

THE UNITED STATES OF AMERICA

Plaintiff,

v.

CIVIL ACTION NO. 94-2080 CC

COMMONWEALTH OF PUERTO RICO

Defendants,

Monitor's Compliance Ratings
Third Quarter 2015

Provision	P	S	R	T	D	G	Comment
C							
Compliance Category P	This category concerns <u>Policy Compliance</u> as required by Settlement Agreement paragraph 45. "Y" means that there are sufficient written policies and procedures in place so that, if they were implemented, compliance would be achieved. A "Y" also means that there are no policies and procedures in place that are inconsistent with the provision.						
Compliance Category S	This category concerns <u>Staffing Compliance</u> as required by Settlement Agreement paragraph 48. "Y" means that there are sufficient authorized and filled positions so that compliance could be achieved. Temporary vacancies are acceptable, provided that functional coverage is provided while the position is vacant, and the process of replacing the employee proceeds promptly.						
Compliance Category R	This category concerns <u>Resource Compliance</u> as required by Consent Order paragraph 44. "Y" means that there are sufficient funds, equipment and supplies and space that compliance can be achieved.						
Compliance Category T	This category concerns <u>Training Compliance</u> as required by Settlement Agreement paragraph 45. "Y" means that the necessary training has been provided, and that the training informs the employees as to how to implement the provision involved.						
Compliance Category D	This category concerns <u>Documentation Compliance</u> as required by Settlement Agreement paragraph 101. "Y" means that there is procedures and forms in place and in use to document whether compliance is being achieved or not. A "Y" can be assigned when the documentation accurately shows non-compliance.						
Compliance Category G	This category concerns <u>General Compliance</u> - the overall achievement of compliance with the provision involved.						
Compliance Rating Definitions	"Y" means that compliance is achieved. "N" means that compliance is not yet achieved. "#" means that the Monitor has not determined whether compliance has been achieved or not. "I" means that the category is inapplicable to the provision involved.						

Provision	P	S	R	T	D	G	Comment
Facility Provisions							
C.O. 41: Within ninety (90) days of the filing of this Consent Order, Defendants shall repair all defective plumbing in the facilities in this case. The defective plumbing shall be repaired first at Mayaguez, Ponce Industrial, Ponce Detention and Humacao.	Y	Y	Y	I	Y	Y	<p>A final approved Roadmap was developed for this provision. Based on observations over the course of the past two years, and recently received updated documentation from NIJ for the period January 2013 through August 2015, substantial progress has been made in both documenting and addressing plumbing repairs in a timely manner.</p> <p>The monitor's office has reviewed the supporting data and done on-site inspections and has included with this Quarterly Report a Compliance Memorandum., in support of the change in rating for this provision to full compliance.</p>
S.A. 29. Each new facility shall be built in accordance with: (1) the American Correctional Association's (hereinafter "ACA") standards in effect at the time of the construction; (2) the Americans with Disabilities Act of 1990, 42 U.S.C. §§ 12101-12213 and 47 U.S.C. §§ 225 and 611, and the regulations thereunder; and (3) all Commonwealth fire codes and regulations.	Y	I	I	I	Y	Y	<p>A final approved Roadmap was developed for this provision and NIJ has submitted all the documentation required for compliance with this provision. The monitor is satisfied that the evidence submitted by NIJ meets the requirements of the roadmap and supports compliance. The Monitor's consultant has transmitted to USDOJ all the evidence on which he has relied, discussed same in two conversations, and obtained answers to questions posed by USDOJ and provided those clarifications to USDOJ.</p> <p>The Monitor has completed a Compliance Memorandum for this provision and has included it with this Quarterly Report. in support of the change in rating for this provision to full compliance.,</p>
S.A.31. Existing facilities expected to be occupied by juveniles beyond Fiscal Year 1996-1997 shall conform to applicable federal, state and/or local building codes.	Y	N	N	N	N	N	<p>There are still life and fire safety code and ADA violations that have not been remedied to date. NIJ has not allocated sufficient resources to support compliance with this provision nor is there documentation at this juncture to support a pathway to compliance. The Monitor's office and the functional team have, however, discussed a potential Roadmap for compliance with this provision, including utilizing the checklists developed for SA 29 as a foundation for further evaluation.</p>

Provision	P	S	R	T	D	G	Comment
<p>S.A. 34. In order to properly equip and swiftly evacuate the facilities in the event of a fire or other emergency, in each facility, Defendants shall provide sufficient staff with appropriate keys to unlock exit doors in all buildings occupied by juveniles. The keys shall be color coded and notched or otherwise readily identifiable. Defendants shall also store a backup set of emergency keys at a place accessible at all times to staff on duty on all shifts.</p>	N	#	#	#	#	N	<p>The NIJ Fire Safety Officer has revised the procedures for emergency key control based on the review by the monitor’s office. Future on-site visits will determine if further revisions are necessary.</p> <p>Presently, Humacao is not providing sufficient staff to unlock exit doors in compliance with current life safety codes as the electrification of the cell doors has not happened as NIJ has proposed. In addition, NIJ needs to document that sufficient staff with proper communication capabilities are always working in the Mini Housing Control stations on all shifts to operate the control panels to remotely unlock all doors in Villalba, Ponce and CD Bayamon. Furthermore, sufficient staff must be documented to ensure swift evacuation from all occupied spaces within each facility.</p> <p>The current relevant policies are conceptually acceptable, but need operational specifics to assure compliant implementation; this will be determined as part of the roadmap process.</p> <p>NIJ has completed the initial process to properly color code and notch emergency keys and also to store them in accessible secure locations for staff access on all shifts. Monitor’s consultants will be working with the parties to identify necessary compliance documentation and expectations for a Roadmap.</p>

Provision	P	S	R	T	D	G	Comment
<p>S.A. 35. Defendants agree that designated exit doors in all facilities will be maintained in operable condition and shall be readily unlocked in case of an emergency.</p>	N	#	#	#	#	N	<p>NIJ has improved its ability to maintain operable exit doors from living units that can be readily unlocked in emergency situations. The Monitor's consultants are continuing to work with the parties to identify necessary compliance documentation expectations for a Roadmap to identify and define compliance.</p> <p>NIJ is now documenting on a weekly basis its monitoring and inspections made by the fire safety officers at each facility documenting that all exit doors are maintained in operable condition and can be readily unlocked. The process for documentation has been agreed to with the Monitor and Functional team and documentation began in August 2014. The Monitor's office observed this documentation being utilized at several facilities and in practice and was satisfied with the progress of compliance. The monitor is also waiting for additional training curriculum documentation before proceeding with development of the Roadmap.</p> <p>The current relevant policies are conceptually acceptable, but need operational specifics to assure compliant implementation; this will be determined as part of the roadmap process.</p>
<p>S.A. 37. AIJ policy shall ensure safety for juveniles and staff by requiring compliance with fire safety code requirements. Specific emergency plans shall be developed and copies made available to staff members. There shall be ongoing training programs and emergency procedures shall be reviewed and updated annually.</p>	Y	N	Y	#	#	N	<p>NIJ's Fire Safety Officer has <u>verbally</u> reported that he had been providing ongoing training in all emergency procedures to the fire safety coordinators in 2011, 2012 and 2013, although there is incomplete documentation to substantiate this. NIJ has submitted some of the necessary documentation indicating that ongoing training for all staff was performed in 2011 and 2012 as well as the lesson plans and training compliance for 2014. NIJ has supplied documentation that emergency procedures are reviewed and updated annually. Documentation has also been provided showing that copies of the emergency plans are available to staff at all facilities.</p> <p>A Final Roadmap for this provision has been agreed to by NIJ and DOJ. The Monitor's consultants continue to work with the parties to assemble the necessary compliance documentation expectations for the Roadmap.</p>

Provision	P	S	R	T	D	G	Comment
Policies and Procedures							
<p>S.A. 45. Within one year of the approval of this agreement by the Court, Defendants agree to provide an agency policy and procedure manual governing all operational aspects of the institutions. Within eighteen months of the approval of this agreement by the Court, Defendants shall further insure that the facilities are strictly operated within these policies and procedures and that all staff have been trained accordingly.</p>	Y	I	I	#	#	N	<p>The Monitor agrees that the agency maintains a policy and procedure manual as required by this provision, although whether it governs all aspects of running the facilities as required has not yet been confirmed. Moreover, in the rest of this table, policies and procedures are rated as a compliance problem for many of the provisions in this case. See the compliance rating in Column T which identifies when a training deficiency is a factor in compliance. While having developed and routinely updated a manual is a factor in compliance, the provision also clearly requires that the facilities are strictly operated within these policies and this implementation requirement's scope and accuracy have not yet been established.</p>

Provision	P	S	R	T	D	G	Comment
Staffing							
<p>S.A. 48. Defendants shall ensure that the facilities have sufficient direct care staff to implement all terms of this agreement. Direct care staff supervise and participate in recreational, leisure and treatment activities with the juveniles. Compliance can be demonstrated in either of two ways.</p> <p><u>48.a Method one:</u> Defendants may provide documentation of consistent supervision by not less than one (1) direct care worker to eight (8) juveniles during day and evening shifts and not less than one (1) direct care worker to sixteen(16) juveniles during normal sleeping hours.</p> <p><u>48.b Method Two:</u> Defendants may develop, and submit to the court for approval, an alternate staffing roster for any facility in this case. The roster shall be based on a study that shall specify fixed posts and the assignment necessary to implement the terms of this agreement, taking into consideration the physical configuration and function of spaces, the classification and risk profiles of youths involved, the incident patterns in the settings involved, the routine availability in the settings of other categories of staff, and the overall number of direct care positions necessary to consistently achieve the coverage proposed. Once a plan is approved for a facility, defendants shall document the employment of the necessary overall numbers of direct care staff, and the ongoing deployment of such staff in accordance with the plan.”</p>	N	N	N	N	Y	N	<p>The Commonwealth has the choice to demonstrate compliance according to method 48.a or 48.b. They have informed the Monitor that they do not intend to select method 48.b and that their legal position is that this language should be struck from the Settlement Agreement as superfluous. The Monitor agrees.</p> <p>For the 3rd quarter of 2015, all of the facilities submitted the staffing youth ratio reports requested.</p> <p>6:00 am- 2:00 pm shift: 67% of events, 3% increase since Second Quarter reporting period 2:00 pm- 10:00 pm shift: 54% of events, 5% increase since Second Quarter reporting period 10:00 pm- 2:00 am shift: 100% of events, 0% increase since Second Quarter reporting period</p> <p>This provision requires policies, actions and/or conditions that are also required by Part 115 of Title 28 of the Code of Federal Regulations. While compliance with these regulations, also known as “PREA” is not required by the Consent Order and Settlement Agreement, the status of compliance with the PREA regulations is relevant in assessing compliance with this provision. The fact that the provision remedies are similar to those required by federal regulations also supports a conclusion that the remedies are narrowly tailored as required by the PLRA.</p> <p>While compliance with the terms of this provision is not likely for some time, Monitor’s consultants are working with the parties to identify necessary compliance documentation expectations for a Roadmap.</p>
<p>January 2009 Stipulation Paragraph 1: All necessary steps shall be taken immediately to ensure the reasonable safety of youth by providing adequate supervision of youth in all facilities operated by, or on behalf of, the Defendants.</p>	Y	N	N	N	N	N	<p>This provision requires policies, actions and/or conditions that are also required by Part 115 of Title 28 of the Code of Federal Regulations Sections 115.313, 115.364. While compliance with these regulations, also known as “PREA” is not required by the Consent Order and Settlement Agreement, the status of compliance with the PREA regulations is relevant in assessing compliance with this provision. The fact that the provision remedies are similar to those required by federal regulations also supports a conclusion that the remedies are narrowly tailored as required by the PLRA.</p>

<p>January 2009 Stipulation Paragraph 2: All necessary steps shall be taken to provide sufficient direct care staff to implement the Consent Decree and adequately supervise youth, pursuant to Paragraph 48.</p>	N	N	N	N	N	N	<p>The requirement that 50 YSOs be hired each month was terminated by the Court on September 13, 2011 (Docket 991)</p> <p>No new YSOs were hired during the Third Quarter of 2015.</p>
<p>January 2009 Stipulation Paragraph 3: Defendants will include as direct care staff all social workers assigned to its institutions, once such staff receive forty (40) hours of pre-service training, pursuant to Paragraph 49 of the Consent Decree. The same shall also receive annual training as direct care staff, pursuant to Paragraph 50 of the Consent Decree.</p>	#	#	#	#	#	#	<p>The Commonwealth has decided not to employ this provision to enhance coverage. However, the provision remains as a future option. Unless and until the Commonwealth determines that they want to apply this provision, the Monitor's Office will not Monitor the provision. The choice to not implement this provision is not non-compliance. The struck part of the provision references a provision that has been terminated.</p>
<p>January 2009 Stipulation Paragraph 4: All persons hired to comply with Paragraph 48 shall be sufficiently trained, pursuant to Paragraph 49 of the Consent Decree, before being deployed. Defendants shall deploy all duly trained direct care staff, pursuant to Paragraph 49, to juvenile facilities in a timely manner.</p>	#	#	#	#	#	#	<p>This phrases in this provision that refer to Paragraph 49 are struck because that provision has been terminated.</p>
<p>January 2009 Stipulation Paragraph 5: On the fifth day of every thirty-day period commensurate with the Order approving this Stipulation, Defendants shall submit a report to the Monitor and the United States providing the following: a. the number of current direct care staff, by position classification, at each facility; b. the number of qualified direct care staff hired during the previous period; c. the number of hired direct care staff in the previous period who were hired and have received pre-service training, pursuant to Paragraph 49; and d. the juvenile facilities where the direct care staff who were hired in the previous quarter and have received pre-service training, pursuant to Paragraph 49, have been deployed or assigned.</p>	N	N	N	N	N	N	<p>The struck part of the provision references a provision that has been terminated.</p> <p>The report was not provided during the Third Quarter of 2015.</p>

Provision	P	S	R	T	D	G	Comment
Training							
<p>S.A. 50. Defendants shall ensure that current and new facility direct care staff are sufficiently well-trained to implement the terms of this agreement. Each direct care staff, whether current or new, shall receive at least forty (40) hours of training per year by qualified personnel to include, but not be limited to, the following areas: CPR (cardiopulmonary resuscitation); recognition of and interaction with suicidal and/or self-mutilating juveniles; recognition of the symptoms of drug withdrawal; administering medicine; recognizing the side-effects of medications commonly administered at the facility; HIV related issues; use-of-force regulations; strategies to manage juveniles' inappropriate conduct; counseling techniques and communication skills; use of positive reinforcement and praise; and fire prevention and emergency procedures, including the fire evacuation plan, the use of keys, and the use of fire extinguishers.</p>	I	N	N	N	N	N	<p>Compliance tables documenting training within the agency as required in this stipulation have not been submitted to the Monitor since 2011. A meeting during the quarter with agency leadership laid out several steps to address the future delivery of compliance tables and the preparation of preliminary documents suitable for a road map draft. The discussions will continue into the next quarter. The most significant challenge will be the delivery of CPR and other life safety training not offered since 2012.</p> <p>This provision requires policies, actions and/or conditions that are also required by Part 115 of Title 28 of the Code of Federal Regulations. While compliance with these regulations, also known as "PREA" is not required by the Consent Order and Settlement Agreement, the status of compliance with the PREA regulations is relevant in assessing compliance with this provision. The fact that the provision remedies are similar to those required by federal regulations also supports a conclusion that the remedies are narrowly tailored as required by the PLRA. A review of the training sessions during the quarter revealed that PREA training is being offered within the institutions.</p>
Classification							

Provision	P	S	R	T	D	G	Comment
<p>S.A. 52. At both the detention phase and following commitment, Defendants shall establish objective methods to ensure that juveniles are classified and placed in the least restrictive placement possible, consistent with public safety. Defendants shall validate objective methods within one year of their initial use and once a year thereafter and revise, if necessary, according to the findings of the validation process.</p>	N	#	#	#	N	N	<p>NIJ, with the support of consultants, has conducted a validation study of the classification process for detention and committed and detention youth.</p> <p>The current relevant policies are conceptually acceptable, but need operational specifics to assure compliant implementation; this will be determined as part of the Roadmap process.</p> <p>Documentation has been provided for the classification of youth for detention, as well as for committed youth, for the months of the 3rd quarter 2015.</p> <p>For the third quarter, there were 157 admissions of which 90.4% (142) were classified as low; 3.2% (5) were classified as moderate; 0% (0) was classified as severe, 1.3% (2) Released, and 3.8% (6) Custody.</p> <p>While compliance with the terms of this provision is not likely for some time, Monitor's consultants are working with the parties to identify necessary compliance documentation expectations for a Roadmap, to be completed in the Fourth Quarter of 2015.</p> <p>NIJ has conducted a classification validation study on committed and detention youth, which has yet to be implemented.</p>

Provision	P	S	R	T	D	G	Comment
Mental Health and Substance Abuse Treatment							
<p>S.A. 59. Defendants, specifically the Department of Health (ASSMCA), shall provide an individualized treatment and rehabilitation plan, including services provided by AIJ psychiatrists, psychologists, and social workers, for each juvenile with a substance abuse problem.</p>	#	#	#	#	N	N	<p>The Monitor's Office rating is based on lack of documentation that youth consistently have individualized treatment plans. In prior reviews, many youth have the same recommendations in terms of frequency and treatment modality without taking into account the presence and severity of symptoms.</p> <p>The Monitor and consultants are working with NIJ officials to develop an instrument for periodic case reviews to more fully document the level of compliance with this provision. A new Mental Health Consultant has been appointed and these ratings will be reviewed and updated in the next Quarterly Report.</p>
<p>C.O. 29: Defendants shall maintain an adequate 48 bed residential mental health treatment program which provides services in accordance with accepted professional standards, for juveniles confined in the facilities in this case in need of such services as determined by a qualified child and adolescent psychiatrist as part of a qualified interdisciplinary mental health team.</p>	#	#	#	#	N	N	<p>NIJ does not provide a <i>program</i> with the number of beds established in this stipulation. The Puertas program, recently relocated from CTS Bayamon to Ponce, typically houses 6-8 boys, while the program for girls at CD Bayamon usually has 1-2 participants.</p> <p>The Monitor and consultants are working with NIJ officials to develop an instrument for periodic case reviews to more fully document the level of compliance with this provision. A new Mental Health Consultant has been appointed and these ratings will be reviewed and updated in the next Quarterly Report.</p> <p>Other parts of this provision are being determined and evaluated, for example, what professional standards form the basis for the program, what the placement criteria are, what the removal or discharge criteria are, etc. NIJ has taken the position that youth in detention are not eligible for this program, despite the absence of any support for that position in the wording of this provision.</p>
<p>C.O. 34. Within 160 days of the filing of this Consent Decree, Defendants shall train all staff whose responsibilities include supervision of the juveniles regarding the effective recognition of suicidal and/or self-mutilating behaviors.</p>	Y	Y	Y	Y	Y	Y	<p>The Roadmap activities for this provision are completed and all compliance documentation and evidence required by the Roadmap and relied on by the Monitor's consultants for training and mental health were provided to the USDOJ for its review in May, with comments submitted. The suicide prevention curriculum is has been reviewed by the monitor's consultant for mental health and determined to be in compliance with the provision. The Monitor's Office has prepared an updated compliance memorandum addressing USDOJ's comments and including more current training documentation; this Memorandum is submitted to the parties as part of this Q-3 Quarterly Report.</p>

Provision	P	S	R	T	D	G	Comment
<p>C.O. 36. Within 120 days of the filing of this consent Order, Defendant Juvenile Institutions Administration shall provide continuous psychiatric and psychology service to juveniles in need of such services in the facilities in this case either by employing or contracting with sufficient numbers of adequately trained psychologists or psychiatrists, or by contracting with private entities for provision of such services. The continuous psychiatric and psychological services to juveniles in need of such services to include at a minimum, a thorough psychiatric evaluation. The continuous psychiatric and psychological services to juveniles in need of such services to include at a minimum diagnostic tests before prescription of behavior-modifying medications.</p>	N	N	#	N	N	N	<p>In previous case reviews, psychiatrists were not found to be clearly documenting in their notes, the clinical indication for the use of psychotropic medications. Notes were extremely difficult to find, as each psychiatrist was documenting in different sections.</p> <p>Based on what NIJ clinicians documented on the electronic records, it appeared that youth that required residential treatment services were not receiving them.</p> <p>The Monitor and consultants are working with NIJ officials to develop an instrument for periodic case reviews to more fully document the level of compliance with this provision. A new Mental Health Consultant has been appointed and these ratings will be reviewed and updated in the next Quarterly Report.</p>
<p>S.A. 63. For each juvenile who expresses suicidal or self-mutilating ideation or intent while incarcerated, staff shall immediately inform a member of the health care staff. Health care staff shall immediately complete a mental health screening to include suicide or self-mutilation ideation for the juvenile. For each juvenile for whom the screening indicates active suicidal or self-mutilating intent, a psychiatrist shall immediately examine the juvenile. The juvenile, if ever isolated, shall be under constant watch. Defendants shall develop written policies and procedures to reduce the risk of suicidal behavior by providing screening for all juveniles at all points of entry or re-entry to AIJ's facilities and/or programs and by providing mechanisms for the assessment, monitoring, intervention and referral of juveniles who have been identified as representing a potential risk of severe harm to themselves. Treatment will be provided consistent with accepted professional standards.</p>	#	#	#	#	N	N	<p>In previous case reviews, there were inconsistencies in documentation. Psychologists are not consistent on where to document the 24-hour evaluation and subsequent follow-up notes. Also the initial 24-hour progress notes may lack a description of the event that led to the youth being placed under clinical supervision. This can impair adequate follow-up.</p> <p>The Monitor and consultants are working with NIJ officials to develop an instrument for periodic case reviews to more fully document the level of compliance with this provision. A new Mental Health Consultant has been appointed and these ratings will be reviewed and updated in the next Quarterly Report.</p>
<p>S.A. 72. All juveniles receiving emergency psychotropic medication shall be seen at least once during each of the next three shifts by a nurse and within twenty-four (24) hours by a physician to reassess their mental status and medication side effects. Nurses and doctors shall document their findings regarding adverse side effects in the juvenile's medical record. If the juvenile's condition is deteriorating, a psychiatrist shall be immediately notified.</p>	#	#	#	#	N	N	<p>The Monitor and consultants are working with NIJ officials to develop an instrument for periodic case reviews to more fully document the level of compliance with this provision. A new Mental Health Consultant has been appointed and these ratings will be reviewed and updated in the next Quarterly Report.</p>

Provision	P	S	R	T	D	G	Comment
<p>S.A. 73. Defendants, specifically AIJ, shall design a program that promotes behavior modification by emphasizing positive reinforcement techniques. Defendants, specifically AIJ, shall provide all juveniles with an individualized treatment plan identifying each juvenile's problems, including medical needs, and establishing individual therapeutic goals for the juvenile and providing for group and/or individual counseling addressing the problems identified. Defendants, specifically AIJ, shall implement all individualized treatment plans.</p>	#	#	#	#	N	N	<p>NIJ has developed a behavioral modification plan that is to be implemented in all the institutions. The level of implementation varies among institutions.</p> <p>The Monitor and consultants are working with NIJ officials to develop an instrument for periodic case reviews to more fully document the level of compliance with this provision. A new Mental Health Consultant has been appointed and these ratings will be reviewed and updated in the next Quarterly Report.</p>

Provision	P	S	R	T	D	G	Comment
Discipline							
<p>S.A. 74. Defendants shall specify the rules of the facilities with a complete list of possible punishments for violations of such rules in the handbook described in ¶ 47 above. Written notice of any rule violation, a hearing before a facility staff person not involved in the investigation of the violation, and an appeal to the facility director shall be provided to a juvenile prior to any punishment being imposed, except that Defendants may administratively segregate a juvenile in emergency or life-threatening situations. In the event of an emergency, when circumstances make it inappropriate to hold a hearing prior to segregation, a hearing shall take place within forty eight (48) hours from the time of segregation.</p>	Y	Y	I	Y	Y	Y	<p>This provision was terminated by the Court on December 10, 2014 after the parties filed a joint motion to terminate this provision on July 11, 2014.</p>

Provision	P	S	R	T	D	G	Comment
<p>S.A. 77. In no event is physical force justifiable as punishment on any juvenile. The use of physical force by staff, including the use of restraints, shall be limited to instances of justifiable self-defense, protection of self and others, to maintain or regain control of an area of the facility, including the justifiable protection of significant property from damage; and prevention of escapes; and then only when other less severe alternatives are insufficient. A written report is prepared following all uses of force and is submitted to administrative staff for review. When force, including restraint, is used to protect a youth from self, this must be immediately referred to the medical area for medical and mental health evaluation and any necessary treatment.</p>	N	N	I	#	N	N	<p>The frequency of large scale incidents involving ten or more youth decreased to two in the second quarter and none in the third quarter. There were no incidents involving more than 4 youth this quarter</p> <p>The high frequency of OC use at Humacao continued this quarter, where the 15 usages were the only ones in the system. It is anticipated that these figures will decrease since OC has now been removed from the mini-controls.</p> <p>There were 19 use of force incidents involving 32 youth this quarter (compared with 17 incidents involving 42 youth in Q-2. Incidents occurred as follows: Bayamon (6); Humacao (9); Ponce (1); Villalba (3); Creando (0). Ponce has had only one incident in the past two quarters.</p> <p>NIJ's weekly nursing reports of restraints/injuries reported no injuries attributable to use of force and only one case with an injury due to unknown causes (compared to four unknown in Q-2.).</p> <p>A new OISC use of force investigation template was piloted in the second quarter of 2015 and adopted in the third quarter.</p> <p>Ponce's CCTV system, which was placed back on line as of March 20, 2015, has seemingly been significantly enhanced with many new and improved cameras installed throughout the facility. Monitors for the CCTV system are exclusively viewed in central office so there was no opportunity to see the system in full action.</p> <p>The Monitor's Consultant has begun discussing a Roadmap for this provision with the parties. Policies and training materials were provided to the Monitor's consultant for review. The current policy 9.18 is conceptually acceptable, but requires some additional operational specifics to assure compliant implementation; this will be determined as part of the roadmap process.</p>

Provision	P	S	R	T	D	G	Comment
Abuse and Maltreatment Investigation and Management							
<p>S.A. 78.a Defendants shall take prompt administrative action in response to allegations of abuse and mistreatment, including steps to protect and treat the victim, steps to preserve evidence and initiate investigation, steps to isolate, separate, and sanction youth and/or staff involved in misconduct or criminal conduct. Defendants' policies, procedures, and practices shall clearly define all incidents that must be reported, to include, at a minimum, allegations of: abuse, mistreatment, neglect, and excessive use of force, inappropriate use of restraints, sexual misconduct, and assaults. Defendants shall provide for confidential means of reporting suspected abuse and mistreatment, without fear of retaliation for making such report.</p>	Y	N	N	#	N	N	<p>This provision requires policies, actions and/or conditions that are also required by Part 115 of Title 28 of the Code of Federal Regulations. While compliance with these regulations, also known as "PREA" is not required by the Consent Order and Settlement Agreement, the status of compliance with the PREA regulations is relevant in assessing compliance with this provision. The fact that the provision remedies are similar to those required by federal regulations also supports a conclusion that the remedies are narrowly tailored as required by the PLRA. Policies have been updated to comply with this provision.</p> <p>Evidence was preserved in 100% of cases sampled during July-September, but for 78% for the cases sampled for April-June. Suspected youth were separated from their victim(s) in 100% of the cases assessed.</p>

Provision	P	S	R	T	D	G	Comment
<p>S.A. 78.c Within 24 hours of knowledge of a potential abuse incident, the report shall be transmitted to the Commonwealth Police for investigation, the Department of Family Services for statistical reporting, the Department of Corrections, and the AIJ administration. For serious incidents involving allegations of: abuse; neglect; excessive use of force; death; mistreatment; staff-on-juvenile assaults; injury requiring treatment by a licensed medical practitioner; sexual misconduct; exploitation of a juvenile’s property; and commission of a felony by a staff person or juvenile, the AIJ administration shall also notify SAISC within 24 hours of knowledge of the potential incident, and 1 hour for any juvenile death, and SAISC shall conduct an administrative investigation.</p>	Y	Y	Y	#	N	N	<p>This provision requires policies, actions and/or conditions that are also required by Part 115 of Title 28 of the Code of Federal Regulations. While compliance with these regulations, also known as “PREA” is not required by the Consent Order and Settlement Agreement, the status of compliance with the PREA regulations is relevant in assessing compliance with this provision. The fact that the provision remedies are similar to those required by federal regulations also supports a conclusion that the remedies are narrowly tailored as required by the PLRA.</p> <p>The timeliness of initial reporting to PRPD by AIJ, based on AIJ records assessed in the case assessment process (Attachment E Section B of the main QR report) , is 100%</p> <p>The Commonwealth Police do fully respond to the Monitor’s information requests for case analysis information. There are reports provided for about half of the cases, and much information is missing.</p> <p>Cases were promptly referred to OISC in 25 of 27 cases based on OISC records.</p> <p>A roadmap will be developed for this provision. There is insufficient documentation of compliance and the roadmap will address that.</p>

Provision	P	S	R	T	D	G	Comment
<p>S.A.78.d Within 24 hours, AIJ shall prepare and forward a copy of each incident report together with the AIJ preliminary investigation to the Police Department, the Department of Family Services, the Department of Corrections, and the AIJ Administration. Every 30 calendar days, AIJ, SAISC and the Commonwealth Police shall report to the Defendant Department of Justice and AIJ the status of each investigation including final determinations and associated administrative and criminal actions. Defendants shall implement appropriate policies, procedures, and practices to ensure that incidents are promptly, thoroughly, and objectively investigated. AIJ, SAISC, and Defendant Department of Justice shall consult throughout an investigation. If Defendant Department of Justice indicates an intent to proceed criminally, any compelled interview of the subject staff shall be delayed until Defendant Department of Justice concludes the criminal investigation, but all other aspects of the investigation shall proceed. Defendant Department of Justice shall review and investigate allegations of serious incidents following a preliminary investigation by the Puerto Rico Police Department.</p>	N	#	#	#	N	N	<p>This provision requires policies, actions and/or conditions that are also required by Part 115 of Title 28 of the Code of Federal Regulations. While compliance with these regulations, also known as “PREA” is not required by the Consent Order and Settlement Agreement, the status of compliance with the PREA regulations is relevant in assessing compliance with this provision. The fact that the provision remedies are similar to those required by federal regulations also supports a conclusion that the remedies are narrowly tailored as required by the PLRA.</p> <p>A roadmap will be developed for this provision. There is insufficient documentation of compliance and the roadmap will address that.</p>
<p>S.A. 78.e Administrative investigations of serious incidents shall be conducted by SAISC and completed within 30 days of SAISC’s receipt of the referral. Administrative investigation of incidents classified as less serious may be conducted internally by appropriate facility staff and shall be completed within 20 days of witnessing or discovering an incident.</p>	Y	#	#	#	N	N	<p>For the most recent quarter, 60% of OISC case investigations were completed within 30 days, and 100% of the Level One case investigations were completed within 20 days at the facilities.</p> <p>However, a roadmap for this provision might assume that the S.A.78f standards must be developed and compliance is assessed and established. The capacity to complete investigations quickly is related to the quality and completeness of the investigations.</p>

Provision	P	S	R	T	D	G	Comment
<p>S.A. 78.f Defendants shall implement investigation standards in conformance with applicable law, including, at a minimum: photographing visible injuries; preserving and analyzing evidence; conducting separate, face-to-face, private interviews of the alleged victim, perpetrator, and all possible witnesses, with a record of the questions and answers. Whenever there is reason to believe that a juvenile may have been subjected to physical sexual abuse, the juvenile shall be examined promptly by outside health care personnel with special training and experience in conducting such assessments.</p>	N	N	Y	N	N	N	<p>This provision requires policies, actions and/or conditions that are also required by Part 115 of Title 28 of the Code of Federal Regulations. While compliance with these regulations, also known as “PREA” is not required by the Consent Order and Settlement Agreement, the status of compliance with the PREA regulations is relevant in assessing compliance with this provision. The fact that the provision remedies are similar to those required by federal regulations also supports a conclusion that the remedies are narrowly tailored as required by the PLRA.</p> <p>No process has been documented to the Monitor’s Office as to whether compliance is achieved with respect to investigation quality. No formally-adopted standards have been submitted to the Monitor’s Office. No training can have been completed if the policies are not in place which would be the topic of the training.</p> <p>NIJ has recently adopted a very structured investigation report template for use of force cases addressing standards set forth in this provision and in others. It is considering revising and adapting the template for non-use of force investigations.</p>
<p>S.A. 78.g Every administrative investigation shall result in a written report explicitly providing: a description of the alleged incident, including all involved persons and witnesses and their role; a description and assessment of all relevant evidence; and proposed findings. Defendants shall ensure that there are sufficient numbers of demonstrably competent staff to timely complete competent and thorough administrative investigations. Responsibilities of investigators shall be clearly designated.</p>	N	N	Y	#	N	N	<p>This provision requires policies, actions and/or conditions that are also required by Part 115 of Title 28 of the Code of Federal Regulations. While compliance with these regulations, also known as “PREA” is not required by the Consent Order and Settlement Agreement, the status of compliance with the PREA regulations is relevant in assessing compliance with this provision. The fact that the provision remedies are similar to those required by federal regulations also supports a conclusion that the remedies are narrowly tailored as required by the PLRA.</p> <p>For the most recent quarter, 60% of OISC case investigations were completed within 30 days.</p> <p>No process is in place to assess whether compliance is achieved with respect to these aspects of investigation quality.</p>

Provision	P	S	R	T	D	G	Comment
<p>S.A. 78.h AIJ shall conduct case management, for tracking which includes identification of findings and outcomes and dates of stages of case processing, and for oversight of further administrative actions including analysis to identify and implement corrective actions designed to avoid recurrence of incidents. At the conclusion of an administrative investigation, SAISC shall provide copies of the investigation report to AIJ and Defendant Department of Justice. AIJ's quality assurance personnel shall analyze the report and, as appropriate, identify corrective action to address operational, systemic, or other problems identified in the report and ensure that such action is taken.</p>	N	N	Y	#	N	N	<p>This provision requires policies, actions and/or conditions that are also required by Part 115 of Title 28 of the Code of Federal Regulations. While compliance with these regulations, also known as "PREA" is not required by the Consent Order and Settlement Agreement, the status of compliance with the PREA regulations is relevant in assessing compliance with this provision. The fact that the provision remedies are similar to those required by federal regulations also supports a conclusion that the remedies are narrowly tailored as required by the PLRA.</p> <p>A new tracking table has been designed and the table in recent QRs is based on the revised table. However, there are still some concerns about how the table is to be completed and further meetings will take place.</p>
<p>S.A. 78.i Any employee, staff member or contractor who is criminally charged for offenses involving the abuse or mistreatment of juveniles, excessive force on juveniles, sexual misconduct with juveniles, or any other offense relating to the safety and welfare of juveniles, shall be immediately separated from having contact with detained or committed juveniles, including removal of any such person from exercising supervisory authority over any staff in AIJ facilities, while the criminal investigation or process is pending. Defendants may take additional administrative actions as they deem appropriate.</p>	Y	Y	Y	Y	Y	Y	<p>This provision requires policies, actions and/or conditions that are also required by Part 115 of Title 28 of the Code of Federal Regulations. While compliance with these regulations, also known as "PREA" is not required by the Consent Order and Settlement Agreement, the status of compliance with the PREA regulations is relevant in assessing compliance with this provision. The fact that the provision remedies are similar to those required by federal regulations also supports a conclusion that the remedies are narrowly tailored as required by the PLRA.</p> <p>A Compliance Memorandum is in development for this provision which is included with this report.</p>
<p>Separation Order, of December 4, 2006: Any employee, staff member, or contractor who is criminally charged in the future for offenses involving the abuse or mistreatment of juveniles, excessive use of force on juveniles, sexual misconduct with juveniles, or any other offense relating to the safety and welfare of juveniles, shall be immediately separated from having contact with detained or committed juveniles, including the removal of any such person from exercising supervisory authority over any staff in AIJ facilities, while the criminal investigation or process is pending.</p> <p>The order also required two reports to be filed by December 19, 2006. These were filed at the time.</p>	Y	Y	Y	Y	Y	Y	<p>This provision requires policies, actions and/or conditions that are also required by Part 115 of Title 28 of the Code of Federal Regulations. While compliance with these regulations, also known as "PREA" is not required by the Consent Order and Settlement Agreement, the status of compliance with the PREA regulations is relevant in assessing compliance with this provision. The fact that the provision remedies are similar to those required by federal regulations also supports a conclusion that the remedies are narrowly tailored as required by the PLRA.</p> <p>The Monitor acknowledges that the findings relating to Paragraph 78i might also be applied to the Separation Order of December 4, 2006. (Docket #651) The first section of that order tracks the language of P78i except that additional reporting was required in the Order which was submitted at the time. (Dockets #652 and #654) No objections were filed at the time relating to those submissions, although Paragraph 78 was the subject of continuing focus by the parties and the court at the time.</p>

Provision	P	S	R	T	D	G	Comment
Protection and Isolation							
<p>S.A. 79. Juveniles shall be placed in isolation only when the juvenile poses a serious and immediate physical danger to himself or others and only after less restrictive methods of restraint have failed. Isolation cells shall be suicide resistant. Isolation may be imposed only with the approval of the facility director or acting facility director. Any juvenile placed in isolation shall be afforded living conditions approximating those available to the general juvenile population. Except as provided in ¶ 91 of this agreement, juveniles in isolation shall be visually checked by staff at least every fifteen (15) minutes and the exact time of the check must be recorded each time. Juveniles in isolation shall be seen by a masters level social worker within three (3) hours of being placed in isolation. Juveniles in isolation shall be seen by a psychologist within eight (8) hours of being placed in isolation and every twenty-four (24) hours thereafter to assess the further need of isolation. Juveniles in isolation shall be seen by his/her case manager as soon as possible and at least once every twenty-four (24) hours thereafter. A log shall be kept which contains daily entries on each juvenile in isolation, including the date and time of placement in isolation, who authorized the isolation, the name of the person(s) visiting the juvenile, the frequency of the checks by all staff, the juvenile's behavior at the time of the check, the person authorizing the release from isolation, and the time and date of the release. Juveniles shall be released from isolation as soon as the juvenile no longer poses a serious and immediate danger to himself or others.</p>	#	#	#	#	#	#	<p>Based on the clear mental health language of the opening sentence of this provision and (“danger to self or others”) and the emphasis on mental health staff interactions with the youth, this provision concerns isolation as a mental health measure. NIJ does address placement and supervision of youth in acute mental health conditions in its Intensive mental health supervision policies and protocols.</p> <p>Although it is apparent that P79 is a mental health provision, it can also be viewed as a disciplinary provision. If viewed in that way, it is important to note that since 2002 NIJ has maintained an administrative order that has been interpreted to prohibit isolation as a disciplinary measure. This prohibition has been reflected in the disciplinary policy chapter 15. The Monitor’s consultant has not found evidence to suggest that the agency has departed from this policy in practice by imposing isolation as a disciplinary sanction.</p> <p>NIJ also maintains a status called “Transitional Measures” which it describes as is neither a mental health nor a disciplinary measure. NIJ maintains that TM room confinement does not fall within S.A. 79 and proposes to address any concerns about TM room confinement under the terms of SA 80.</p> <p>The Monitor’s view is that the Defendants’ legal position concerning Transition Measures and Paragraph79 can be validated or invalidated based on compliance information for SA 79 and 80.</p>

Provision	P	S	R	T	D	G	Comment
<p>S.A. 80. The terms of this agreement relating to safety, crowding, health, hygiene, food, education, recreation and access to courts shall not be revoked or limited for any juvenile in protective custody.</p>	Y	N	I	#	#	N	<p>The number of transitional measures placements dropped precipitously this quarter from 30 such events last quarter to 20 this quarter. The number of TM placements at Humacao decreased from 17 last quarter to 8 this quarter and Villalba's number also decreased from 10 to 3, although the number of TM placements at Ponce increased from 1 to 9. Only a small number of youth are housed in TM status on any given day (only 3-4 out of approximately 343 youth, or 1%) The systemwide number of PC placements remained stable with 4 last quarter and 5 this quarter, far below the frequency of TM placements.</p> <p>Numerous observations have revealed that the facilities are taking significant measures to protect youth in PC and TM status from others. Improvement has been observed concerning documentation of staggered observations of youth in their rooms.</p> <p>Discussions with youth and staff revealed that youth are more frequently receiving education services in common areas with teachers present for 20 minutes per subject rather than in their rooms, which has often been the case. Humacao has assigned a teacher to work exclusively with TM/PC youth, which has improved their access to out-of-room services, although insufficient numbers of teachers continues to pose challenges. The parties have not reached agreement as to how to measure relative limitations on education services to youth in this category.</p> <p>Current policy does appropriately address the specific terms of this provision for both TM and PC statuses.</p> <p>While the majority of youths placed on TM return to general population within a few days, it has become a long-term room confinement placement for some youth--those who refuse to live with others, or can't be safely integrated in other units because they attempted to be "leaders" or others who want to avoid trouble up until the time they are scheduled for release. Youth on TM/PC status do spend the majority of waking hours in their rooms. NIJ has agreed to review opportunities to mitigate the number of daily hours of room confinement associated with TM/PC. Another area deserving of attention is the level and frequency of pre-placement psychological evaluations and those while the youth remains in TM/PC status.</p>

Provision	P	S	R	T	D	G	Comment
Education and Vocational Services							
<p>S.A. 81. Defendants, specifically the Department of Education, shall provide academic and/or vocational education services to all juveniles confined in any facility for two weeks or more, equivalent to the number of hours the juveniles would have received within the public education system. Specifically, this education shall be provided 5 (five) days per week, 6 (six) hours per day, 10 (ten) months per year. AIJ shall provide adequate instructional materials and space for educational services. Defendants shall employ an adequate number of qualified and experienced teachers to provide these services.</p>	#	N	N	I	N	N	<p>While classes began this semester on time, the number of vacancies resulted in a modified school day ending at 12:10 PM in each of the institutions. The newly added detention youths at Humacao were not receiving any education due to the vacancies.</p> <p>Vocational opportunities are available in the CTS institutions for all students but there continues to be a deficiency in the CD institutions. Whether the civics course offered at CD Bayamon may be considered vocational is an open question. There is no vocational education for the detention students in Humacao. The number of vocational shops at Ponce was reduced from four to two.</p> <p>A Roadmap was started for this provision. NIJ was supposed to prepare a response to the absence of vocational education for all special education students but the Monitor's Office has not yet received this response.</p> <p>Whether adult education is suitable for NIJ youth continues to be a concern of the monitor's consultant. Documents submitted by NIJ to justify the use of adult education, in lieu of the standard secondary school course of study mandated in the Commonwealth, are under review by DOJ.</p>
<p>S.A. 86a. Defendants, specifically the Department of Education, shall abide by all mandatory requirements and time frames set forth under the Individuals with Disabilities Education Act, 20 USC §§ 1401 <u>et seq.</u> Defendants shall screen juveniles for physical and learning disabilities.</p>	#	Y	Y	I	N	N	<p>The Monitor and consultants are working with NIJ officials to develop an instrument for periodic case reviews to more fully document the level of compliance with this provision.</p> <p>Compliance with 86a requires compliance with 86b.</p>

Provision	P	S	R	T	D	G	Comment
<p>S.A. 86b. The screening shall include questions about whether the juvenile has been previously identified by the public school system as having an educational disability, previous educational history, and a sufficient medical review to determine whether certain educational disabilities are present, such as hearing impairments, including deafness, speech or language impairments, visual impairments, including blindness, mental retardation, or serious emotional disturbances adversely affecting educational performance.</p>	#	Y	Y	I	N	N	<p>The Monitor's assessment of special education and mental health services for the 2013 3rd quarter revealed that when a special education student drops out of the community public school before confinement in the agency institutions, he is not always re-evaluated for those services in the institution but is listed as "inactive."</p> <p>The Monitor and consultants are working with NIJ officials to develop an instrument for periodic case reviews to more fully document the level of compliance with this provision.</p> <p>Compliance with 86b requires compliance with 86a.</p>
<p>S.A. 87. If a juvenile has been previously identified as having an educational disability, Defendants shall immediately request that the appropriate school district provide a copy of the juvenile's individualized education plan ("IEP"). Defendants shall assess the adequacy of the juvenile's IEP and either implement it as written if it is an adequate plan or, if the IEP is inadequate, rewrite the plan to make it adequate, and then implement the revised IEP.</p>	#	Y	Y	I	N	N	<p>Compliance with the first part of the stipulation remains high in that the agency institutions request IEPs and special education files from the community public schools. The request is frequently ignored or results in late delivery preventing compliance with the second part requiring assessment of the documents' adequacy. This is particularly the case in the detention institutions. Nevertheless, NIJ staff should be commended for the development of provisional IEPs that result in the delivery of some of the mandated services. The need to re-certify students who dropped out in the community also applies here.</p> <p>The Monitor and consultants are working with NIJ officials to develop an acceptable mental health/special education assessment instrument for periodic case reviews to more fully document the level of compliance with this provision and other special education and mental health provisions</p> <p>The process of preparing a road map for this provision was initiated, but subsequently postponed in favor of a focus on SA91 and SA 50.</p>
<p>S.A. 90. Defendants shall provide appropriate services for juveniles eligible for special education and related services. Defendants shall provide each such juvenile with educational instruction specially designed to meet the unique needs of the juvenile, supported by such services as are necessary to permit the juvenile to benefit from the instruction. Defendants shall coordinate such individualized educational services with regular education programs and activities.</p>	#	Y	Y	I	N	N	<p>Since all special education students are mainstreamed with those not certified, they receive the equivalent adult education as the others except for those in protective custody or in transition. See note to S.A. 81 as to the appropriateness of adult education. See note to S.A. 94 about protective custody and transitional compliance. See note to S.A. 87 about the development of a mental health/special education assessment.</p>

Provision	P	S	R	T	D	G	Comment
<p>S.A. 91. Qualified professionals shall develop and implement an IEP reasonably calculated to provide educational benefits for every juvenile identified as having a disability. When appropriate, the IEP shall include a vocational component.</p>	#	Y	Y	I	N	N	<p>Certified special education teachers provide education services to youth. NIJ revised the vocational programs for the new school year, adding a civics course for the Bayamon detention students. Whether the course may be considered vocational remains an open question.</p> <p>As demonstrated in the Monitor's 2013 3rd quarter assessment of special education and mental health services, there continues to be a system wide gap in communication between education and mental health staff. Prescriptions written into the IEP fall into a "one size fits all" admittedly written by educators with scant consultation with mental health staff. It should be noted that in the pilot assessment and that for the 3rd quarter, staff stated that consultation increased significantly. Nevertheless, mental health personnel rarely participate in the COMPUS which prepares and recommends implementation of the IEP.</p> <p>Road map development activity will continue into the next quarter. See note in reference to related services such as mental health and substance abuse in SA 87.</p>
<p>S.A. 93. Services provided pursuant to IEPs shall be provided year round. Defendants shall ensure that juveniles with educational disabilities receive a full day of instruction five (5) days a week.</p>	#	N	N	I	N	N	<p>Students eligible for special education services did not receive services from the end of May to the beginning of August. While the Commonwealth has not identified any students that need summer services, the Monitor's Office disagrees that there are no such students. Also, some students eligible for special education services based on their Individual Education Plans were not receiving all of the specified services.</p> <p>The Monitor and consultants are working with NIJ officials to develop an instrument for periodic case reviews to more fully document the level of compliance with this provision.</p>
<p>S.A. 94. Juveniles shall not be excluded from services to be provided pursuant to IEPs based on a propensity for violence or self-inflicted harm or based on vulnerability. Juveniles in isolation or other disciplinary settings have a right to special education. If required for institutional security, services provided pursuant to IEPs may be provided in settings other than a classroom.</p>	#	N	N	I	N	N	<p>A recent review of services provided for youth in transition or protective custody, showed that youth are not receiving services comparable to youth who are not in isolation. (See also comments for S.A. 90 and SA 80).</p> <p>Youth in Protective Custody and Transitional measures status receive some services, some days but often materials are delivered to the housing units with minimal instruction from teachers.</p>

Provision	P	S	R	T	D	G	Comment
<p>S.A. 95. When an IEP is ineffective, Defendants shall timely modify the IEP.</p>	#	Y	Y	I	N	N	<p>All special education positions are filled. The modified half day school program this semester negatively affects all students, including those in special education.</p> <p>A systematic assessment has not yet been completed by the Commonwealth and provided to the Monitor's Office for review.</p> <p>The process of preparing a roadmap for this provision was initiated earlier, but was postponed for some time until CO 34 and SA 91 are complete. Activities in this regard have now resumed.</p>
Funding and Implementation							
<p>C.O. 43 Until this order is fully implemented, Defendants shall submit to the Legislature of the Commonwealth each fiscal year a report wherein the required sums of money will be established so as to implement this Consent order.</p>	I	I	N	I	N	N	<p>The Commonwealth legal position is that the required report is the agency budget request. The budget request is not routinely provided to the Monitor or the United States.</p> <p>It is also not established that the budget identifies the "required sums of money" to "implement the order."</p> <p>The budget has been, in fact, insufficient to implement the requirements of the decree. There are many provisions in non-compliance with category "R" specified as one of the factors. These are provisions where lack of resources is a factor in non-compliance.</p> <p>Monitor's consultants are prepared to work with parties to identify necessary compliance documentation expectations for a Roadmap.</p>