



COUNTY OF LOS ANGELES PROBATION DEPARTMENT

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August 5, 2026

TO: Wendelyn Julien, Executive Director
Probation Oversight Commission

FROM: Guillermo Viera Rosa
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SUBJECT: **RESPONSE TO PROBATION OVERSIGHT COMMISSION'S 2026 ANNUAL INSPECTION REPORT FOR LOS PADRINOS JUVENILE HALL**

On July 20, 2026, we received a draft of the Probation Oversight Commission's (POC) 2026 Annual Inspection Report for Los Padrinos Juvenile Hall (LPJH), following the inspection conducted on May 4, 2026.

The Department appreciates the time, effort, and observations provided by the Commission during the inspection process. The POC's feedback serves as a valuable component of our ongoing commitment to continuous improvement in the care, safety, and programming provided to youth at LPJH. We also appreciate the report's recognition of several improvements made since the 2025 inspection, including reductions in reported violence, increased availability of naloxone among staff, improvements to the physical plant, more timely student transportation to school, and enhancements to the grievance documentation process.

This response provides additional information in several areas to offer context, clarify information that may have been incomplete or inaccurate at the time of inspection, and highlight improvements implemented since the inspection occurred.

GENERAL DATA FOR LOS PADRINOS JUVENILE HALL

The report identifies the rated capacity of LPJH as 250. For clarification, the facility's rated capacity is 409 beds. At the time of the inspection, 18 living units were operational.

Facility and Physical Environment

The report noted youth requests for weather-appropriate clothing, including shorts. On the date of the inspection, the National Weather Service reported temperatures of approximately

83 degrees. Consistent with seasonal practice, shorts were issued beginning June 1, 2026, as temperatures increased. Youth housed at LPJH are provided with both pants and shorts.

The report also included observations regarding the condition and comfort of facility-issued footwear, noting that some youth reported damaged shoes or discomfort. While these observations differ from those routinely reported by facility management, the Department values this feedback and encourages future concerns of this nature to be brought directly to facility leadership during inspections whenever possible so they may be addressed immediately. A review of grievances submitted following the inspection did not identify complaints regarding damaged footwear.

LPJH issues standard Bob Barker institutional footwear that is specifically designed for secure juvenile facilities. The shoes were selected following an evaluation of durability, safety and functionality and meet institutional security requirements, including clear soles for inspection, reinforced arch support, double-stitched construction, and the absence of metal components or laces. While individual preferences regarding comfort may vary, the Department believes the current footwear provides an appropriate balance of safety, durability, and functionality. Feedback regarding clothing and footwear will continue to be considered during future procurement and product evaluation processes.

Grievance Process

The report noted concerns regarding implementation of the electronic Grievance Management System (GMS), including non-functioning links and quality assurance practices. Since the system's relaunch in late 2025, LPJH has strengthened grievances operations by assigning additional grievance officers on both day and evening shifts. Supervisory and management oversight has also been expanded to ensure grievances are collected, reviewed, and responded to in a timely and consistent manner.

Electronic Grievance Management System (GMS) Access

Prior to receiving the draft inspection report, the Department conducted an audit of computers throughout LPJH and identified that GMS links on several devices were not functioning properly. Working collaboratively with Los Angeles County Office of Education (LACOE) technical staff, it was determined that although the application had been updated, many laptops had not been restarted, preventing the update from taking effect. Once identified, the issue was promptly resolved. In addition, the electronic grievance form was modified to provide clearer instructions regarding the username and password required for youth submitting non-anonymous grievances.

Staff Training

Directors, supervisors, and designated grievance officers have completed training on the Grievance Management System, as these staff members are responsible for reviewing, responding to, and closing grievances. This targeted training promotes consistency and

compliance with departmental procedures. Additional training will continue to be provided as operational needs evolve.

Grievance Processing

LPJH acknowledges the concerns identified regarding grievance processing and has reinforced expectations with directors, supervisors, and grievance officers. Supervisory oversight has been enhanced through routine quality assurance reviews and to ensure grievances are processed consistently, addressed appropriately, and resolved within established timelines. When deficiencies are identified, corrective action, coaching, and additional training are provided as appropriate. The Department remains committed to maintaining a grievance process that protects youth rights, promotes accountability, and supports continuous improvement.

Youth Access to Personal Care Items

The report notes that youth expressed interest in having access to additional personal care products commonly available in the community, including preferred brands. The Department routinely utilizes its procurement process to obtain products that exceed the minimum institutional standards and frequently include nationally recognized brands. While it may not be feasible to provide every requested item, procurement decisions seek to balance youth needs with institutional safety and operational considerations. Certain products have historically been misused in ways that limit staff visibility in rooms or create other safety concerns, and these factors must also be considered when selecting approved items.

Access to Replacement Shoes

Youth may request replacement shoes directly from staff or through the grievance process. Between January 1, 2026, and July 20, 2026, the Department received one grievance related to footwear. In that case, the youth requested a different style of athletic shoe better suited for basketball activities rather than reporting damaged footwear.

Transportation Staff Interaction During Medical Appointment Refusal

The Commission brought concerns regarding an interaction between transportation officers and a youth refusing a medical appointment to the Department's attention immediately following the inspection. The Department promptly reviewed video footage and conducted an inquiry. The youth involved had a documented history of repeatedly declining medical appointments, and the interaction lasted approximately ten seconds. Although the review did not identify misconduct, the Department implemented operational changes to improve future interactions. Transportation staff will no longer remove youth from classrooms before discussing medical appointments. Instead, youth will be escorted to a more private area where they can be informed of the appointment and make their decision outside the

presence of peers. Additionally, all transportation officers received counseling regarding communication, professionalism, and appropriate interactions with youth.

Medical Appointments

The Department appreciates the opportunity to highlight significant improvements in this area. During the 2025 inspection, approximately 35 percent of scheduled medical appointments were reported as missed due to staffing limitations. In 2026, the overall missed appointment rate decreased to 3.5 percent, including appointments missed for reasons outside the Department's control, such as court appearances, releases from custody, or transfers. When only avoidable missed appointments are considered, the rate is 0.018 percent, reflecting substantial progress in ensuring youth receive timely medical care.

VISITATION

Special Visitation

The report references concerns regarding court-ordered visitation. Between January 1, Through July 20, 2026, the Department received one grievance regarding a youth's request for a special visit with his sister. Upon review, it was determined that the sister had not been approved as a visitor, and no court order directed that she be added to the visitation list. The youth was advised to consult with defense counsel so the matter could be addressed during his next court appearance.

Visitation Enhancements

While implementation of a revised visitation policy remains underway, LPJH has implemented several enhancements designed to improve family engagement while maintaining facility safety and security. Visitors who arrive wearing clothing that does not comply with visitation requirements are now provided disposable clothing so visits may proceed rather than being cancelled. Additionally, when a visitor is unable to complete the security screening process, youth are offered an opportunity to communicate with the visitor by telephone. These enhancements support meaningful family engagement while maintaining established security protocols.

PHYSICAL ENVIRONMENT IMPROVEMENTS

LPJH contracts with a professional cleaning service to provide routine cleaning throughout living units. In addition, youth are encouraged to participate in cleaning their own rooms using approved cleaning supplies available within each unit. Access to these supplies may be limited only when individual mental health or safety concerns warrant restrictions.

All cleaning products utilized within the facility undergo a formal procurement and approval process to ensure they meet institutional safety and security standards while minimizing

opportunities for misuse. As a result, bleach-based and other hazardous cleaning agents are not issued to youth. Instead, the Department utilized approved cleaning products that effectively support routine sanitation while remaining appropriate for use in a secure juvenile environment.

EDUCATION – POSTSECONDARY PROGRAMMING

The report identified concerns related to postsecondary education, including youth being limited to one course at a time, reports of boredom, limited live instruction, and occasional missed classes due to staffing.

LPJH acknowledges these observations and continues to work collaboratively with Probation Education Services to support and strengthen educational opportunities for eligible youth. Postsecondary programming is administered by Probation Education Services, and current enrollment reflects available programming, staffing resources, and individual educational plans.

The observations contained in the report have been shared with educational leadership for review and consideration as opportunities to enhance programming are evaluated. Concerns regarding student engagement, availability of live instruction, and occasional instructional disruptions have likewise been communicated to educational administrators.

LPJH remains committed to supporting educational programming by facilitating timely youth movement, maintaining appropriate staffing and security, and minimizing disruptions whenever possible. Facility leadership will continue collaborating with Probation Education Services to monitor educational services, address operational challenges, and improve the quality, accessibility, and continuity of postsecondary education for all eligible youth.

If you have any questions, please contact Chief Deputy Robert Arcos at (213) 305-4707 or Robert.Arcos@probation.lacounty.gov.

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