



**STATE OF WASHINGTON**  
**DEPARTMENT OF CHILDREN, YOUTH, AND FAMILIES**  
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September 6, 2024

**TO:** Green Hill School Staff & Residents

**FROM:** Felice Upton  
JR Assistant Secretary 

**SUBJECT:** Green Hill School Update – Sept. 6, 2024

Good afternoon, Green Hill School

This week, our focus at Green Hill School (GHS) is to maintain the positive changes accomplished over the last several weeks.

GHS has continued serving dinner in the dining area and has successfully added more units to mealtimes this week, meaning multiple units have had dinner together safely. Once we are able to provide all units one meal in the dining hall, we will begin to add a lunch meal. We appreciate the efforts of staff and residents in making this change possible. I'm also very pleased that we are continuing high school and college classes this week as well as Pre-Apprenticeship Construction and barbering programs.

We want to make sure each of these changes are sustainable before making other changes too quickly. As you know, overcrowding remains the main challenge at GHS. Unified command is focused on ensuring GHS staff have the resources and training they need to safely enforce these changes for residents.

In previous messages I've used the term "population management." I want to explain what this term means and why it's important for accomplishing our goals.

Population management is a process for placing residents in the unit that is safest for them and best suited for their needs. In addition to safety, we consider the programming, health care, and education services the resident needs.

When we don't do this, residents and staff are put at risk and schedules are disrupted. For example, if residents with elevated behavior assessments live with those who do not, it is challenging for staff to maintain a safe, orderly environment. When there are high numbers of incidents, programming and schedules become disrupted for all.

Thanks to the hard work of our community partners and staff, Maple has received much-needed maintenance, painting and cleaning to ensure it is a safe space. We hope to begin moving residents there as soon as next week.

Additionally, GHS has finished security updates in the public access area where staff and visitor's check-in at GHS. This will improve our ability to keep unsafe items out of GHS.

While it has been common practice for staff and visitors to go through a scanner, similar to those at airports, we have added bag checks to our visitation process. GHS has rearranged the check-in area to reduce congestion and ensure we account for all staff and visitors entering the space.

Our hope is to increase options for visitation; however, we must ensure a safe visitation process to do so.

Unfortunately, this past weekend, GHS had to contact law enforcement due to several visitors not following these important protocols and processes for visitation at GHS. It is important to remember that these processes are in place to ensure safe visitation for everyone and ensuring both staff and visitors go through search processes helps us keep the residents we care for safe.

We have recently heard of some concerns about access to hygiene products. Every young person at GHS should be receiving basic hygiene products, and we have a process to ensure adequate supplies for every unit. If residents are having a hard time accessing hygiene products, please let your living unit manager know. We want to make sure everyone is receiving what they need.

Thank you again for your continued hard work, cooperation and patience during this time. If staff have questions, they can address them with their supervisor. Residents can reach out to their living manager.

