

**MOTION BY SUPERVISOR JANICE HAHN**

AGN. NO.  
July 1, 2025

**Implementing Court Reminder and Transportation Services for Justice-Impacted Youth through JCOD's Justice Connect Support Center**

On April 1, 2025, the Los Angeles County (County) Board of Supervisors (Board) unanimously approved a motion<sup>1</sup> that directed the Justice, Care and Opportunities Department (JCOD), in collaboration with other relevant County departments, to report back on the feasibility of providing court reminders, transportation services, and linkages to Department of Youth Development (DYPD) service providers for justice-involved youth through JCOD's Justice Connect Support Center (JCSC). The report back, dated May 16, 2025, outlined the steps the County would need to take in order to realize these goals, and includes potential challenges and roadblocks that the departments would need to overcome.<sup>2</sup>

One challenge relates to juvenile case files being confidential. Currently, JCOD can access court information related to adult justice-involved clients to confirm court dates, because adult case files are not confidential. But the same is not true for youth – JCOD would not be able to modify court reminders if juvenile court dates change, unless youth inform them of this change, or they are granted special access to youth case files

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<sup>1</sup> [Providing Court Reminders and Transportation Services for Justice-Impacted Youth through JCOD's Justice Connect Support Center](#)

<sup>2</sup> <https://file.lacounty.gov/SDSInter/bos/supdocs/201815.pdf>

**MOTION**

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from the court. Therefore, JCOD would rely on youth, youth's parent/guardian, or youth's service providers to refer youth to sign up for court reminders and transportation services, and to put in amended reminder requests if court dates change, and to schedule for future court dates. In order to move forward with providing youth with these services through JCSC, JCOD would need to develop an updated screening questionnaire to determine how to process the call. They would need to work with County Counsel to determine the content of the questionnaire and the process for obtaining proper consent, based on who is calling – the youth, the youth's parent or guardian, or a service provider that works with the youth.

Additionally, adult clients can receive court reminders through defense counsel case management systems, where available, so there is a possibility of developing a pilot to expand the use of these systems for justice-involved youth. Similarly, the Los Angeles Superior Court (LASC) has their Hearing Reminder Service (HRS), which is a free online tool that allows adults who have upcoming criminal court hearings to schedule an email and/or text reminder prior to their court date. Probation met with the LASC Juvenile Division leadership recently and plans to continue conversations to explore the possibility of using of the HRS for justice-involved youth as well. One potential challenge with using the HRS is that some youth may have reservations with using a system that was developed and operated by the court and may prefer using a court reminder system from JCOD or their own counsel – so it is important that the County explore all options simultaneously.

Another potential challenge relates to providing transportation services for youth in a way the considers informed consent, liability, and youth safety. DYD suggests exploring the possibility of partnering with a youth-centered transportation service

provider and developing processes for obtaining informed consent after a youth, guardian, or provider initiates a transportation request. There may be challenges with the timing of pick-ups and drop-offs, since unlike taxis, Ubers, or Lyfts, a youth-centered transportation company may require pre-scheduled pick-up and drop-off times. This would pose a challenge, particularly for pick-up times after court, since the length of time youth spend in the courthouse is often unpredictable. DYD and partners plan to have continued conversations with youth transportation providers to see if there is a work-around that will address this issue.

Finally, JCOD, DYD, and counsel believe it would be feasible to implement a phased approach to linking justice-involved youth with service providers contracted through DYD using the JCSC. They could start by integrating into the JCSC a description of existing services provided by organizations that contract with DYD, then eventually creating an infrastructure to develop screening and referral processes. This approach would incorporate informed consent, referrals and warm handoffs, and privacy protections for participants.

It is imperative that the County takes steps to help justice-involved youth attend their court hearings and comply with their court orders. Sending court reminders via text, email, or phone and offering free transportation to and from court can help reduce failures to appear. Linking youth with DYD service providers can help youth comply with court orders, receive community-based treatment, and decrease chances of future recidivism. JCOD, Probation, and DYD should move forward with implementing the steps outlined in the May 16, 2025, report-back to best support youth who are involved in the criminal-legal system, not only with complying with court orders, but also with ensuring continued growth and future success.

**I, THEREFORE, MOVE** that the Board of Supervisors direct the Justice, Care and Opportunities Department (JCOD), in collaboration with Probation Department's Juvenile Special Services Bureau, the Department of Youth Development (DYD), and County Counsel, and with consultation from the Public Defender's Office and the Alternate Public Defender's Office, to do the following:

1. Develop an updated screening questionnaire for the Justice Connect Support Center (JCSC) that does the following:
  - a. Distinguishes whether the caller is an adult, youth, or youth's parent/guardian;
  - b. Includes non-case related content, informed by County Counsel; and
  - c. Includes a process for obtaining consent needed to allow JCSC to provide court reminders to youth.
2. Explore the possibility of developing a pilot to expand the usage of defense text message reminders for youth, through the Public Defender and Alternate Public Defender case management systems, where available.
3. Partner with a youth-centered provider that offers transportation services for youth to begin the process of executing a contract and identifying available funding to support transportation services for youth. The contract negotiations should consider the following:
  - a. An informed consent process for calls coming from youth, youth's parent/guardian, or service providers;
  - b. The development of clearly defined protocols for fully informed consent, liability, and youth safety; and
  - c. A process for scheduling pick-ups and drop-offs that allow for flexibility due

to unpredictable court end-times.

4. Make modifications to the existing JCSC system to set up transportation referrals to a youth-centered contracted provider, once selected by DYD.
5. Implement a phased approach to integrating DYD's providers into the JCSC system so justice-involved youth who contact the JCSC system can be referred to appropriate services in the community, by developing the following:
  - a. A screening and referral processes for available services provided by DYD contracted providers;
  - b. A youth-specific intake and screening tool, which could be modeled on the screening tool used for adults in the JCSC, but that considers youth's specific needs; and
  - c. A process to receive informed consent for service referrals, workflow to contracted providers, including warm handoffs, and execution of appropriate data sharing agreements and privacy protections.

**I, FURTHER, MOVE** that the Board of Supervisors direct the Probation Department's Juvenile Special Services Bureau to continue meeting with the Los Angeles Superior Court (LASC) to explore the possibility of using the LASC's Hearing Reminder Service (HRS) system for justice-involved youth, in consideration of the confidentiality of juvenile case information, and navigating potential challenges with getting youth buy-in for a reminder system developed by the court.

**I, FURTHER, MOVE** that the Board of Supervisors direct JCOD and the Probation Department's Juvenile Special Services Bureau, in collaboration with DYD, the Public Defender's Office, the Alternate Public Defender's Office, County Counsel, and the Chief Executive Office, to report back in writing in 45 days, and every 60 days thereafter, with

a status report on the above directives as well as potential funding considerations, until the directives are completed.

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