



YOUTH IN CLOSE CUSTODY

Top Things for Families to Know

1 Your youth can have visitors.

All male youth first go to [MaLaren Youth Correctional Facility](#) in Woodburn, where they stay at "intake" for about 30 to 45 days while we assess their physical and mental health needs. Then we assign them to another unit at MaLaren or at another facility, depending on their needs.

All female youth go to [Oak Creek Youth Correctional Facility](#) in Albany, where we also assess their needs. They will stay at Oak Creek because it's our only female close-custody facility.

Youth may have visitors, but all visitors must be approved first by facility staff. This is a tough time for your youth and they need positive visits from people they know. Visiting information is on our website: [MaLaren](#) | [Oak Creek](#).



3 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. Your youth will have the same JPPO during their time in OYA custody, no matter where they are living.

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.

4 If you are the youth's parent, you likely will have to pay child support.

Oregon law says that each parent has to pay child support while a youth is in our custody, 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.

2 Your youth has a treatment team.

These staff work with youth at our facilities. Your main contact person on this team will be your youth's case coordinator.

Someone from the treatment team will contact you soon to invite you to a meeting to create a plan for your youth's success. This is called a "multidisciplinary team" (MDT) meeting. There will be many of these meetings while your youth is with us. You can learn about how your youth is doing and talk with staff about how to help your youth set goals and meet them.

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) provides youth and families with services that meet their cultural needs, including cultural education groups and events, interpreter services, and support groups.

Phone: 503-378-4667

»» Filing Complaints or Reporting Abuse

If you or your youth feel that your rights have been violated or that you were not treated fairly by OYA staff, we encourage you to talk with your youth's JPPO, their living unit manager, their facility's superintendent, 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 facilities 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 your youth's facility superintendent or any 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



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

www.oregon.gov/OYA