] Date: 5/19/25</p>	<p>Hotline Report - Record ID: [REDACTED]</p>
<p>This monitor discovered a Client Grievance Form in the DCFS Suggestion box written by youth in care, [REDACTED]. The note was dated 5/19/25. Program Location: [REDACTED] Agency Staff Name: [REDACTED]. What is your concern with your services? "She walked in my room and pushed me out a chair. when I asked for grievance she refused to give me one I had to get one from another peer" How could your concern be addressed? "She do better at her job instead of ignoring my needs"</p>	<p>Hotline Report – Report ID: [REDACTED]</p>
<p>Two suggestions were found in the [REDACTED] Suggestion Box written by the same youth as follows [verbatim]:</p>	<p>Email sent to [REDACTED] staff with youth's permission asking for money to be added to his school account for food. Additionally asking for</p>

<p>"They refuse to let me use my money even when I'm not in trouble. They make me starve because I don't like the food they try to give me." This note had the suggestion of having better food.</p> <p>"Everytime I asked for a need they refuse to do it then make me wait so long on purpose." This note had the suggestions of staff following the rules.</p>	<p>information regarding how youth who have other food preferences are supported.</p> <p>Email sent to case work team with suggestion box entries.</p>
<p>Youth left the following entry in the Suggestion Box on [REDACTED]: [verbatim]</p> <p>I feel like [REDACTED] is not a fit staff at [REDACTED] she does favoritism to [REDACTED] and [REDACTED] and she be cussing clients out judging them being in competition with them and she told taty to smack her and that she'll wait.</p>	<p>Spoke to youth on unit who denied any issues and stated things were fine.</p> <p>Email will be sent to casework team with suggestion box entry.</p>
<p>On 5/28/25 this DCFS Residential Monitor was on a site visit at [REDACTED] unit and was handed a Youth Complaint Form by youth in care [REDACTED] that said, "[REDACTED] touched my chest area and was being aggressive telling me to get the F out his face! I don't want him on my unit Youth Signature: [REDACTED] Date: 5/26/25</p>	<p>Monitor filed a hotline report via the online portal. DCP called this monitor 5/30/25 around 11:25 AM and stated that due to the ambiguity of the details of the event by the youth, they could not pursue the report further. DCP suggested more information be gathered from the youth related to what led up to this incident and more specific details related to exactly what occurred during the incident. This monitor emailed youth's assigned case manager to make her aware of youth's complaint. This monitor sent a follow up email to youth's assigned worker after talking to DCP and asked her to follow up on child's wellbeing and if there was more information she could gather related to this incident.</p>

<p>On 5/28/25 at approximately 10:20 AM, this DCFS Residential Monitor, picked up 2 Youth Complaint letters written by ward of the state, [REDACTED], from the [REDACTED] DCFS Suggestion Box.</p> <p>The first letter stated, "[REDACTED] was touching [REDACTED] and I saw it it made me feel scared and uncomfortable he was showing favirots making it seem that she was not doing anything he kept touching her when he was in her room to spray her chore and she told me everything he was talking down on me about what happens in group when they said it was a safe space he kept looking at [REDACTED] ass He is a creep and makes me feel unsafe. [REDACTED]. May 24, 11:50"</p> <p>The second letter stated, "Name: [REDACTED] Description of Complaint: [REDACTED] was calling me out of my name and making fun of me and making me feel bad about myself"</p>	<p>Requested [REDACTED] Safety/Risk Management Department investigate these youth concerns and inform monitor how it will be addressed.</p> <p>Informed youth's case manager of the 2 letters of concern.</p>
<p>This DCFS monitor found a Youth Complaint Form in the [REDACTED] DCFS Suggestion box from youth in care [REDACTED] that said [REDACTED] said the reason im being treated differently is because i tried to kill myself and laughed. Youth Signature: [REDACTED] Date: 5/25/25"</p>	<p>Monitor made youth's assigned case manager aware of youth's concern via email.</p>
<p>The youth reported a grievance due to her missing \$200 worth of her clothes. She reported when four girls were unsuccessfully discharged the staff mistakenly took some of her clothes.</p>	<p>The monitor spoke to the CEO and she reported that they did contact [REDACTED] and [REDACTED] as those were the places that the four of the minors went to. [REDACTED] stated they checked their inventory and there was nothing with [REDACTED] name on it. They attempted to contact [REDACTED] with no success. The staff reported she does suffer from Enuresis, and she is embarrassed when she wets the bed, therefore she ends up hiding her wet clothes, and that might be where some of her clothes have gone.</p>

	They also reported, per procedure 301.100 that the youth \$90 clothing allowance and she can replace the missing clothes with that. Finally, the monitor requested they complete a clothing inventory to see how much clothes she actually has.
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Client Grievance Form from [REDACTED] dated 5/30/25 stated: Program Location: [REDACTED] Staff Name: [REDACTED] They started (illegible) cursing that they don't care about losing their job and decided to get in my face to threaten me" How can your concern be addressed? IDK signed [REDACTED]. Date: 5/30/25	Monitor made youth's case manager aware of his concern for follow up.
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July 2025 - September 2025

Suggestion	Outcome
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<p>On June 5, 2025 at approximately 11:00 AM this monitor picked up a youth complaint form from the DCFS suggestion box on the [REDACTED]. Youth complaint form was dated June 1st, and signed by [REDACTED] Unit: Shelter West. Description of the complaint: "today was someone's birthday on my unit ([REDACTED] two staff [REDACTED] and [REDACTED] decided to take [REDACTED] and another client out they ended up wanting the same two people that they also always show favorite to. On people's birthday if a staff wants to take someone out for birthday the whole unit has to go. Everyone asked to go but the staff was like, these the only kids we like and they called us weird and annoying this has been happening a lot with the same staff, [REDACTED], and they have only been treating [REDACTED] and [REDACTED]. When everyone has to be sleep those staff let them stay up all night in the living room, they let them on their phone, and they let them pick on other kids and don't say nothing about it."</p>	Email
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<p>“Today @ 10:30 a staff took my hoodie and used it as a towel and so I pushed him. Before this incident took place I was already triggered from past events that occurred this week. On May 28th approximately around 6:00pm [REDACTED] pushed me outside on STAC 30’s basketball court. I did not hit him back. The next day May 29th the same person [REDACTED] proceeded to try and take a broom away from me and possibly hit me with it. I SNATCHED IT BACK. After that incident we went outside while we were outside we were playing this game call blade ball he got at and got to complaining. I asked him could he please be quiet and he approached me and said, “SAY ONE MORE THING AND I’M GOING TO HIT YOU” I said shut up and if you hit me I’m going to hit your ass back. He proceeded to go pick up a ball and hit me. Then I hit him back staff proceeded to come yell at me. After that staff from May 30th said I have sugar in my tank he proceeded to keep saying it after this incident [REDACTED] be at lunch time through a suitcase at me then through 3 cups at me. The next day May 30th I kept my distance because I was still triggered and the staff used my shirt as a towel and that was the icing on the cake and I spaced out.”</p>	<p>Followed up with agency to discuss youth concerns. Monitoring request action plan from agency to address youth concerns and to ensure incidents are adequately addressed. Monitoring will also follow-up with youth regarding issues. Monitoring did speak with youth on 6/6/25 when suggestion was received but will follow-up after action plan received from agency.</p>
<p>So today, I make a request to go to the bank to get an adult worker’s name off my back account. Since May 22nd, I went to the bank after being told I could remove the staff name off my account ([REDACTED]). She took me to the bank telling me I could get her name off my account. She walked me in and immediately said she came to close my account. She lied so we got back at around 3:30pm. I asked to call my caseworker because they charged me \$50 without my permission. At 3:48pm, call the abuse hotline call was denied but before that I called my caseworker. She did not answer. After, I went in my</p>	<p>Caseworker will follow up with the bank to request a waiver. [REDACTED] provided the caseworker with the bank and account number to hopefully get back the youth \$50. Several emails have been sent between the case worker and [REDACTED].</p>

<p>room. I punched my mattress I then heard [REDACTED] lying on me saying I was irate which is why they denied my call but before they denied my call I asked [REDACTED] was I being appropriate. [REDACTED] [REDACTED] also lied on me saying, I was threatening whoever. When I was in my room punching my bed at 3:49-3:53.</p>	
<p>During a visit to the unit on 6/10/25, youth ([REDACTED]) asked to speak with this monitor and the Vice Presidents of Residential Services. During the meeting, the youth shared he was frustrated with the unit supervisor because he yells and curses at the youth. In response the Vice President promised to set up a meeting to speak with the unit supervisor about the behavior. Additionally, the Vice President offered mediation between the youth and the supervisor, but the youth refused mediation at that time. The Vice President asked the youth to notify him whenever he feels ready for mediation.</p>	<p>Vice President of Residential Services will be setting up a meeting with the unit supervisor.</p>
<p>During a monitoring visit to the group home on 6/11/25, youth ([REDACTED]) reported the following. On the morning of 6/11/25, the case manager and a direct care staff asked youth to relinquish his Nintendo Switch handheld game. When the youth refused the case manager informed him SASS and/or the police would be called due to his refusal. The youth reported he was not aggressive, suicidal, or homicidal at the time so he felt he was being threatened by being told either or both of the resources would be contacted.</p> <p>This monitor followed up with agency leader who spoke with the case manager and staff involved. Both reported that the case manager never said anything about SASS or the police during the interaction. They did state that calling the police was actually brought up by the youth when he told them the only way they would get his game was if they called the police. They confirmed neither SASS nor the police were called during or after the</p>	<p>This monitor emailed agency leadership and asked them to follow up with the case manager and staff who interacted with the youth that morning. Agency leadership spoke with them to get their side of what occurred then responded to the this monitor via email.</p>

interaction with the youth.	
<p>This is from [REDACTED].</p> <p>When [REDACTED] is here she is boring she watches tv all to herself and it's always the news. So, when I ask her to watch TV, she always sends me to my room. Can you like switch me to a different unit or like can you put me with [REDACTED] or switch me with [REDACTED]. There is another lady who comes sometimes, and the other lady don't let do anything but watch her work. When I ask [REDACTED] a couple of questions about here, she like shut up quit be noise when I am just asking a question. Can you help: [REDACTED] is so rude.</p>	
<p>On the 15th of June, and the 17th of [REDACTED] has been talking to me in a (unable to read) towards me like I am a item yelling at me cursing at me and this is the reason (unable to read) Iran and be disrespectful and why Iran. I made a comment on how in (unable to read) two staff going on a outing with three kids and [REDACTED] told [REDACTED] and said [REDACTED] is out here talking about (unable to read) then two staff (unable to read) 3 kids being messy and keeping things going.</p>	<p>monitor will talk with the youth at the next monitoring visit for clarification on the note.</p>
<p>Staff says that we have to be down our hallways while we are on task while the clinical staff told me that that's not true can you please address this with [REDACTED] because this does not seem right it seems like we are getting punished to our hallways because we are on task. I think personally that staff are trying to make up rules that are not needed and then we sit in these meetings and got held accountable for making stupid decisions then us youth speaks up about these things that happen on the program. I want to do better and on top of that we take a lot of hate</p>	<p>email sent to the agency for clarification regarding the process when youth are on task.</p>

<p>for writing these things and I wrote a lot of things in this box and nothing changes about this program I do not understand! Why do we have to stay down our hallways because we are on task? Why can't we watch TV I get that we are on restorative now I get if we ask to go on an outing or something but watching TV is not needed! We get stuck down our hallways due to us being on task we don't get extra food from the cafeteria or our snack bin because we are on task things do not make sense. And also when we are on task during school it doesn't count? says staff it is a rule.</p>	
<p>The following entry was left in the DCFS suggestion box on S [REDACTED] [verbatim]:</p> <p>"Me and [REDACTED] got into a disagreement and it had nothing to do with [REDACTED] she sent me to my room while I was off PL I feel it was the wrong way to handle something."</p>	<p>Youth was at Rec during observation and upon returning, immediately got into the shower. Youth was upset that a consequence was given to her when she was not on PL, however, this intervention is within the rules of [REDACTED] and appropriate for the situation. Complaint form will be forwarded to caseworker for further follow up.</p>
<p>All eight of the posted notes placed in the suggestion box were from the same youth in the home, aged 17. In conversation with the youth, she disclosed to this monitor that she 'put seven pieces of paper in the suggestion box'. The notes were as follows:</p> <ol style="list-style-type: none"> 1. Starving us! - when I asked the youth to expound, she replied, 'did I say that? I was just mad that day'. 2. Staff favoring other youths or throwing pity parties for them because they don't see everything that happens in the house. 3. Not giving girls respect but expecting it because they're the adults (it's earned not just given). 4. Not buying food - just catering - 'I lost 10ish lbs while being here 	<p>This monitor spoke in great length with the youth about her concerns, and after addressing her 'main' issues - catered food and feeling like staff are babysitters in the community.</p> <p>Regarding the catered food, I explained that the catered food is intentionally healthy, representing each category of the food pyramid, and while it's not what she prefers, it's required. I added that there are times that staff has either ordered in and had outings for pizza and other fast foods. That's when the youth recalled these times, adding that they just recently went to the convenience store where they were able to purchase the snacks they wanted. This youth shared that while this was the case, another youth in the home had eaten her snacks, and continuously asked for some of hers, to the point where she felt bad because she had to keep telling her no. The youth discussed how she likes pineapple and some of</p>

<p>because the food is the same (nasty)</p> <p>5. Holding us 'hostage' - meaning 'restricting' us because they don't want to take us anywhere, also making us go places when they wanna go out but not when we wanna.</p> <p>6. No privacy - Just busting in whenever.</p> <p>7. Staff talking about girls here to the others whom live w/them then acting like they don't basically (2 faced).</p> <p>8. Not letting us out to see people we know. And when we're out, it's like they're our babysitters. O know we're in a shelter, but let us breath outside - we practically live w/staff</p>	<p>the other fruits brought in, leading us to the conversation about how she also likes fruit in the melon family - watermelon, cantaloupe, honeydew and pineapple (pineapple being one of the catered items). She added that she's waiting for the pineapple to ripen before she eats it, because she doesn't like it to be bitter.</p> <p>Regarding feeling like staff are babysitters in the community, I told her that it's the responsibility of the staff to closely monitor them because the safety of she and the other household members is crucial. I brought to her attention the level of potential danger she can be exposed to if allowed to be alone in the community. After asking her to think about that and look at the supervision of staff in another 'lens', she took a minute to let what I said sink in, and then smiling, she said she understands it better. I added that staff have to answer to me and my higher-ups if anything happened to any of them under their watch due to lack of supervision. That statement seemed to impress her the most.</p>
<p>1. ██████ and ██████ stated they wanted to go to a specific church on Sundays, that it's their religion and they want to be able to go to their denominational church that they believe in, not a bunch of random churches that they don't feel comfortable in. 2nd concern was ██████. stated they need more food choices and more activities.</p>	<p>Suggested Recommendation to ██████ about it as she is the admin. that makes the schedules and is the lead admin.</p>
<p>I don't want to be here. I want to go home. They treat me like shit. I can't take this shit. Staff be getting away with thing that they shouldn't be doing. Rules changes every day that's not even the real program rules. I done my time I just want to go home, man please because I can't do this no more. This place feels like jail, I want to go back with my family. I feel like crying my life out, taking my own life. I can't take it being here they treat me like shit. I'm</p>	<p>Monitor spoke with the youth. The youth explained that he was feeling upset because he felt he wasn't going to leave the facility. He expressed that the staff and manager were really hard on him for his past actions. He expressed that the staff and manager consistently talked about his mistakes. He stated he does not feel like hurting himself. He also expressed that he is excited about the</p>

<p>even tryna find ways to get out of here because how I'm getting treated here. I know I done things here like vaping but that doesn't mean you treat me like shit. I'm just a kid that want to go home back with my family and do right, gaining trust back from my family. It's like this place is school because I'm feeling like I'm being blunt over again because the way I'm getting treated here. Can I pls go back home pls give me one more chance pls.</p>	<p>countdown to being discharged to a group home. The therapist will be emailing his packet to central matching by Friday, July 25th.</p>
<p>This monitor received two suggestions from the Girls Group Home Suggestion box.</p> <p>Both suggestions indicating youth concern regarding staff interactions with them and feeling like staff were being rude to them.</p> <p>One suggestion indicated concern regarding a staff member watching content on their phone involving people smoking and twerking. The youth reported "they" could see the content and it made her uncomfortable.</p> <p>One suggestion reported an unnamed Boys Group Home Staff is reportedly providing vape pens to an unknown number of youth at the Boys Group Home. Dates and times and names were not provided for any incident.</p>	<p>This monitor contacted the associate director of the group home contract and reviewed the findings with her. A plan was developed for the associate director and monitor to continue monitoring the situation and follow up with one another if additional information is learned. The associate director will address boundary issues with staff on their phones in front of youth. The associate director will follow up about staff and youth interactions.</p> <p>The monitor provided written feedback of this information in his observation report to the agency and [REDACTED] on 7/24/25.</p>
<p>Could you give us some kind of organizer for are room? Thank you</p> <p>This note was received from [REDACTED].</p>	<p>Monitor spoke with youth regarding what is needed. Youth would like an organizer for her papers. Monitor will speak with the case manager regarding this want.</p>

<p>This monitor received a suggestion from a unnamed youth in the suggestion box. It was a meme of a person holding their thumb and pointer finger in a circle. The caption read, you looked.</p>	<p>This monitor will provide this meme to the Department for data collection.</p> <p>This monitor will notify the central region team to be on the look out for this trend.</p> <p>This monitor will notify the agency of their findings.</p>
<p>1. "██████████ 7-20-25 About my staff</p> <p>Today I was faced with some physical abuse that caused me to suffer from pain that "hurt really bad" two of my peers ██████████ planned to jump me "which they did" in the living room, they had put me and ██████████ on safe zone but they didn't put ██████████ on safe zone which made me upset so I was trying to communicate with my staff "██████████" which didn't do anything about it That made me really upset, I asked ██████████ why the staff put only me and ██████████ on safe zone. She didn't answer me again, I asked why she isn't answering me, then she said "cuz I don't have too!" And then I said why? ██████████ said "If you would've stayed you weird ass home" that when I grabbed ██████████ cup, I went to the bathroom to dump it out and before I did she pushed me against the wall and she hit me with her cup. And put and big gash in my head."</p> <p>2. "The cook keep cooking stuff we hate"</p> <p>3. "██████████ keep on buying one kid snacks and not every one which is not fair"</p>	<p>An email went to agency provider staff on 7.31.25 requesting a response by 8.4.25. Agency provider staff did not provide a response by 8.4.25 as requested.</p> <p>A staff spoke to YIC ██████████ regarding suggest box comment #1 above. ██████████ confirmed the information in the note. A call to the DCFS SCR hotline was made on 7.29.25 regarding suggest box comment #1. Acopy of the note was send to DCP for investigation.</p>

<p>4. "Dear DCFS, our washers are broken we need new ones so we can wash our cloths. Sincerely, [REDACTED]"</p> <p>5. "She cant cook"</p> <p>6. "She cant cook"</p> <p>7. "Fire [REDACTED] Dumb ass."</p>	
<p>Youth stated in complaint form that while the youth was pushing a chair, a staff member then pushed her knee against the wall causing her knee to get messed up again.</p> <p>Youth stated in additional complaint forms that other youth are trying to fight her.</p>	<p>Intake number [REDACTED]</p>
<p>Can we get more food and seconds? (unit 1 east)</p>	<p>DCFS/PSA [REDACTED] notified. [REDACTED] Program Director [REDACTED] Notified by email. Meeting will be scheduled after August 18th.</p> <p>[REDACTED] director made a request to dietary/kitchen increase food, snacks, and fresh fruit.</p>
<p>1st Note: We need more food.</p>	<p>Email sent to the Director regarding food and Staff named [REDACTED]</p>

<p>2nd note: Dear who ever reads this . We need more food. We have 10 kids Monday through Friday and 9 kids on Saturday and Sunday. No i'm not talking about seconds we barly have enough food for the first round also about the food. We need more good food. food kids will actually want to eat.</p> <p>Also, ████████ needs to be fired or talk too or something because he is always trying to find ways to yell at me of but me on retrition. it's stupid he is a grown man who has beef with a 12 year old. Also he has lied on me more than once!! Not saying fire him (which would be nice), but please do something about him!! thx</p> <p>he works every Friday, Saturday, and Sunday.</p> <p>One of the kids on 2 west.</p>	<p>Meeting will take place after ████████ Director returns from vacation on August 18th. Additional food has been ordered until the meeting occurs.</p> <p>Monitoring will conduct additional unannounced visits prior to August 18th to ensure youth have enough food.</p>
<p>Youth wrote that she felt therapist is being racist towards her. Youth stated she told therapist that she prefers a black therapist and therapist told youth that the youth had a back therapist in the past and hasn't helped her.</p> <p>The youth stated she feels upset and does not want to see the same therapist.</p>	<p>emailed provider.</p>
<p>The suggestion was from the 12-year-old youth, in the Boys Home and it's related to wanting more activities such as building or buying a small shed, that they could use to build bird houses, and building other things. He also mentioned getting a 'TRUSTIEST' to get drone certificates.</p>	<p>No action needed. There are no safety concerns at hand.</p>

<p>I really want this concern to be addressed I called my aunt my aunt told me to call her back they is not letting me call her back which in the handbook I have the right to</p> <p>Monitor spoke with the youth and asked him if there was a crisis going on during the time he asked, he said no, monitor asked if staff asked him if he wanted to call his aunt back and he said no at that time, he said no. Monitor sent an email to the clinical supervisor and later learned she was on PTO. Monitor spoke with the milieu supervisor about the incident and was informed that the youth was asked to call his aunt back and at that time he didn't want to. He later asked to call her back when the youth were in their rooms for the night. That is when staff told him that he could not call her back that night.</p>	<p>Monitor spoke with the [REDACTED] supervisor about ensuring staff are properly documenting the phone calls.</p>
<p>Information received from [REDACTED] Suggestion Box [verbatim]:</p> <p>What is your concern with your services?</p> <p>"Heard from another staff that [REDACTED] came to work to go into my room and flipped it and then he left I was gone on a activity with peers but while I'm in the process of me cleaning my room I find my bible torn and ripped up while everybody else's rooms were all good."</p> <p>How could your concern be addressed?</p> <p>"I would like to have a sit down with [REDACTED] or with [REDACTED] with [REDACTED] bc I feel sometimes [REDACTED] has a tendency to abuse his power as house supervisor and also does stuff and says stuff that is crossing the line."</p>	<p>[REDACTED] will be contacted regarding this concern and providing youth's request for a mediation with [REDACTED], director of programs.</p>

<p>The following was found in the suggestion box on ██████ Unit. it appears to be written by an adult but was signed with the youth's name. It stated the following [Verbatim]:</p> <p>"Notice a client has been having issues on TAs shift. When I asked ██████ he informed me staff ██████ is always mean to him and single him out from the other clients. ██████ Stated ██████ told him she hates him and she will kill ██████ and his mom. ██████ stated staff ██████ causes him to have a bad day.</p>	<p>█████ did not want to speak to monitor on the unit because SpongeBob was on. Monitor is currently completing file review for youth and reviewed SERs for the last 30 days. Youth's acuity of behaviors have been significant in the last 30 days, with the youth having 26 incidents between 7/1-7/31. After full review of data, findings will be shared with team.</p>
<ol style="list-style-type: none"> 1. "█████ also pulled ██████ shirt off and told her she could not get it back until she used the bathroom. -█████" 2. "All staff be pick and choosing what kids to talk to even though they are here to help every kid not just one or two. Staff says we can't cuss but they do it too. ██████ makes marks on kids and acts like he never did it" 	<p>Residential provider's response:</p> <p>In response to the notes from Pime- these concerns have not been previously brought to our attention; however, we will follow up on them and review video if a time/date are able to be identified. We will also speak with ██████ (and the unit) to ensure they are aware of the importance of reporting any concerns in a timely manner to us so these things can be properly investigated.</p>
<p>Youth ██████ o put a youth concern note in the DCFS Suggestion box at ██████ that stated, "█████ has been making me feel uncomfortable she always touches me and makes weird comments to me about how sexy I am and cute She's always touching me and I don't feel comfortable."</p>	<p>Youth reported to this DCFS Residential Monitor that the staff person she was concerned about, ██████, is no longer working on ██████ so no longer poses a concern for youth. However, ██████ is still working on campus, on a boys unit. This monitor made ██████ aware of this youth's concern and asked them to review ██████ policy related to touching residents and the appropriate manner in which to speak to youth, with ██████.</p>
<p>staff telling me I can't process with staff, when I feel emotional or uncomfortable.</p>	<p>Monitor spoke with ██████ therapist and unit manager regarding the youth processing his feelings. Monitor was told by the Unit manager that she, the therapist and staff have allowed the youth to</p>

	<p>Speak with them to process his feelings. Youth admitted he does speak with the therapist and unit manager to process his feeling but they are not always available. Monitor asked the youth which staff is he comfortable to speak with to process his feelings. He stated 2nd shift staff. Monitor feels things will get better when school starts. Youth admitted he does meet with the therapist weekly for an hour. Monitor also suggested the therapist needs to suggest other ways the youth can process his feelings when they are unavailable to talk.</p>
<p>Multiple staff threatened to punch me for looking at a peer and almost slammed my door on my finger on several occasions.</p>	<p>Monitor spoke with youth. He compliant about staff consistently talking to him about staring at a peer. He stated he looks at him but not staring at him. He also mentioned that he forgot about the peer but when staff talk about his behavior, it just refresh his memory of the peer. Youth reported no issues with staff.</p>
<p>I receive around \$150 per month, and the director doesn't allow us to use our money the way I would like. I've wanted to order out at a restaurant for a period of time and been stopped from doing so. She considers going shopping as an outing. We never get to use our allowance as we should.</p>	<p>The youth was spoken to about the money concerns. He stated that the director spoke to him regarding the ordering of food. All youth are allowed to order out twice a month. All youth if they are on level 1 to have \$5, level 2 \$10 and level 3 \$20. Youth stated he understood but he doesn't want to save his money. He wants to spend it the way he wants to.</p>
<p>On 8/21/25 at about 3:30 PM, this residential monitor conducted a site visit at [REDACTED] unit. When the DCFS suggestion box on the unit was checked, this monitor discovered a youth complaint form completed by youth in care, [REDACTED]. The note said, "[REDACTED] is being very racist to me and my black peers. We have asked her for her to spray our chore and she said no but when the white clients said for her to spray their chores</p>	<p>Monitor informed [REDACTED] administration of youth's concern, without identifying the youth who made the complaint, and asked they address appropriate staff/youth interactions with the identified staff person. Response pending.</p>

<p>she did. She said she was not going to she was yelling at me and calling me out of my name."</p>	
<p>Staff keep making snarky comments, "so creepy" "predator" referring to me as a child predator Freak, etc. and I tried to go to my room and shut my door after I asked them to stop, and they tried to hold my door open against my will. ██████ made the comments "creepy and freak. ██████ statements "predator, creepy and freak.</p>	<p>An email was sent to the manager with a cc: to monitoring supervisor. Monitoring is waiting for a response from the agency.</p>
<p>I got smacked by a staff member and they did nothing about it.</p>	<p>The youth admitted the interaction between him, and the staff were not intentional. He admitted he was standing on the chair, and a physical connection was made when he lost his balance.</p>
<p>I have a complaint about feeling unheard and unvalidated and I feel unsafe in my own home. There is a staff that I feel uncomfortable/unsafe with his name is ██████. It makes me uncomfortable when he doesn't respect my boundaries and for an example one time he took off shoes and sat on my couch and he also made comments how I need a guy who would treat me better and implied he treat all his ex's well. He also said how the planets are align and how he feels like someone is going to die. It also happened the same day I self harmed and ██████ failed me by saying he didn't wanna call crisis after I self harmed. I also have video evidence of him making weird gestures towards me and he is making me and staff uncomfortable in our own environment. I spoke to ██████ and ██████ about it and they talked to him and he denied everything stating he was trying to connect with me. I told ██████ and ██████ I was uncomfortable with him working at my sight but they stood on his side and let him continue to work on my sight and on the 28th of August before I went inpatient he was at my sight and I made it clear I didn't want to interact with him but he kept talking to me and even the floater whom was there knew I could tell I didn't feel comfortable with</p>	<p>Follow-up with youth on 9-25-25 during scheduled site visit. Email sent to Centerstone administration on 9-24-25 detailing youth concerns with staff member. Plan required by agency due no later than 9-24-25 to address youth's concern.</p>

<p>him. Also on Thursday Aug 18 I texted the staff phone asking who was working and [REDACTED] replied with "[REDACTED]!" And it was him whom was working and [REDACTED] was the floater. I am bringing this to your attention as a reach out for help and want to feel safe again in my own environment cause this is affecting my recovery and safety in my own home.</p>	
<p>We can't wear watches to school and all the clocks in the classroom wrong and we get in trouble when we ask what time it is.</p>	<p>Email was sent to the provider.1</p>
<p>My caseworker will not call me or answer my calls.</p>	<p>Email was sent to the caseworker and supervisor as well as the agency manager.</p>
<p>Youth left the following entry in the suggestion box at Memory Home [verbatim]:</p> <p>What is your concern with services?</p> <p>"that a staff member said my bussniss when I got sassed told them in front of the kids.</p> <p>How could your concern be addressed?</p> <p>"to address her from what she did."</p> <p>This was regarding staff [REDACTED]</p>	<p>Youth was hospitalized and not on unit for further interview or questioning.</p> <p>DCFS caseworker will be sent the grievance form.</p> <p>[REDACTED] will be contacted regarding the request for intervention.</p>
<p>I [REDACTED] came back from getting a check up and flu shot returned back at TCI at 1:00 went to cafeteria at the school and nobody was there told school staff. Staff walked over to [REDACTED] and they already ate there was no left overs.</p>	<p>Response from provider: Hey [REDACTED], this is a follow up about the informative that was put into the suggestion box by [REDACTED] on 9/22 after further looking into this issue, [REDACTED] left school for a doctors appointment and return after lunch. There was not a lunch saved for him so staff escorted [REDACTED] over to [REDACTED] where a lunch was offered to</p>

	<p>him. He refused to take the lunch that was offered, got upset and did not return back to school that day. If you have any other questions, please feel free to give me a call.</p>
<p>██████████, "you always do this shit", referring to refusing to take meds because ██████████ didn't call me and it wasn't my turn for meds. When I called him out on it, he said, "I dunno what you are talking about." ██████████ was a witness.</p> <p>Applying my meds for my foot. ██████████ stated, "It's always the same two" referring to me staying out past ████. I told him to stop talking about me. He said, "bro shut the fuck up." I said that's not professional and stop telling me to shut up. He said, "Imma tell you to shut the fuck up all I want." Then said go ahead document that shit I don't care.</p>	<p>The youth was hospitalized when the note was picked up. The monitor will follow up with the youth when he returns.</p>
<p>Youth reported that she never sees her caseworker and when she does, she does not interact with her. She was supposed to get a clothing voucher and has not received it. She is in need of clothing. Youth would like to also speak with her GAL and attend court hearings.</p>	
<p>"██████████ and ██████████ made the whole unit go (for the night) on lockdown for me and Asher not participating in rec ██████████ raised her voice and started to say that we were doing to much for not participating"</p>	
<p>"Unique threatened me telling me I'm not afraid to beat a hunchback bitch"</p>	

November 2025 - October 2025

Suggestion	Outcome
<p>10-28-2025</p> <p>I would like someone to follow up on my request to get my license to drive. I feels that I am not putting my life on track for no reason, so it would be nice to have the support to drive to get my license to drive.</p> <p>██████████</p>	<p>I've requested a supplemental staffing with the DCFS CW and Supervisor as this issue was discussed in ██████ monthly staffing in September and October 2025. The DCFS CW was against ██████ getting his license unless he is drug free. ██████ ha admitted to occasionally using marijuana. He is however, holding down a job and is actively participating in programming at the residential facility. He is in the process of moving to M/TLP. ██████ therapist and Team Lead supervisor and Residential Monitor expressed support of him having the opportunity to get his license. as this is a developmentally appropriate independent living skill for him to achieve. He already has his permit and is of age - he needs assistance with a vehicle to take the test. He understands the danger/risk of driving under the influence of alcohol and drugs and the consequences.</p>
<p>Youth Complaint Form found by this monitor stated, "Complaint#: ██████ Name: ██████ Unit: SW Description of complaint: "So on 11-1-25 off campus at the arcade one of the staffs named ██████ was calling me names like bitch, stupid fuck and was saying that she hopes the door get's slammed on my fucking face and im rude asf and was cursing at me and yelling at me because I acced~ didn't hold the door for her and I ignored her at first when she said all that and we were at the arcade and she was calling me all type's of names to the staff and said she was going to crash tf out and was rilly out of control and angry because I acced~ didn't hold teh door for her. ██████. Control ur staff!"</p>	

<p>████ from the █████ Unit at Allendale wrote a Youth Complaint Form this monitor discovered in the DCFS Suggestion Box on 11/3/25 at about 3:00 PM The description of complaint: they keep losing my stuff telling me what to do it's pissing me off and I'm going through enough shit"</p>	
<p>Suggestion box entry found at █████ [verbatim]:</p> <p>I had someone's MP4 player and I went AWOL with it multiple times but I went AWOL a couple days ago and █████ is abusing his power as his role here. He is making me stay in my room bc he thinks I still have it on me but when I went AWOL I gave it to one of my peers to charge it in his bag. So when I gave my peer the MP4 player he was charging it in his bag. So after that he went into the house he ran to his room and emptied the bag overly fast and now █████ has me in my room all day every day til ("T") give it up but the peer still has it.</p>	<p>This monitor spoke to the youth who reiterated what he told me. The youth recently had an incident with a youth of alleged sexual assault and some restriction may be in place because of this. This monitor sent an email to the █████ administration asking for clarification and what the plan is to integrate the youth back into the milieu.</p>
<p>Suggestion box entry found today at █████ [verbatim]:</p> <p>"The staff █████ keeps making threats and a while ago he kicked me in my private part."</p>	<p>Youth did not want to speak to this monitor. Email sent to █████ administration for more information and follow up.</p>
<p>Staff █████ stated "staff are sick and tired of your shit." "You think the rules don't apply to your ass." Me and the other staff don't like you. "When I stated those comments aren't professional he continued to make more remarks about me including profanity and calling me "your gay ass."</p>	<p>Monitor sent an email to the case manager informing her of the incident and the derogatory language used.</p>

<p>██████████ is a witness to said behavior. ██████████ also previously told me to have a seat and go to my room at 6:30pm while I was getting my coloring things as it is an approved coping skill for me then locked my door with my chair in it.</p>	
<p>On 11/19/25 this DCFS Residential monitor checked the ██████████ unit DCFS Suggestion Box and found 4 letters written by youth, ██████████, all dated 11/05/25. Letter #1 said, "I think ██████████ needs to get fired he is being rude cussing me out during restraints and being overly touchy with clients. I feel upset because he is very mean and insights clients." Letter #2 said, "Staff member ██████████ is very immature he cusses kids out and doesnt provide a kind mouth. I would like him fired or even sue or press charges on him for harrasment if this continues. Letter #3 said, "Staff ██████████ called me a bitch ass hoe once and I feel unsafe around him because he is always being touchy with client heaven ██████████ they also be talking bad about clients ██████████ said "bitch im going to write an allegation on you and that made me cry i feel like we need cameras with microphones because the way they talk to us is getting out of hand" and Letter #4 said, ██████████ is a very unkind staff member! he is mean and he is the one is cuss you out in a restraint but dont be kind to you at all. Ive written a bunch of restraints and no one is asking anything about it."</p>	<p>This DCFS Residential monitor emailed the ██████████ unit director to ask she coordinate a review of video footage of ██████████ on 11/05/25 with ██████████ Risk Management department to determine if any of the alleged maltreatment by staff ██████████ reported is credible and advise this monitor of their determination.</p>
<p>This DCFS Residential Monitor discovered two youth complaint letters in the ██████████ DCFS suggestion box written by youth ██████████.</p>	<p>Unit director was emailed informing her of these complaints and requesting she facilitate a mediation to resolve youth's issues.</p>

<p>Letter #1 was undated and said, "[REDACTED] gave me a minor for cussing once and wouldn't let me participate in my staffing"</p> <p>Letter #2 was dated 11/06/25 and said, "[REDACTED] would not let me make a business call and I have a right to do that"</p>	
<p>[REDACTED] Oct 24, 25</p> <p>I have an issue with [REDACTED]. She had told me after my meeting with the doctor that I could eat lunch and when I started to fix my lunch she got mad at me and when I started to cook she kept taking the pans away from me and trying to turn off the stove after she took the first pan I was trying to move her hand and after I tried to move her hand she smacked my hand after she smacked my hand I finished cooking my meal and she kept trying to make an issue about it and when she smacked my hand she tried to lie and say that she didn't smack my hand and she called me a liar</p>	<p>Monitor will discuss with administration on 11/21/2025 at the scheduled Administrative Meeting with the agency staff. A child and family team meeting was held on 11/19/2025 where youth was able to discuss concerns related to the staff and group home rules.</p>
<p>I ([REDACTED]) was struggling and was trying to self-regulate in the group quad area but that was not working, and I asked to go to my room and the bathroom to get a coping skill and to the bathroom and staff Amir told me no and I tried to explain to him I had been trying to self-regulate in the group area for a good while and that I had to use the bathroom and I still got told no so I went out the door.</p> <p>I tried to talk to the UC ([REDACTED]) and I got "I was not here"</p> <p>that staffs bogus ass and I'm tired of people always trying to make me the problem when we have dumb staff doing shi like this</p>	<p>The youth did not want to talk about it when monitor asked him.</p> <p>ACFIM is scheduled for 12-8 where he will be able to address his concerns with his team.</p>

<p>They tell us they will do something and don't do it like I said I need my package and Terrence still haven't got me it and then he says he will do something and he doesn't like he said he will put apps on me and my brother phones and he still haven't and they be lying to us saying they doing work and don't be doing anything and be promising us stuff and don't be doing it.</p>	<p>Monitor has a scheduled administrative meeting with the agency for 12/15/2025 and the issue will be addressed at the meeting.</p>
<p>12-12-25</p> <p>Not working for the right case. A lot of times it can feel and portray that staff don't care even though they say they do actions speak louder than words. The people who did care get removed and they are replaced with new. I don't mind building new relationships, although it can be hard sometimes. Realizing that it's ok to have an and it's apart of life. The old staff who are still here don't feel welcome. Nor do they youth, especially the youth, we given up hope it feels doesn't exist anymore. Nobody is perfect, everyone, well most are human. But even with that being said, as there is no room for me to say I want to throw in the towel like staff, or be disrespectful in the ways they do. I shouldn't be tolerated and ok for them. I tried to express by stating to higher ups it feels as if they don't care. [REDACTED] gave me a reason to keep going (my program my staff friends overall support) and then proceeded to disassemble that little by little. And try to replace the only family I had. I've been given everything IOA has to offer, I've done treatment at least 5 times over and earned each privileges and more beyond comprehension. And I say beyond because they were so far beyond IOA might have well been discharged. I've expressed there is nothing more IOA can do for me. My best friend is gone and doing better because IOA realized they can't help him no more. And he sic? out and got kicked out but when I do it the appropriate way I get told by journey is not done here. I sat on P3 before it got closed for 6-9 months on track and nobody help me</p>	<p>A meeting is being scheduled the first week of January to discuss [REDACTED] issues.</p>

make progress to get at. Im not perfect Im on completed sic?and can be but I don't need to be heard I don't know what more anyone wants from me. [REDACTED].

12-13-25

Every time I write a grievance nothing happens and staff continue to do the action. Example I wrote one on staff and then being very disrespectful just because they can and I proceeded to put it in the box. And I don't know because every time I say I'ma write a grievance staff say and I quite "I don't care" or "Don't affect me" Not saying they should get sic? punished but damn can we do sum! This is sum donkey shit. [REDACTED]

12-13-25

I make a plan then it gets revoked after it says on the plan every time I mess up the progress for the plan/days would restart. I made a 30 day plan to earn community exposure by job, phone and IT time. While I was on my running spree for 3 months not even we re-started the plan 2 times maybe 3. But this time I was old no, when I finally want to try and focus and do better for myself. I was told no because she ([REDACTED]) didn't want to set me up. I tried to explain that I was already to try again and even maybe extend the time to 2 or 3 months and that I was trying to help my mom and sister and was ready to focus on myself but still got declined. I tried to explain the reason why I was doing what I was doing not saying that makes it better. I wanted to try again because I believed I can sic? and follow through with the plan. I got told no because of not valid reason like according to my sic? learn that when I mess up I spial. I don't. I was being asked by my family for aid and assistance support if you will and so I answered. As most people would I want to focus on myself. She and my team made it seem like I mess up and sic? its the end. No.

Thanks just no me I always get up and try again but this time when I want to focus and bounce back I can't because there's nothing to back to. Each plan is individualized. In my most recent staffing I got 15 front and back porch when I originally had 30 min walking. I know I'm not perfect but at that point I might as well keep the plan if I was gonna be pushed back like that. [REDACTED]

12-15-25

The school I go to right now (Safe harbor) I feel and the truth is their way of handling things is not appropriate. My TA (teacher assistant) is really rude and disrespectful. I feel and I am being targeted. A lot of times I generally can't be doing anything wrong and I still get treated unfairly. Same as the program. I'm not perfect and do have my manners and days of course but I try my best to stay respectful, positive and mindful, but [REDACTED] and the school keeps pointing the finger at me. Tried a mediation but it didn't really solve anything. I feel I am mature enough to go to a regular school if not that then an alternative off campus I want to have some sense of normal. [REDACTED]

12-16-25

Staff keep doing things and don't know how their actions affect us and or don't care. Example, if I told a staff that I needed to go in my room to self-regulate, but they told me no effect could most likely be a crisis especially if I told them I feel like running or I'm irritated. Cause and effect. I don't want to be here. [REDACTED]

I am writing this letter to DCFS because I did not get put into a proper hold and it brought back trauma what happened was I was trying to tell Mr. Eli that I met my goal but he said I did not I was walking out the door of the group room but he thought I was trying

The hotline was called on 12/17/25, after the note and the hospital report were gathered and thoroughly reviewed. The hotline accepted the report. An investigation will be completed.

<p>to fight I went to my room and the he said you ant going to do shit pussy ass Bitch I came out pushed him a kid named [REDACTED] came out punched me in the throte I could aredy barly breath then Mr. eli put me in a chokehold saying this a proper hold while I could not breath I was let go but soon after I blacked out when I woke up everyone said I had a seizure please I dont want to be here. happend on 11/17/25 at 07:30pm please check cameras.</p>	
<p>1 of the suggestions was from a non DCFS youth.</p> <p>12-17-25 AM</p> <p>Staff keep being disrespectful and im trying my best to be respectful in the past I know I have built a reputation , I am also trying to changed and do better. And its like staff only think im gonna run or fight an don't want to be something better. Their no sense of wanting to help or care and concern anymore. And when I reciprocate the same energy it s a problem. Ive tried to respectfully explain this to both the floor and clinical staff and they don't want to listen and everybody says tis me when something it is but it is not all me. I try. staff are</p> <p>12-22-25 AM</p> <p>Dear [REDACTED],</p> <p>recently Ive just come back from being on run. Honestly im tired of running and fighting. But im tired of being told that one minutes my staff and clinical team care, and when I actually need them they don't see me. I know im not the best maybe one of the worst, but I try everyday I get up I try again. And I try to exist at the old and b ring in a new day, I try and be what you guys want Me to be and do what you ask. Again im not perfect I sic? shit sic? most of the</p>	<p>A meeting is being scheduled the fist week of January to address [REDACTED] concerns.</p>

times it feels like you all don't believe I can do better. Like everyone wants to see me fall and when im in crisis like on run, sic? comes and talks to me. Or they think im in all or nothing thinking when im truly listening I just need time to think. I know im not always respectful, or nice, or even mindful of others, but I always try everyone can always s paint or throw in my face what I did wrong, but know one can tell me anything im doing right. I dont need a oh "your great" after every but sometimes it helps to sic? that me trying is noticed. I also knew I don't treat people the best at times but I do try to show respect and be kind even when someone's not nice to me. I always, mot of the time, try and be mindful and care for sic? alot of times. I feel you all exspect me to never get mad and make mistakes in general. And I try my best to care and not hold grudges and follow exspectations, but its kind hard when you got people like [REDACTED] telling you they lierally don't care, or throwing direct shots knowing it can start a crisis. ([REDACTED]) and how people react. Agaiin not perfect. I do have a choice but 2 wrongs don't make a right. And theres always 2 sides to a story, I want to do better. I don't mind putting the work an and caring, but you all also have to be mindful just as I do sometimes the things you day adn do impact others. For example, if I want to run ill do that but what lead up to that decision -the trigger. Nobody tries to look at both sides or hear both sides, alot of times I wonder if you all actually want to help or just keeping me here for entertainment or sic. Sometimes just as I things yall say and do hurt others, could be sic or anything my approach, I don't know. Everybody sees me as some bad kid and im not. I care for all of you , thats why I came back because sometimes I think to myself

"what if their worried" or "maybe I should go back" and maybe thats my fault for caring to much I don't kow. I remember [REDACTED] [REDACTED] saying I can talk to her, no offense not my first option but beggars cant be choosers, you also said to talk to [REDACTED] but Im tired of trying to build a relationship thats never gonna form if

you understand. One minute we are cool the next shes mad and we running and [REDACTED] or [REDACTED] or both sic.

And im like, I thought we were cool?" Same with [REDACTED] one minute were good the next shes taking her anger out of me. Note-when im struggling I don't get support. I got handcuffed even sic.

PS> I just hope you can help and understand.

12-23-25 AM

Dear [REDACTED] you said this was a suggestion box so I have an suggestion. That I am unsuccessfully discharged as you know these past few months haven't gone to well. Making a choice to do something is an sonsuias decision but theers always things that help sic go to that choice. The other day I got told by [REDACTED] that she doesn't care about me , she doesn't have 2 of course, but every time i mess-up she gets mad or if its not her its [REDACTED] antagonizing or a staff taking their anger out on me. Im not the best I don't shit rainbows and talk butterflies, but are minutes its oh I want to help you then the next its I don't care or someone's in their feelings. I don't like the way I am treated. I've tried to explain that maybe releasing me might better my life. Ive tried writing grievances I've tried to talk and be nice again im not always the best but I try and nobody sees that. Nobody actually sees me trying. Sometimes helping sic their a lot of times ill struggle and run or sic and sic tires and helps but everybody wants to have an attitude and be rude. I also want to note it took [REDACTED] not comparing but it took him to crash out for everyone to realized that you guys helped him all that ya could. But tis like for me you guys want to see me fail because ya don't want to help because knowing when to let go an do someone good. For example being [REDACTED], he

is doing great. I did my part P3 didn't I was waiting that's not my fault it isn't fair that I got to get treated like shit and being told suck it up, But when ■ want to be an asshole it's not ok.