



STATE OF OKLAHOMA  
OFFICE OF JUVENILE AFFAIRS  
**CENTRAL OKLAHOMA JUVENILE CENTER**  
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April 2, 2009

Dana Holden, Oversight Specialist IV  
Oklahoma Commission on Children and Youth  
500 N. Broadway, Suite 300  
Oklahoma City, OK 73012-6200

Dear Mr. Holden,

The following are responses to areas of concern and violations listed in your report dated February 25, 2009:

Areas of Concern

1. Forty-one grievances were not filled out completely by staff assigned to process them.

Response: A memo has been sent to staff reminding that grievance forms are to be filled out completely, including signatures and dates, and to ensure that the response addresses the issue or allegation. Staff are now forwarding a copy of all completed grievances to the Superintendent's office for oversight. If forms are not completed in a satisfactory manner or responses are inadequate, they will be returned to the appropriate staff for correction. In addition, a log will be maintained by the Superintendent's office to monitor grievances.

2. The resolutions of nine grievances did not adequately address the residents' issues.

Response: As stated above, efforts have been made to ensure grievances are adequately addressed. Copies of completed grievances are now turned in to the Superintendent's office for review to ensure resident's issues are adequately addressed.

3. In twelve CCR investigations, the investigator had not conducted the interviews in a timely manner.

Response: The Chief of Security met with investigators, stressing the importance of completing CCR investigations within the 30-day timeframe and that further infractions will result in disciplinary action. In addition, a JSO IV position is currently being announced. The individual chosen for this position will conduct all CCR investigations, which will reduce the delay and ensure interviews are conducted in a timely manner.

4. In three CCR investigations, the investigator had not adequately addressed the allegations.

Response: The Chief of Security is responsible for reviewing CCR investigations and will more closely review to ensure allegations are adequately addressed.

5. Failure to properly fill out grievance paperwork was a concern that had been identified in the OJSO first biannual visit report for 2008. This concern remained an issue at the time of the OJSO second biannual visit.

Response: In an effort to alleviate this problem, copies of completed grievances are now being forwarded to the Superintendent's office for oversight. If paperwork is not properly filled out, it will be returned to the appropriate staff. The Superintendent's office will be responsible for maintaining a grievance log to monitor all grievances.

#### Violations

1. The staff assigned to conduct the CCR inquiries had not initiated the CCR investigation within the required twenty-four hour timeframe.

Response: Chief of Security Michael Mallinson met with CCR investigators directing them to initiate investigations within the twenty-four hour timeframe. He will monitor and follow-up on the status of investigations to ensure this is accomplished.

2. The staff assigned to conduct the CCR inquiries had not completed the CCR investigations within the required thirty-day timeframe.

Response: Chief of Security Mallinson met with CCR investigators directing them that CCRs are to be completed within the thirty-day timeframe and that failure to do so will result in disciplinary action.

3. Fifty-three grievances had not been resolved within the required timeframe.

Response: The Advocate Defender now forwards a copy of the monthly grievance log to the Superintendent's office on a weekly basis. The Superintendent's Office then emails staff, reminding of upcoming due dates of grievances.

4. The Advocate Defender did not document why he had not forwarded four appeals to the appropriate person for resolution.

Response: When you were contacted regarding additional information on these appeals, it was determined there were actually only three. According to the Advocate Defender's records, these grievances were not appealed.

If additional information is needed, please advise.

Sincerely,

James Johnson  
Institutional Superintendent