

Resources for families



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.
Contact: 971-304-5751

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 Oak Creek’s superintendent. You can also call the hotline, fill out a grievance form, or file a report online:
oregon.gov/oya/pso



Oak Creek Youth Correctional Facility

4400 Lochner Road SE
Albany, OR 97322

Phone: 541-791-5900

Office hours: Monday-Friday, 8 a.m.-5 p.m.

After hours and weekends:
541-791-5936

Online: oregon.gov/oya



Your young person was sent to Oak Creek ...

What happens next?

Inside

Who to contact about your youth, page 2

How to contact your youth, page 3

Oak Creek: The first month, page 4

The rest of their time at Oak Creek, page 6

Packages, page 8

Three Lakes High School, page 9

Jackie Winters Transition Program, page 10

The ABCs of OYA, page 11

Family resources, page 12



Who to contact about your youth



Case Coordinator (CC) and Living Unit Manager (LUM):

These people are your main contacts at Oak Creek to learn about how your young person is doing. They 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. Each living unit has its own case coordinator and living unit manager. Your youth's CC and LUM will change if they go to a different living unit. Do you need their contact information? Call Oak Creek's general facility phone 541-791-5900.



After-hours concerns:

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



In case of emergency:

If you need to reach the facility after business hours, call the general facility phone 541-791-5900. 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. This team talks with the youth about their situation to help them set goals and come up with a plan for their time at OYA.

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.

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. JPPOs will help you and your youth plan when your youth transitions to a community placement or back to the community.

JWTP: Jackie Winters Transition Program

Located next to Oak Creek, this OYA program helps youth build skills to transition successfully back into 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 2 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. 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.

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.

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.

Jackie Winters Transition Program

The Jackie Winters Transition Program (JWTP) is an OYA program for up to 14 youth, ages 15 to 24, who are moving from Oak Creek back to community living.

Located next to Oak Creek, JWTP helps youth learn and practice independence skills, with a focus on continued treatment, ongoing social skill-building, and education and vocational needs.

JWTP provides a less-restrictive environment where youth are able to go out into the community for supervised work, school, volunteering, and enrichment opportunities.

Who is Eligible

While youth are at Oak Creek, the members of their multidisciplinary team (MDT) will determine whether JWTP is an appropriate transition option for them.

Youth are eligible for JWTP if they have shown positive progress in treatment at Oak Creek. This includes 90 days free of any behavioral incidents prior to moving to JWTP. They must show they are ready to be more active in their treatment by learning and demonstrating the skills they will need to transition back to the community.



Programs at JWTP

Youth at JWTP learn how to rejoin the community successfully and in positive, healthy ways. This includes job and life skills, such as work crew, jobs and volunteering in the community, and budgeting skills.

School

JWTP has its own school, Riverside High School, run by the same staff and teachers who run the school at Oak Creek. Riverside also offers GED, high school diploma, dual-credit/college, and vocational training programs.



How to contact your youth

Phone calls

Youth are not able to receive phone calls. If you want to pass on important information to your young person, or get updates on how they are doing, you may call their case coordinator or living unit manager.

Youth are able to make one phone call each week, with calls limited to about 10 minutes. All calls are free. They may call only people who are approved by their unit manager.

Video visits

We 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

All visitors must get approval from the facility and their youth's unit manager. Learn more online at oregon.gov/oia/oakcreek.

Mail

Youth may send and receive letters. You can also send them stamps. Youth may buy stamps using money in their trust account. If they do not have enough money to buy stamps, we give them up to three per week.

Oak Creek staff open and inspect all mail to make sure it is appropriate and does not contain anything that is not allowed. This is to keep all youth and staff safe.

DO NOT SEND these things. They will be rejected or returned to you:

- 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.

Your Full Name
Your Full Address



Youth First and Last Name
Oak Creek Youth Correctional Facility
4400 Lochner Road SE
Albany, OR 97322

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

Sending money to youth

Each youth has an account that approved people can add money to. You may not give money directly to your youth.



If you are approved, you can add money to your youth's account in one of these ways:

- In person at the Oak Creek front desk during business hours (Monday-Friday, 8 a.m.-5 p.m.).
- Drop the money in the deposit box outside our visiting area, using the envelopes we provide.
- Mail in a check or money order.

Oak Creek: The first month



1

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

After the youth has settled in at Oak Creek, they will get to make more phone calls, send and receive mail, and have visitors.

2

One of the first people youth meet on day one 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.
- Later: youth will get a more complete health check that includes a physical, dental exam, and tests for hearing, vision, and sexually transmitted diseases.

3

Youth meet with a qualified mental health professional. This person checks their basic mental health. If needed, the youth may see a psychiatrist for treatment and medications.

4

We assign youth to a living unit. Oak Creek has two units: Aspen and Cedar. Youth generally are assigned to units based on their age. Each unit houses up to 25 youth, who sleep in a large dorm.

5

Youth get to know their living unit staff and take part in daily life on the unit. This includes attending school, eating meals, recreation, chores, group activities, and free time.

Three Lakes High School

Oak Creek has a school on site to help students earn high school and college credits. All youth who have not yet completed a GED or high school diploma are required to attend school.

Three Lakes High School is operated by the Multnomah Education Service District. It has a similar structure to other public schools, including:

- A principal, certified teachers, and support staff.
- A fully digital campus with computers and laptops available for all students.
- A five-period school day.
- Individualized Education Plan (IEP) services.

College

If students have already earned their high school diploma, they can take college courses online or in person at Oak Creek. These courses are also available as dual high school/college credit courses through partnerships with Linn-Benton and Portland community colleges.

Vocational training and work experience

- Barista Worker and Certificate Program
- Certified Nursing Assistant Training and Certificate Program
- Certified Recovery Mentor Certificate Program
- Community Service/Volunteering
- CPR/First Aid Training and Certificate Program
- C-Tech Training and Certificates: Audio/Video, Copper Wiring, Fiber Optics, Intro to Telecommunications
- Culinary Arts - ProStart Culinary Certificate Level 1 and Level 2
- Custodial Worker
- Financial Literacy
- Flagger Training and Certificate Program
- Food Service Worker and Food Handlers Card
- Forklift Operator Training and Certificate Program
- Heavy Equipment Operator Training Program
- Horticulture Gardening Training Program
- Laundry Worker
- Maintenance Crew Worker
- Nail Technician Training and Certificate Program
- National Institute for Occupational Safety and Health (NIOSH) Training and Certificate Program
- Occupational Safety and Health Administration (OSHA) Vignettes Certificates
- Office Specialist Certificate
- Practical Money Skills Training Program
- Pre-Apprenticeship
- Teacher's Assistant
- Wildland Firefighter Training and Certificate Program
- Work Ethic (soft skills) Training and Certificate Program



Contact the school

Phone: 541-791-5904

Principal: Joy Koenig

Packages

All packages must be approved by your youth's living unit manager or case coordinator before you send them. Packages that are not pre-approved will be returned to the sender.



What is not allowed?

- Food, drinks, candy, or gum
- Glass containers and mirrors
- Aerosol containers
- Perfume, cologne, or after-shave
- Ornamental ribbon or metal
- Hardcover books
- Jewelry, except religious necklaces (youth have the chance to earn the privilege of having certain jewelry)
- Liquid hygiene products
- Vitamins and dietary supplements
- Other contraband items

When your young person first arrives at Oak Creek, the number and type of items they may have is limited.

As they progress through Oak Creek's system of privilege levels, youth are able to have more items and can earn the ability to receive more packages.

As mentioned above, please check with your young person's case coordinator or living unit manager before sending packages. The items youth may have depend on their privilege level and may change for security reasons.

When you send gifts to your young person, please do not wrap them — this is for the safety of all our youth. You may put the gifts in unsealed decorated gift bags or boxes. Do not ship packages directly from Amazon to the facility.

What may I send?

Youth are only allowed to have certain items, depending on their privilege level. Before sending any items, talk with your young person's treatment team to learn what your youth may have. Here are some ideas — all items are dependent on the youth's level:

- Non-liquid hygiene items such as combs, brushes, toothbrushes, and washcloths
- Makeup and lip balm (must be in factory-sealed packaging; no liquid eyeliner, waterproof items, or glass containers)
- Coloring books and non-toxic crayons
- Craft how-to books
- Religious books (soft cover only)
- Paperback books (no drug references, graphic violence, or sexual content)
- Address books (small, soft cover)
- Photo albums (no spirals)
- Journals or blank books (soft cover only; no spirals)
- Religious necklaces
- Stationery and envelopes (no pre-stamped envelopes)
- Bookmarks (paper or cardboard)
- Small calendars (no wire or staples)
- Small stuffed animal (12 inches max; no ribbons or metal)
- Playing cards or card games
- Checkers or dominoes
- Pajamas and undergarments (bras without underwire are preferred; if you send a bra with an underwire, we will remove the wire)
- Jigsaw puzzles
- Small posters with positive messages
- Personal clothing



Oak Creek Living Unit



6

Youth receive supplies. When youth arrive, Oak Creek provides them with these items:

- Bed and bedding
- Clothing: sweatpants, sweatshirt, jacket, t-shirts, shorts, socks, tennis shoes, sandals
- Undergarments (if you prefer that your youth have their personal undergarments, ask their case coordinator or living unit manager about getting approval for this)
- Hygiene products: soap, toothbrush, toothpaste, deodorant, comb, and all other products to meet their needs
- Religious items (only if youth ask for them and the items are approved by managers)

In the beginning, youth may have only these items. As they progress through our programs and earn more privileges, they may be able to have other personal items.

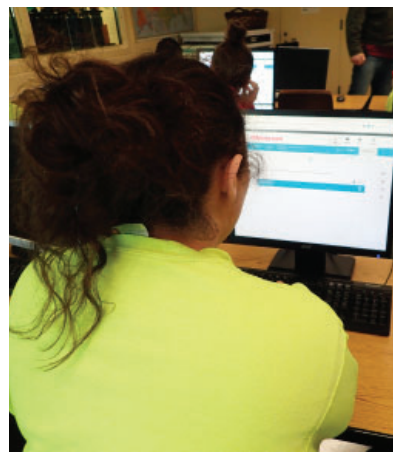
7

We check youths' educational and vocational needs. We look at how much school they have completed and what they still need, and create a learning plan. They start school immediately.

8

Youth have their first multidisciplinary team (MDT) meeting. This happens within 45 days of their arrival. Family are invited to attend. Learn more about MDTs on page 2.

The rest of their time at Oak Creek



- ▶ **Youth have ongoing MDT meetings.** These happen every 90 days to discuss treatment, goals, and progress.
- ▶ **They work toward earning their high school diploma or GED and completing treatment.** We also have college and vocational programs.
- ▶ **Youth participate in positive youth engagement activities.** These include recreation, sports, arts, and cultural programs.
- ▶ **We help youth learn how to contribute to and participate in their community in positive ways.**
- ▶ **Youth transition out of Oak Creek.** Through the MDT process, we work to make sure they build the skills they need for their next step.

Health care

While your young person is at OYA, we provide them with the treatment, medical care, and mental health care they need.

Oak Creek has a medical clinic with nurses, a doctor, psychologists, psychiatrists, and access to a dentist. We also have contracts with health care providers in the community for services we do not provide.

Nutrition

Oak Creek provides youth with regular healthy meals and recreation programs, including sports and other physical activities.

You may not mail or bring in food for your young person.



Visiting Room



Enrichment Programs

In addition to school and treatment, Oak Creek also offers multiple enrichment programs to help youth stay healthy, learn how to interact positively with others, and build skills that will help them when they return to the community. Community members often come into Oak Creek to volunteer or offer programs for our youth. Programs include:

- Recreation and sports
- Writing, photography, and other arts
- Cultural and religious events
- Activities that give back to the community

Family Events

Positive family connections help youth do better in their education and treatment. Oak Creek supports positive family involvement, and we host events to allow youth and their families to spend time together. These include graduation and holiday events.

