

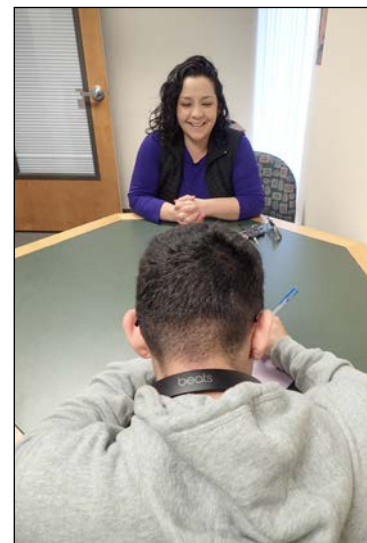


Top Things for Families to Know

1 Your youth may not be living at home, but they can have visitors.

If your youth was sent to live somewhere outside of your home, they may be heading to one of OYA's residential programs or a foster home. You can learn about our residential programs online: bit.ly/oyaresidential.

This is a tough time for your youth and they need positive visits and support from people they know. Your youth's juvenile parole and probation officer (JPPO) can help you find visiting hours and rules where your youth is living.



2 Your youth has a juvenile parole and probation officer (JPPO).

This person can answer your questions and work with you and other family members to help plan your youth's time in OYA custody. JPPOs also must approve in advance any plans for youth to travel outside Oregon.

Your youth will have the same JPPO throughout their time in OYA custody. Soon the JPPO will contact you to create a plan for your youth's success. This is a "multidisciplinary team," or MDT, meeting. You can learn about how your youth is doing and talk with OYA staff about how to help your youth set goals and meet them.

Don't know who your youth's JPPO is? Contact the OYA field office in the county where your youth was adjudicated or convicted. Their contact info is on our website: bit.ly/oyafield.

3 If you are the youth's parent and they are not living at home, you likely will have to pay child support.

Oregon law says that if a youth is in our custody and no longer living at home, each parent has to pay child support. This is true even if you haven't been involved in the youth's life. The [Oregon Division of Child Support](#) will contact you soon.

We know that child support can be confusing. We have staff who can help you understand it. Please call our child support representative if you have any questions: 503-373-7779.

MORE WAYS TO GET HELP

»» Benefits for Youth

OYA has a team of people who find benefits to help pay for services for youth, including child support, private health insurance, and Social Security.

If you already have private health insurance for your youth, please let us know. It may help your youth get more access to care or lower your child support payments.

Phone: 503-373-7595

Email:

OYAYouthBenefitsAccessTeam@oya.state.or.us

»» Youth and Family Support

Family Engagement

Positive family connections help youth do better in their education and treatment. OYA supports family involvement, and we encourage you to stay positively connected with your youth.

Michelle Barrera

Family Engagement Coordinator

Phone: 503-509-5258

Email: Michelle.Barrera@oya.state.or.us

Cultural Services

The Office of Inclusion and Intercultural Relations (OIIR) helps connect youth with community services that meet their cultural needs, including interpreter services and support groups.

Phone: 503-378-4667

»» Filing Complaints or Reporting Abuse

If you or your youth feel your rights have been violated, or that you were not treated fairly by OYA staff or others caring for your youth, we encourage you to talk with your youth's JPPO or other OYA staff you trust.

You also may file a complaint with OYA's Professional Standards Office (PSO). They investigate all reports of abuse and work with programs to address complaints.

OYA has zero tolerance for abuse, whether it is verbal, physical, emotional, or sexual. It does not matter who the abuser is — other youth, staff, family members, foster parents, volunteers, or anyone else.

Here are several ways to report abuse or file a complaint:

- Call the OYA hotline: 1-800-315-5440.
- Tell an OYA staff member about abuse. All staff are required to report abuse.
- Fill out a grievance form. You can find the forms in OYA's field offices.
- File a report online: bit.ly/oyacomplaint
- Email PSO: professionalstandards.office@oya.state.or.us

»» General Contact



Oregon Youth Authority
530 Center St. NE, Suite 500
Salem, OR 97301-3777
Reception: 503-373-7205
En Español: 503-373-7205

www.oregon.gov/OYA