

# Resources for families

## Orientation led by OYA:

We offer monthly virtual orientations for parents and guardians of MacLaren youth at intake. You can meet staff from the facility who are working with your youth and learn about these topics:

- Education and other services for youth
- Our approach to working with youth
- Visiting your youth
- How to be involved with your youth's progress

Orientations happen on the fourth Tuesday of every month from 6 to 8 p.m. on Microsoft Teams. Ask your youth's case coordinator for details.

## How to report abuse or file a complaint

**OYA has zero tolerance for abuse of any kind.** It does not matter if the abuser is other youth, staff, family members, foster parents, volunteers, or anyone else.

**There are several ways you or your youth can report abuse. You can choose the one that makes you the most comfortable:**

- **Call the OYA hotline: 1-800-315-5440.** OYA's Professional Standards Office (PSO) manages the hotline. They investigate all reports of abuse and work with facilities to address complaints. Leave a detailed message and they will return your call.
- **Tell any OYA staff member.** All OYA staff are required to report abuse.
- **Fill out a grievance form.** They are available in OYA's field offices, or your youth can find them in their living unit.

### What if I think OYA isn't treating my youth or family fairly?

We encourage you to talk with your youth's living unit manager or MacLaren's superintendent. You can also call the hotline, fill out a grievance form, or file a report online:

[oregon.gov/oya/pso](https://oregon.gov/oya/pso)



**MacLaren Youth Correctional Facility**  
 2630 North Pacific Highway  
 Woodburn, OR 97071  
**Phone:** 503-981-9531  
**Office hours:** Monday-Friday, 8 a.m.-5 p.m.  
**Online:** [oregon.gov/oya](https://oregon.gov/oya)



## Inside

- Who to contact about your youth, page 2**
- How to contact your youth, page 3**
- Intake: Day 1, page 4**
- Intake: The first few weeks, page 6**
- After intake, page 8**
- Positive Human Development, page 10**
- The ABCs of OYA, page 11**
- Family resources, page 12**



## Who to contact

### Case Coordinator/Camp Counselor:

This person is your main contact on the unit. The case coordinator can help you get approved for and schedule visitation or video visits, connect your youth with their lawyer for appointments, get medical updates, or answer general questions about living unit life. This person is part of your multi-disciplinary team (MDT) meeting and will help your youth set goals and meet them. Your youth's case coordinator will change when they go to a different living unit.

### Living Unit Manager:

Who you can contact with serious concerns about your youth related to the unit or facility. This could also be a Program Director, Assistant Superintendent, or Assistant Camp Director.

### After-hours concerns:

Leave a message for the case coordinator or camp counselor, and they will return your call.

### In case of an emergency:

If you need to reach the facility after business hours, call the general phone for the facility. To find the phone number, go to the Oregon Youth Authority website [oregon.gov/oia](http://oregon.gov/oia) and click on "Contact Us." The general facility phone is a dispatch that will get you in touch with the unit.

### Office of Inclusion and Intercultural Relations (OIIR):

This team oversees family engagement and provides youth and families with services that meet the needs of their culture, including cultural support groups and events, and interpreter services. They have team members dedicated to African American, Latino, Native American, Asian/Pacific Islander, and LGBTQ+ services, plus general family services.

**Contact:** 971-304-5751

### Multidisciplinary Team (MDT):

Every youth at OYA has a multidisciplinary team. During intake, this team talks with the youth about their situation and recommends a living unit and facility that will best serve their needs.

The MDT may include the youth's case coordinator, juvenile parole/probation officer, members of the Office of Inclusion and Intercultural Relations, school staff, a mental health professional, and other OYA support staff.

Families are an important part of the MDT, and we encourage you to participate. This is your chance to learn about how your youth is doing and talk with staff about how to help your youth set goals and meet them.

Your youth's case coordinator will contact you soon about the first MDT meeting.

## The ABCs of OYA

### CC: Case Coordinator

This person is one of your main contacts at our facility to learn about how your youth is doing. Each living unit has its own case coordinator. A youth's case coordinator changes whenever they go to a different living unit, and their family is notified about this change.

### DEI: Diversity, Equity, and Inclusion

One of OYA's priorities. We are working to better serve youth and families from different backgrounds, and to make sure they receive equitable and appropriate services.

### GLC: Group Life Coordinator

This person coordinates activities and supports youth in their daily life in the living units. There are many GLCs working at each facility.

### IRC: Intake Review Committee

This committee makes decisions about which unit and facility your youth should go to after intake, based on your youth's needs and the recommendation of their Multidisciplinary Team.

### JPPO: Juvenile Parole and Probation Officer

As soon as a court commits a youth to our custody, we assign a JPPO to their case. This person is one of your main contacts throughout your youth's entire time in OYA custody. JPPOs do not work in facilities. Don't know who your youth's JPPO is? Contact the OYA field office in the county where your youth was adjudicated or convicted, visit [bit.ly/oyafield](http://bit.ly/oyafield). JPPOs will help you and your youth plan when your youth transitions to a community placement or back to the community.

### LUM: Living Unit Manager

This person supervises the staff and programs on the living units and makes sure the unit environment is supportive for staff and youth.

### MDT: Multidisciplinary Team

Every youth at OYA has a multidisciplinary team to help them set goals and plan their time at OYA. See page 9 for more details.

### OIIR: Office of Inclusion and Intercultural Relations

This office oversees family engagement and provides youth and families with services that meet the needs of their culture, including youth support groups, cultural groups and events, and interpreters.

### PHD: Positive Human Development

OYA's approach to working with youth. See page 10.

### PSO: Professional Standards Office

This OYA office investigates reports of abuse and works with facilities to address complaints. See page 12.

### QMHP, or Q: Qualified Mental Health Professional

This person coordinates treatment for your youth and makes sure they get the services they need.

### SDC: Skills Development Coordinator

This is one of many people who help youth develop skills around regulating emotions, solving problems in a positive way, and managing conflicts.

### YCF: Youth Correctional Facility

Also known as a close-custody facility. Secure facility run by OYA that provides housing, treatment, and educational and vocational services for youth committed to our legal or physical custody.

# Positive Human Development

**What's this PHD thing I keep hearing about?**



PHD stands for positive human development. It's the main approach we use in taking care of youth.

PHD focuses on creating positive environments to help youth develop their natural talents through education, job training, and skill-building. Youth are encouraged to set high expectations for themselves and their peers, and to hold themselves and others accountable.



# How to contact your youth

## Phone calls

Youth are not able to receive phone calls. If you have an emergency and need to reach your youth, contact their case coordinator for help.

Youth are able to make several phone calls each week. All calls are free.

They may get to make additional calls as needed, if their case coordinator approves. They may only call people who are approved by their multidisciplinary team.

## Video visits

We also offer free video calls using Microsoft Teams. You must be approved by your youth's multidisciplinary team and fill out a Request to Visit form. Ask your young person's case coordinator for details.

## In-person visits

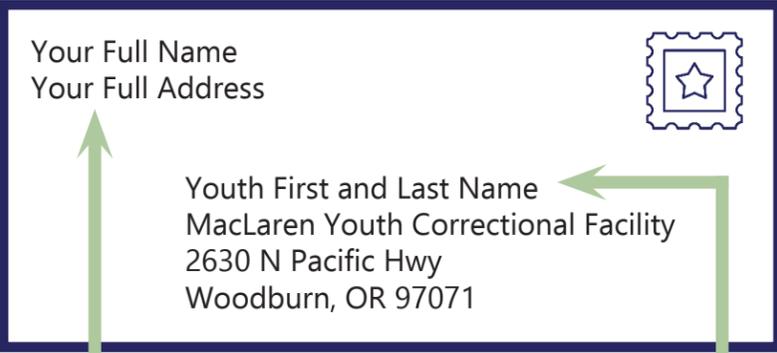
Youth living in Noble may have certain people visit. Youth in Maple Unit may not have any visitors until they leave Maple.

All visitors must get approval from their youth's multidisciplinary team and fill out a Request to Visit form. Learn more online at [bit.ly/oyamaclaren](http://bit.ly/oyamaclaren).

## Mail

Youth may send and receive letters. You can also send them stamps. However, they cannot receive packages while at intake. If they do not have money to buy stamps, we give them up to three per week.

MaLaren staff open and inspect all mail to make sure it does not contain anything that threatens facility security, safety, or order. This is to keep all youth and staff safe.



- DO NOT SEND these things. They will be rejected:**
- Plans for escape, to commit a crime, or to violate facility rules.
  - Sexually explicit material.
  - Contraband items, including weapons, explosives, medications, electronic items, or photos with chemical substances on the back.
  - Mail from other incarcerated people, including other youth at OYA facilities, unless the facility superintendent approves in advance.
  - Mail from the youth's victims, unless the facility superintendent approves in advance.
  - Publications that are harmful to a youth's reformation.
  - Mail with attachments or things inside that are glued, taped, or otherwise attached to the envelope or its contents, such as stickers.

**Include your name and a return address, or we will reject the mail.**

**Write your youth's full legal name, not a nickname. This helps us make sure the mail gets to the right person.**

## Sending money to youth

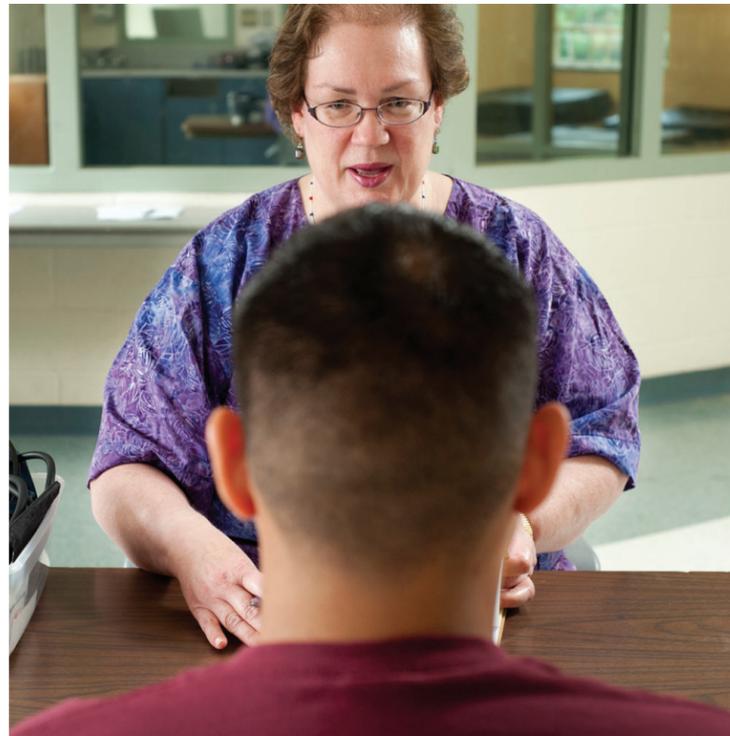
Each youth at MaLaren has an account that approved people can add money to. However, they are not able to use the money until they leave intake.

You may not give money directly to your youth. Also, staff cannot give money to your youth for you.

You can add money to your young person's account in person using the envelopes at the MaLaren gatehouse. You can also mail in a secure payment. We do not recommend mailing cash.



# Intake: Day 1



1

**Youth get to call one family member.** The youth chooses who they call. During the call, one of our staff will share information about visiting and answer questions.

2

**One of the first people youth meet is a nurse.** The nurse will:

- Check their basic physical health.
- Do drug and alcohol tests.
- Review their medications, if they have any.
- Figure out their basic health needs.
- Ask them about their medical history.

3

**Youth meet with a qualified mental health professional.** This person checks their basic mental health.

4

**We assign youth to an intake living unit.** We have two: Maple and Noble. Each one houses 16 youth.

## What is intake?



### Intake:

- All youth go to intake first after a court sends them to Oregon Youth Authority facilities.
- We do tests, called assessments, to figure out their physical health, mental health, education, and treatment needs.
- Youth usually stay at intake for about 30 to 45 days before they move on to their next living unit or facility.

All OYA facilities provide many options for treatment, school, job training, recreation, and cultural activities.

### MacLaren



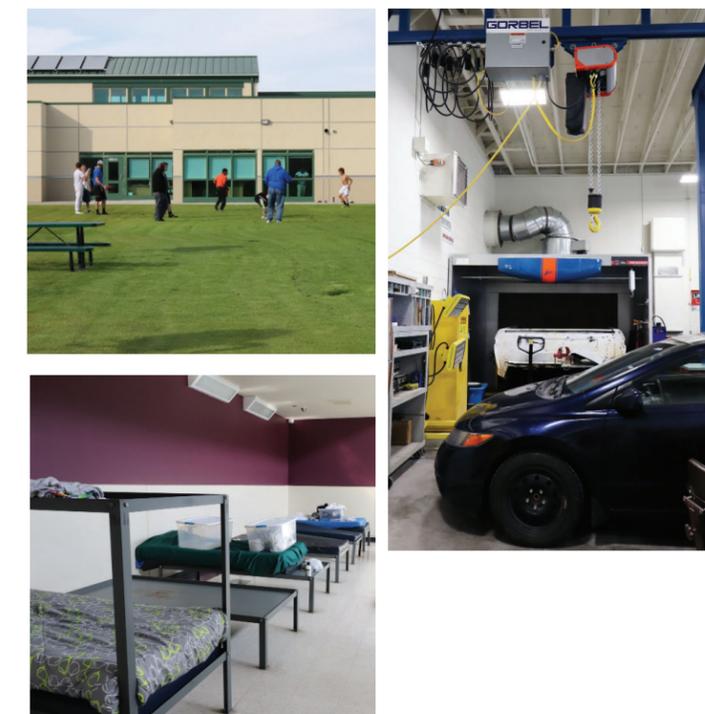
### Tillamook



### Rogue Valley

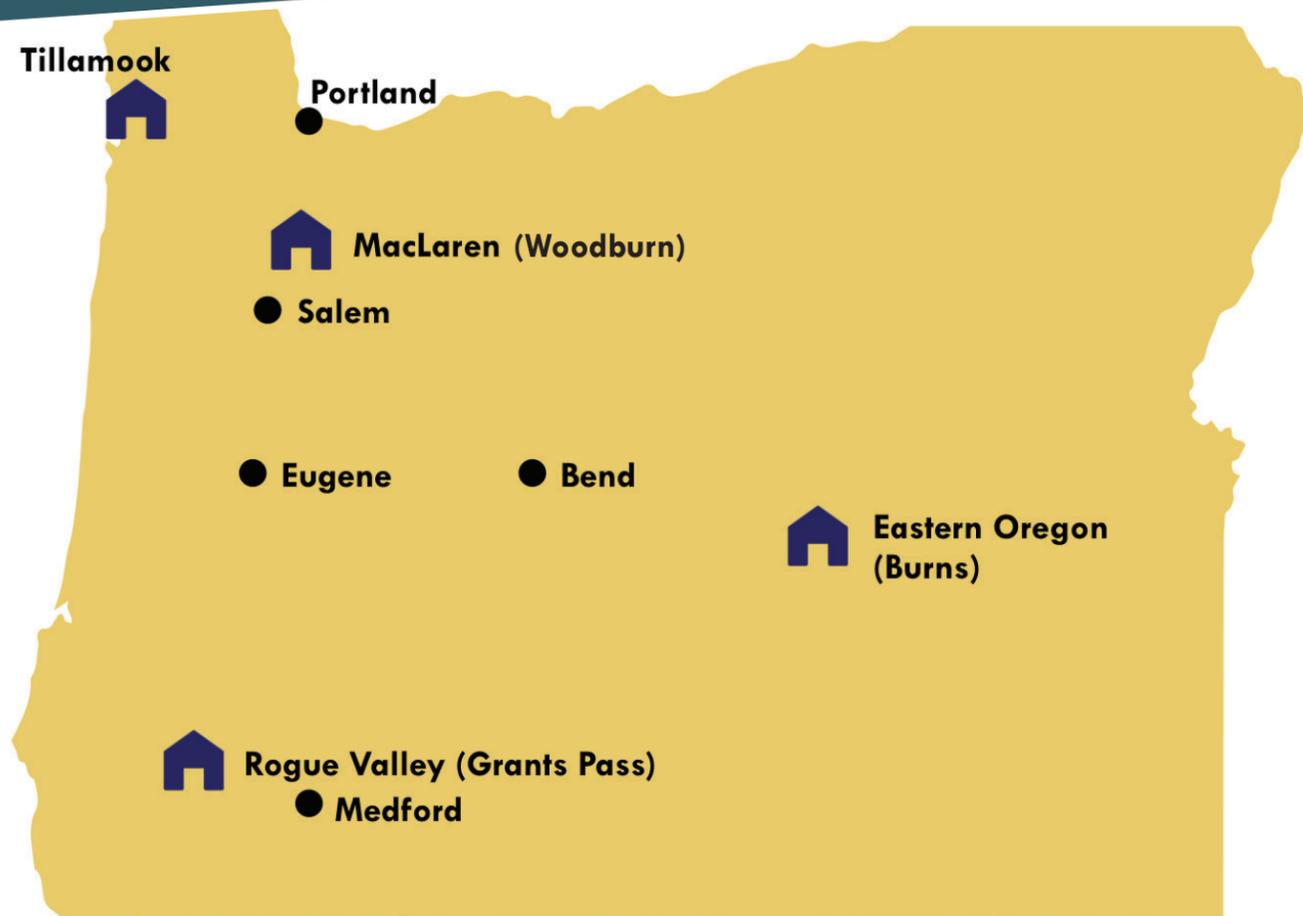


### Eastern



# After intake

## OYA Facilities



1

Soon, your young person will have a multidisciplinary team meeting (see page 2). The team makes a recommendation about which facility the youth should go to next, based on the youth's needs.

2

OYA's Intake Review Committee will make the final decision about where your young person should go next. This is based on the MDT recommendation.

3

Youth are placed on a waiting list for their next living unit. They move out of intake when there is an opening in their next unit. They will either stay at MacLaren or go to one of our other facilities.

4

Your young person will move to their new living unit. For security reasons, we are not able to tell you exactly when your youth will move. However, you'll get a call once they have arrived at their new facility.

Once they leave intake, they will have more opportunities for treatment, education, job training programs, and earning privileges. Each facility offers different programs.

## Intake Living Unit



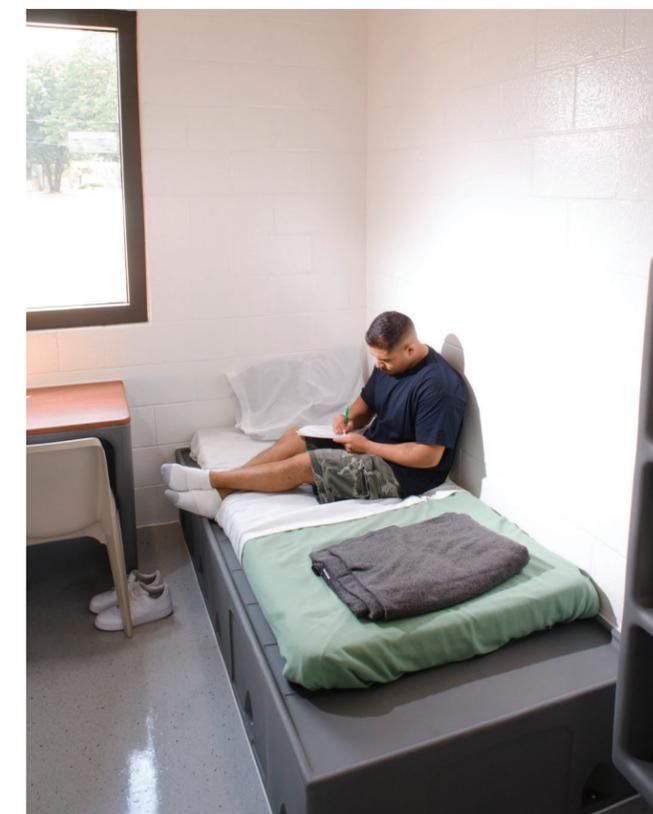
5

We give youth supplies. While they are at intake, they can only have the items MacLaren gives them:

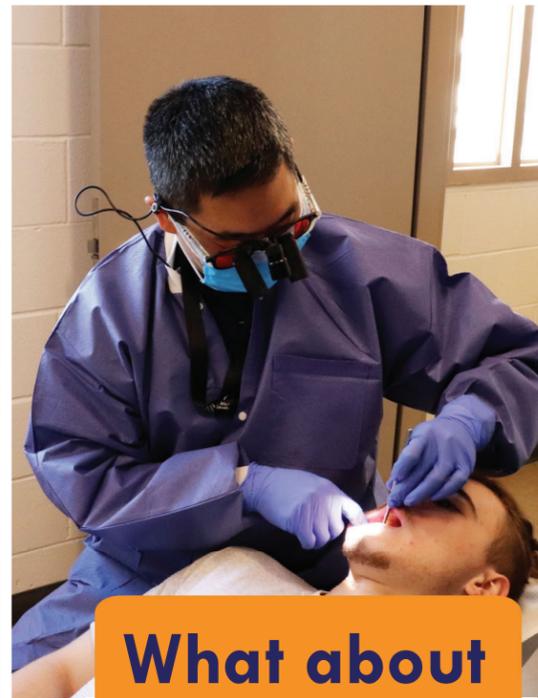
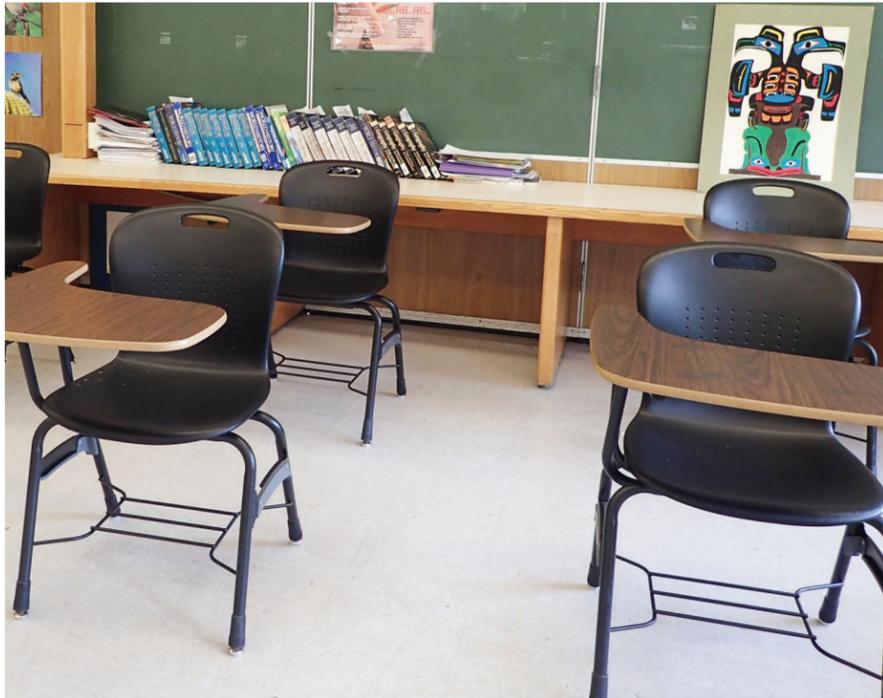
- Bed and bedding
- Clothing: gray polo shirt, sweatpants, sweatshirt, T-shirts, shorts, boxer shorts, socks, rain jacket
- Shoes: athletic shoes and sandals
- Hygiene products: toothbrush, toothpaste, deodorant, comb
- Treatment folder
- Journal
- Religious items (only if they want it)

6

Youth move into their intake living unit. They will have a single sleeping room. It's more private than a cell and does not have metal bars. They share the bathroom and other areas with all the youth on their unit.



# Intake: The first few weeks



What about school?



## Lord High School:

- Located on the MacLaren campus.
- Run by the Willamette Education Service District.
- Classes happen on unit or in the school building.
- Has a principal, teachers, and other support staff, just like a regular public school.
- All youth in our custody are required to work toward their high school diploma or GED. When they finish, they can go to college classes or job training programs.
- Lord High School also provides special education services and students are able to have an individualized educational plan (IEP).

**1 Youth in Noble can start having visitors.** Youth in Maple may not have visitors until they move to another unit. However, youth in both units can have video visits. Ask your youth's case coordinator for details about how to become an approved visitor.

**2 Youth can receive mail and make more phone calls.** Learn more on page 3.

**3 We do a full health check on each youth.** This includes:

- A physical.
- Dental exam.
- Hearing and vision tests.
- Tests for sexually transmitted diseases.
- Full drug and alcohol screening, if needed.

**4 We check each youth's education needs.** We look at how much school they have finished and what they still need. We create a learning plan. They start going to school right away.



**5 A psychologist checks each youth's mental health.** If needed, your young person may see a psychiatrist for treatment and medications.

**6 Youth begin going to treatment groups.** The types of treatment they receive will depend on their needs. At intake, youth start by learning:

- How to build skills and set goals to be successful in the future
- How OYA works and opportunities available to them
- How to work on their mental health with the help of a professional
- How to connect with their religion or culture as they work toward growth

**7 Youth participate in regular daily activities.** This includes:

- School.
- Treatment groups.
- Meals. MacLaren provides youth with all meals, drinks, and snacks.
- Exercise and recreational activities.

## Visiting Center

