

Fiscal
Year
2019-2020

Public Safety and Justice

Realignment (AB109) and Reentry Services



Annual Report

July 2019 – June 2020

PREPARED BY
COUNTY OF SANTA CLARA: OFFICE OF REENTRY SERVICES

ORS MISSION STATEMENT

To reduce recidivism and facilitate reentry, by implementing evidence-based practices and partnering with a collaborative network of service providers and community supervision.

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Background

Since the passage of California’s Public Safety and Realignment Act (AB109) in 2011, Santa Clara County has established a collaborative Adult Reentry Network, an Office of Reentry Services, and two Reentry Resource Centers (RRCs). These initiatives have continued to evolve and grow over the years.

In 2015, the Office of Reentry Services (ORS) began providing reports to the Public Safety and Justice Committee (PSJC). These reports update PSJC on the status of the Realignment population and initiatives funded through AB 109. This is the second semi-annual report of FY 19/20, which covers the full fiscal year (July 2019 – June 2020).

Realignment Classifications

The Realignment population can be broken down into three subpopulations, which are commonly referred to as *AB109 classifications*:

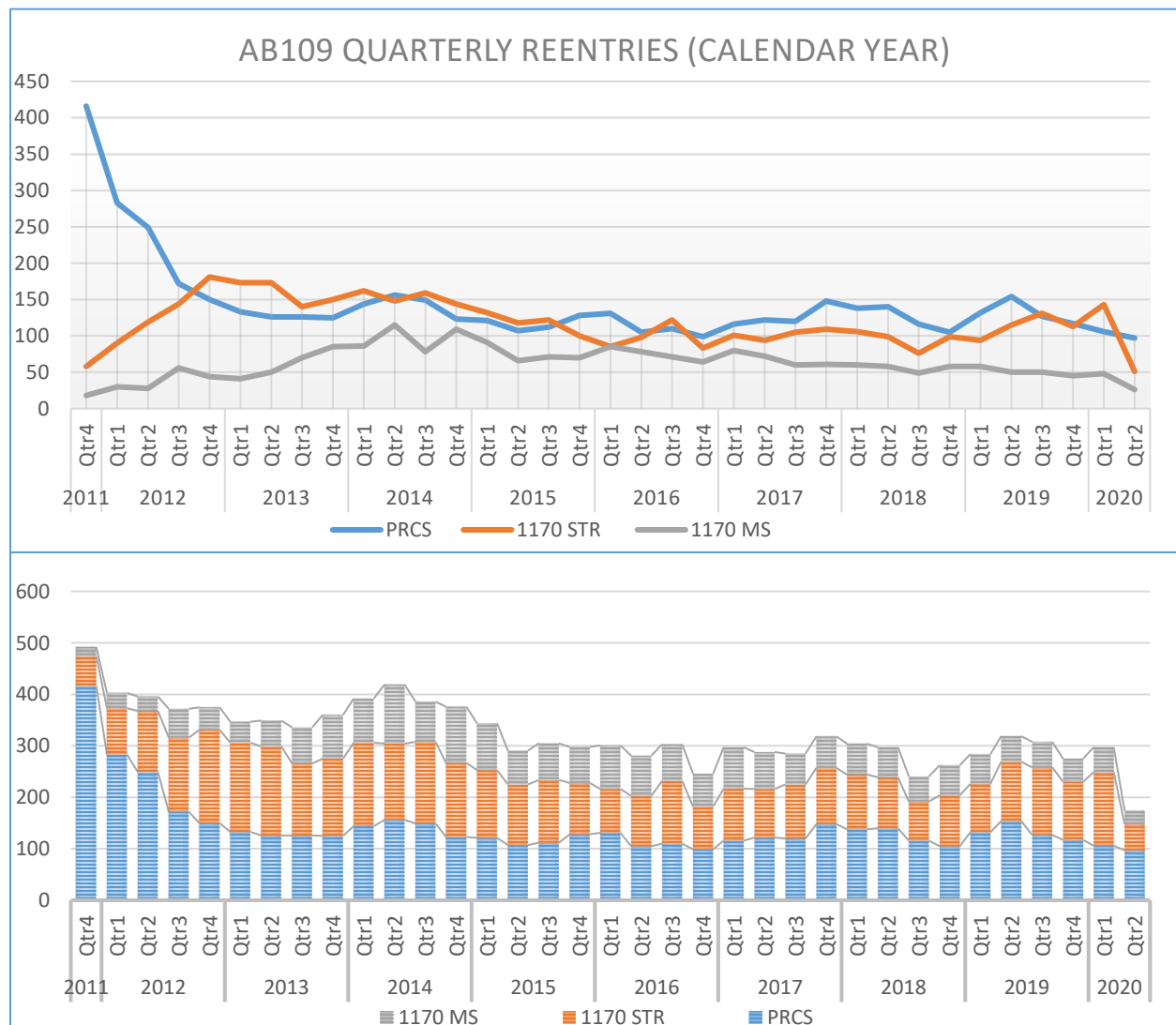
- ❖ **PRCS:** The Post Release Community Supervision population is comprised of lower level felons released from state prison into county supervision. Instead of being supervised by parole, they are supervised by the Adult Probation Department.
- ❖ **1170(h):** Individuals sentenced under penal code 1170(h) serve their felony sentence in a county jail rather than a state prison. Those sentenced under 1170(h) are lower level felons and can be split into two separate classifications.
 - **1170(h) MS:** ‘MS’ stands for *Mandatory Supervision*. Similar to the PRCS population, these individuals are supervised by probation officers. This type of sentence is also commonly referred to as split or blended sentencing, because only part of the sentence is served in custody, and the remainder is served within the community under mandatory supervision.
 - **1170(h) Straight:** Those who are not given a split/blended sentence are referred to as straight or “no tail” individuals. Individuals with a straight sentence serve their entire sentence in custody and are released without supervision.

While the Realignment population is the priority, AB 109 funds are utilized by the County of Santa Clara to fund initiatives that serve all reentry clients. Depending on the program, non-Realignment target populations are identified based on how recently they were released, their level of criminogenic risk, their individual needs, and their level of self-sufficiency.

Realignment Reentries

As of June 30, 2020:

- ❖ 8,892 individuals had reentered Santa Clara County under Realignment since October 2011
- ❖ There had been 11,321 reentries overall, as some individuals were AB 109 more than once
 - ⇒ 44% (5,003) of reentries were under PRCS
 - ⇒ 37% (4,137) were under 1170(h) – without supervision (STR)
 - ⇒ 19% (2,181) were under 1170(h) – with mandatory supervision (MS)



PRCS releases from state prisons and 1170(h) releases from Santa Clara County correctional facilities have flattened out since 2015 and were much lower (especially for 1170 releases) after the public health initiatives to prevent exposure to COVID-19 were implemented in March 2020.

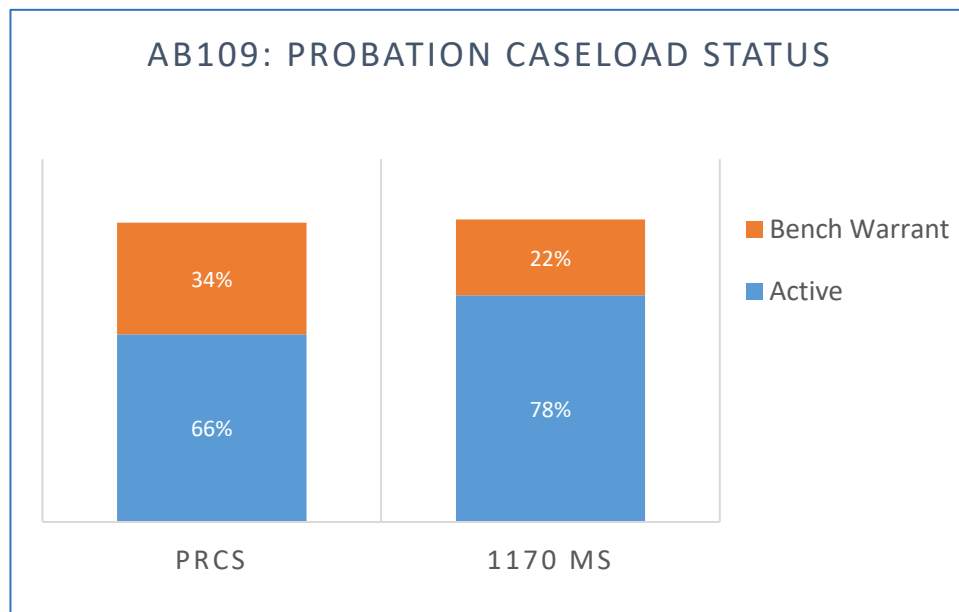
Realignment Supervision Caseloads

The majority of Realignment clients under supervision are supervised by the Adult Probation Department (APD) under PRCS or 1170(h) MS. However, some 1170(h) clients are released into the Custodial Alternative Supervision Program (CASP). Participants in this program are released early and serve the remainder of their custodial sentence within the community, under the intensive supervision of a specialized unit of Sheriff’s Office deputies.

Probation AB 109 Caseload

As of June 30, 2020:

The Adult Probation Department was supervising 1,589 individuals. Of these individuals 1,096 (69%) were active and in compliance. Clients with a bench warrant status often return to compliance and are usually noncompliant due to technical violations. During this time, PRCS clients had a higher rate of bench warrants compared to 1170MS clients, which has been observed throughout past iterations of this report.



	PRCS	1170 MS	Status Total
<i>Active</i>	832	264	1,096
<i>Bench Warrant</i>	420	73	493
<i>Caseload Total</i>	1,252	337	1,589

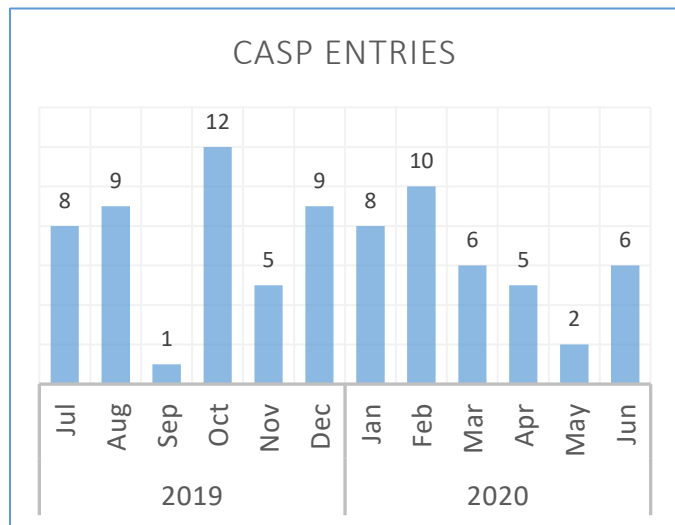
Custodial Alternative Supervision Program (CASP)

CASP allows clients to serve the remainder of their sentence in the community under supervision by a specialized unit of Sheriff’s deputies. While finishing their sentence in the community, CASP participants can look for work, live at home, and reconnect with family. If the client is not working, they must attend daily pro-social programming. If the client is employed, supervision deputies work with the client to check-in during work hours. CASP participants can be quickly remanded to custody if the supervision team feels it is necessary or if the participant reoffends.

During the fiscal year:

- ❖ There were 78 dispositions for 77 individuals – 65 (83%) were successful completions
- ❖ As of June 30, 2020: 33 participants were still in progress and in compliance
- ❖ During the year, one participant absconded, and was returned to custody
- ❖ There were 81 entries into the program during the fiscal year
- ❖ During the fiscal year, there were no new law violations from active CASP participants

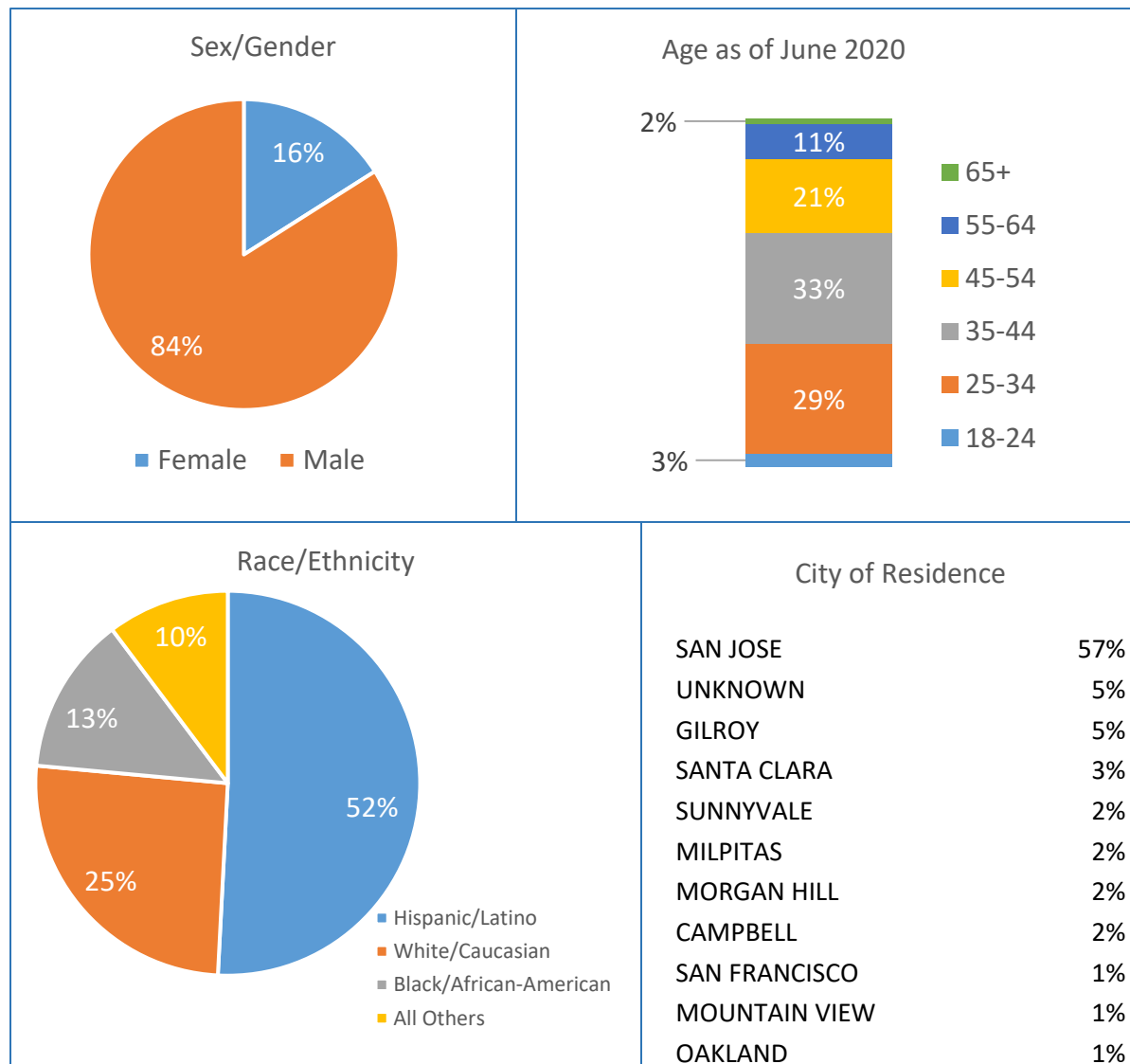
CASP Dispositions	
Successful Completion	65
In progress (no outcome yet)	33
Drug/Alcohol Test Failure	6
Program Failure	2
Technical Violation	2
Other	1
Non-reporting	1
Absconded	1



When a CASP participant does not complete initially, they are usually returned to custody to stabilize and then released back into the program. For example, participants who fail a drug test or commit other violations often return to the program after stabilizing in custody and then complete the program.

Realignment Demographics

Demographics have not changed significantly over the course of Realignment in Santa Clara County. The Realignment population is majority male and Hispanic/Latino in ethnicity. The average age is about 41 years old, the oldest Realignment client was born in 1927.



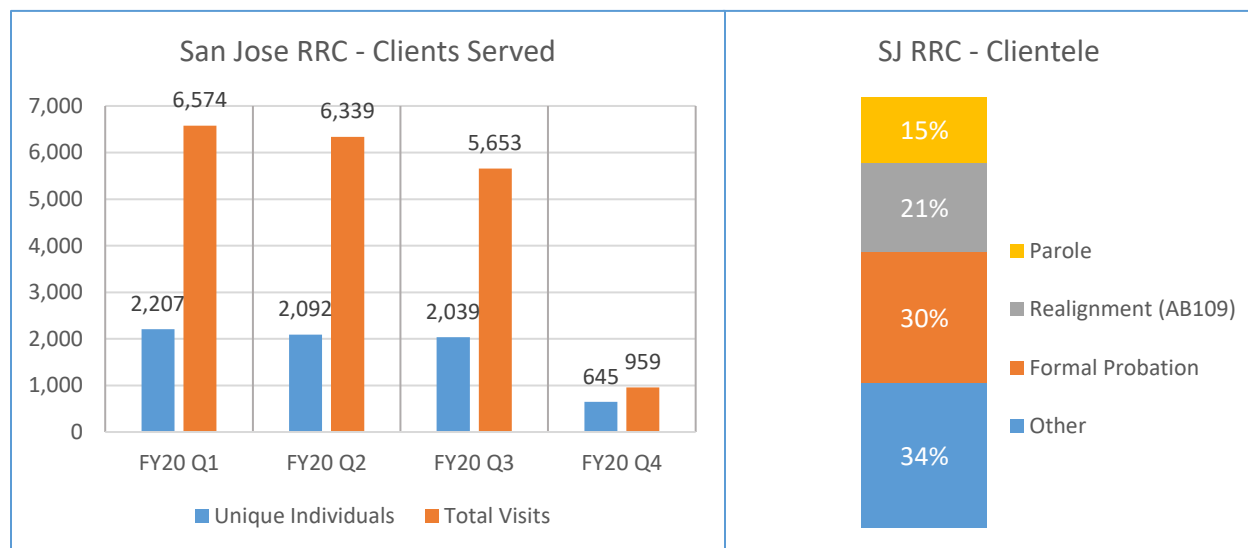
The residence breakdown shows the most common cities of residence, all other unlisted cities are under one percent. Nearly 60% of individuals released under AB 109 report living in San Jose. City of residence best indicates where the individual was living prior to custody, not necessarily their destination post-release. Many individuals are homeless at the point of release, but some have an address listed even if they have no place to live, while others have no address listed.

Reentry Resource Centers (RRCs)

As of June 2020, the RRC(s) had served over 20,000 unique reentry clients since its doors opened in February 2012. While an exact number is difficult to calculate due to lack of data systems during the first years of operation, the RRC serves over 5,000 individuals a year on average (many overlap year-to-year). Due to COVID-19, the RRCs saw a significant reduction in visits starting in March 2020. Later in the year, visits began to trend upward again as Reentry partners adapted and health orders became more flexible.

San Jose Reentry Resource Center

- During the fiscal year, there were 4,619 unique clients served at the RRC (22% were female).
- At least 41% of clients were homeless at intake (about 12% did not report housing status)
- At least 54% of clients were unemployed and actively looking for work at intake, about 80% were unemployed overall (some clients are not looking for work and/or are disabled)



Each quarter the San Jose RRC typically receives around 6,000 visits from over 2,000 unique clients. Aside from formal probationers, realignment clients are typically the largest cohort/population visiting the center, representing just over 20 percent of RRC clientele. The “other” category shown in the chart above is comprised of multiple populations such as unsupervised general releases, pretrial clients, and individuals seeking expungement (record clearance).

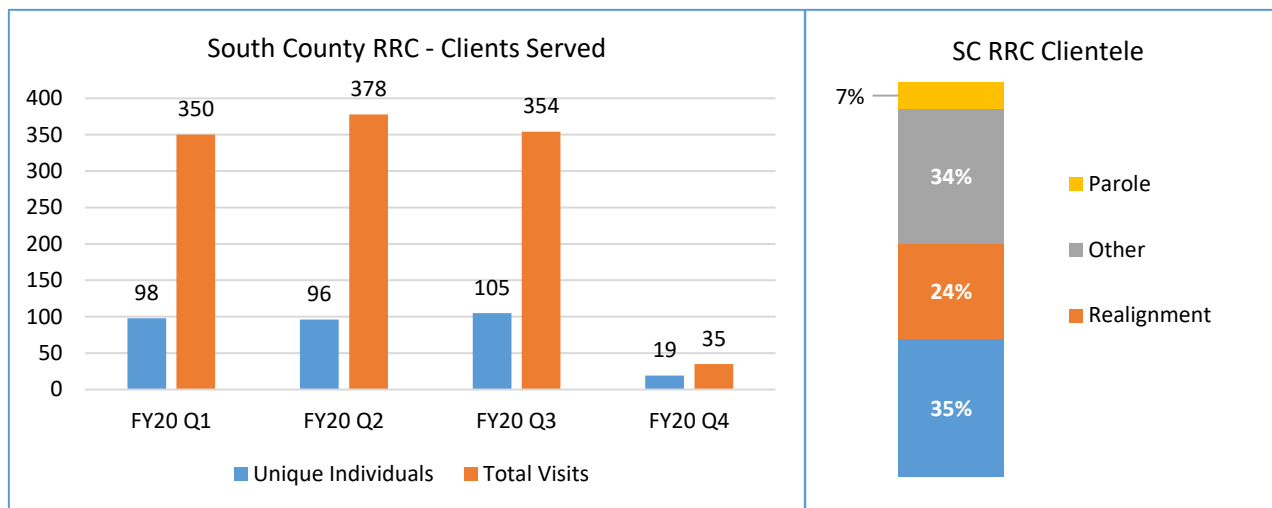
Social Services remain the most requested service at the RRC as most clients need to apply for benefits after release from custody. In order: General Assistance, CalFresh, housing, healthcare, food (snacks), identification, substance use treatment, clothing, and the medical mobile unit (doctor/psychiatrist), and employment were the top ten most requested services during the year.

The main RRC closed temporarily due to COVID-19 but remained open for essential services which were provided outside in the courtyard. In mid-April, the RRC re-opened its doors with social distancing and other safety protocols in place, with the majority of services continuing to take place outside during the summer weather.

South County Reentry Resource Center

The goal of the South County RRC is to increase services to AB109 and Probation clients residing in Gilroy, San Martin, and Morgan Hill, assist them in successfully stabilizing in the community, and to reduce recidivism.

The South County RRC offers: employment referrals to Catholic Charities; medical services at the Mobile Medical Unit; record expungement through the Public Defender’s Office; Mental Health and Substance Abuse screenings and assessments by Behavioral Health; faith-based services through the Good Samaritan Project; Probation support, service navigation; and a space for Probation officers to meet with their South County defendants.



- During the fiscal year, the SCRRRC was visited 1,117 times with 927 return visits
- 206 individual clients were served
- 24% of the clients served were female
- There were 90 intakes in FY2020

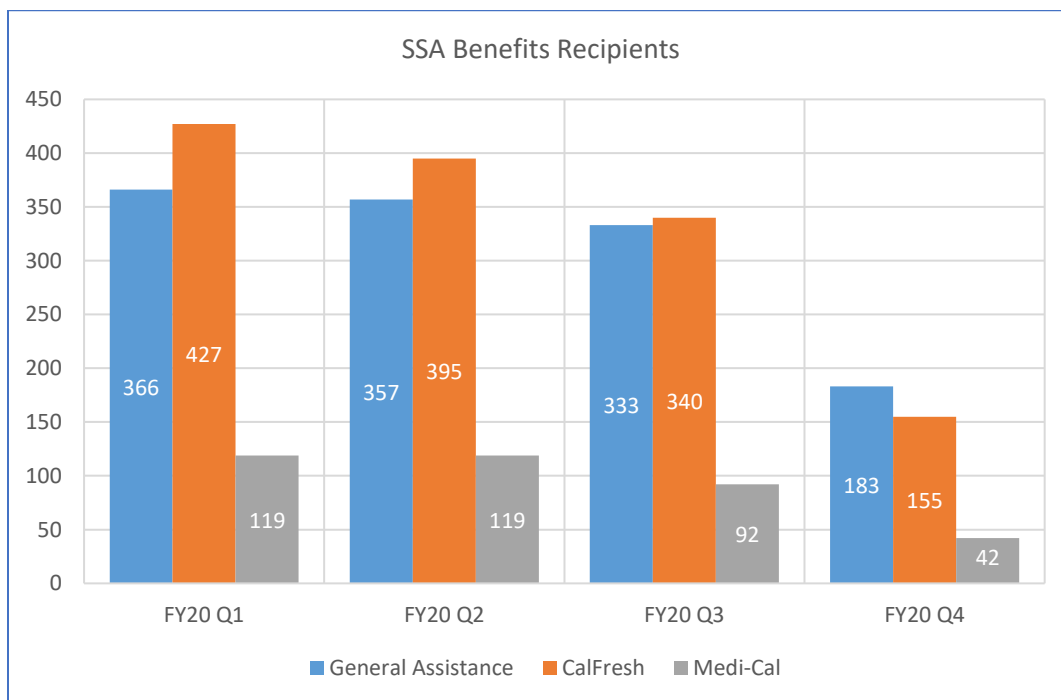
The charts above show that South County’s client flow remained steady during the first three quarter of FY2020. There was a noticeable drop in client visits during the last quarter of the year due to the COVID-19 shelter-in-place order resulting in the temporary closure of the center. On May 19th, the South County RRC resumed services in a phased approach by opening only on Tuesdays and Thursdays with social distancing guidelines and procedures in place. Towards the end of the year, the Medical Mobile Unit resumed operations at South County RRC and afternoon hours were added on Mondays and Wednesdays.

Public Benefits – Social Services Agency (SSA)

SSA is typically the most visited partner at the RRC. Benefits such as General Assistance, CalFresh (food stamps), and Medi-Cal enrollment (if they are not enrolled in custody) are most clients' first step upon exiting custody. Due to COVID and the shelter-in-place many clients are routed to the main SSA offices. While the RRC office was open starting April 2020 the numbers for the final quarter were much lower as a result.

During the fiscal year:

- SSA processed 2,525 applications for 2,102 applicants/households through the RRC
- Overall, there were 1,567 households that received benefits during the year

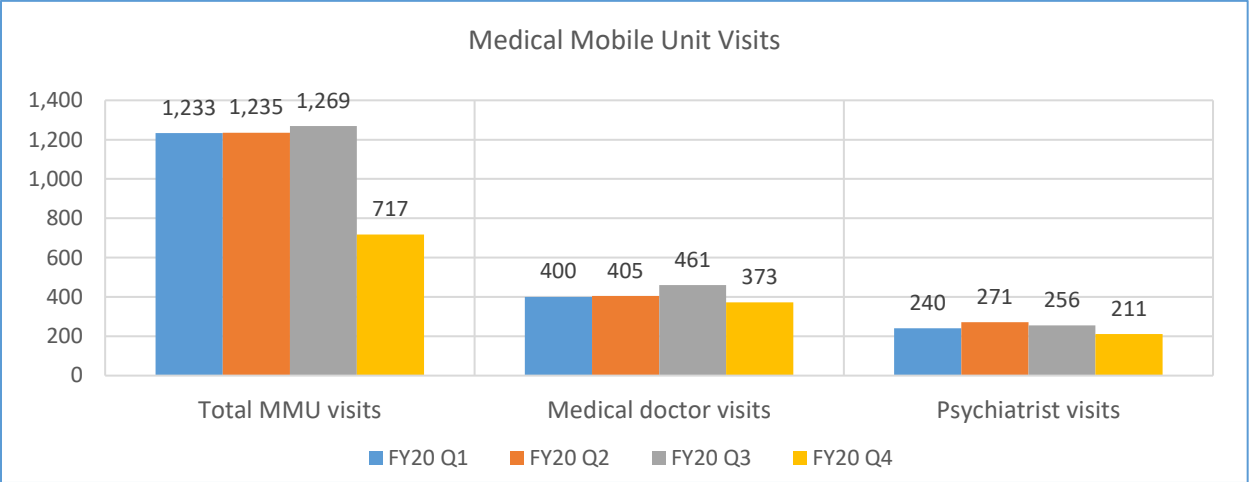


- 839 (54%) of recipients were homeless at the time they applied
- 1,198 households received General Assistance – 401 (56%) were employable
- 1,281 households received CalFresh food assistance
- 369 households received Medi-Cal health coverage
- \$710,500 was granted through General Assistance
- \$1,467,859 was granted through CalFresh

Medical Mobile Unit – Valley Homeless Healthcare Program

The Valley Homeless Healthcare Program (VHHP) hosts a medical bus known as the Medical Mobile Unit (MMU), which visits different locations throughout the County, including both Reentry Resource Centers (San Jose and Gilroy).

Onboard, a medical doctor and a psychiatrist assist clients by providing healthcare, writing prescriptions, and linking patients to other County health and dental facilities for needs that cannot be addressed on the bus. Community Health Workers (CHWs) and Social Workers case manage high-need clients and provide wrap-around supportive services.



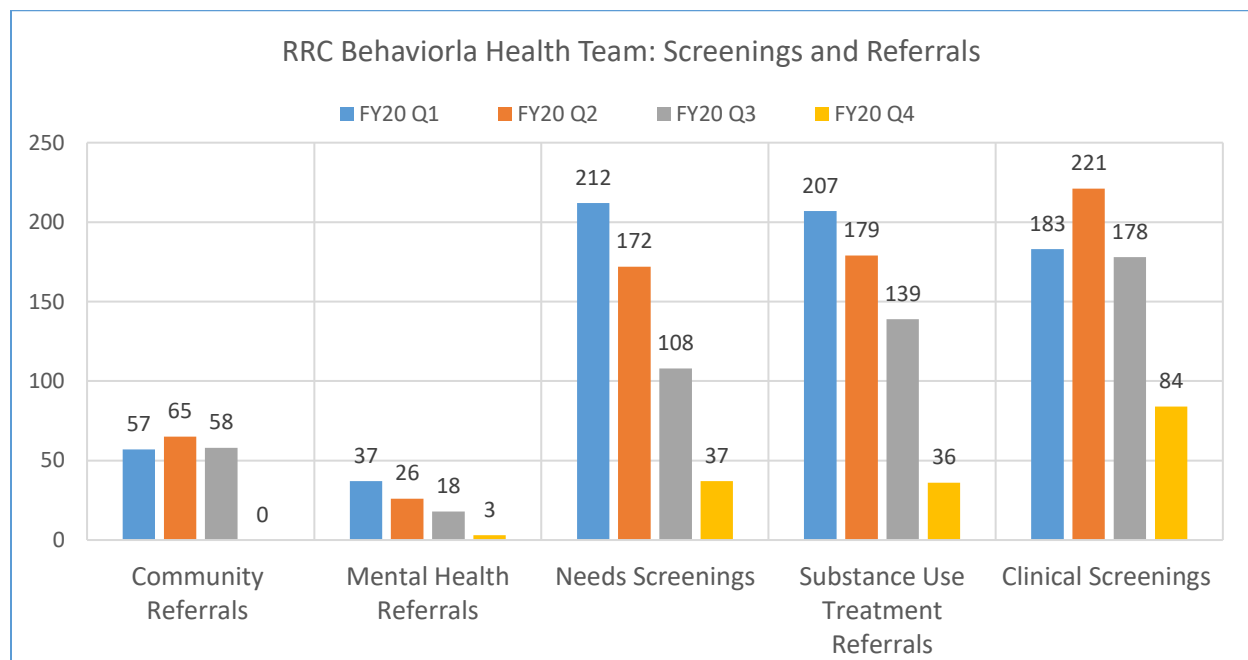
	FY20 Q1	FY20 Q2	FY20 Q3	FY20 Q4
Unique patients seen	506	499	566	326
Total MMU visits	1,233	1,235	1,269	717
Medical doctor visits	400	405	461	373
Psychiatrist visits	240	271	256	211
Community Health Worker visits	209	156	221	98
Community Health Worker patients	66	62	63	76
Social Worker visits	173	154	129	169
Social Worker patients	97	93	84	82

The MMU was visited 4,454 times during the fiscal year; both visits and unique clients remained consistent over the year until the shelter-in-place was ordered in March 2020. CHW numbers are significantly undercounted. CHWs utilize google forms to track encounters with clients in the field where connectivity is often an issue. From these forms it appears over half of encounters are not tracked in HealthLink. VHHP is currently working on identifying solutions.

Behavioral Health Services Department (BHSD)

At the San Jose RRC, BHSD operates a service linkage team that screens clients for both general and clinical needs. This team, referred to as the Behavioral Health Team (BHT), then sets up appointments for both substance use treatment and mental health treatment in the community and makes referrals out to other reentry partners. Recently, the team has also started providing outpatient services. While clients can access county-funded drug and alcohol treatment and mental health treatment through the RRC and BHT, they can also access these services through other portals such as call centers.

RRC Behavioral Health Team (BHT)

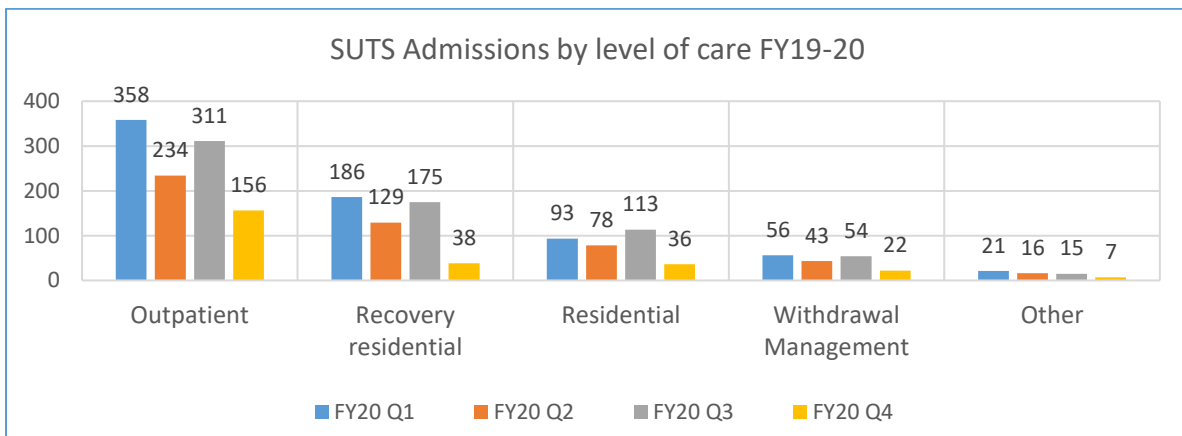


- During the fiscal year, the BHT served 1,745 unique clients over 5,213 visits
- 529 critical needs screenings were conducted
- 671 clinical needs screenings were conducted
- 561 referrals were made to substance use treatment providers
- 84 referrals were made to mental health treatment providers
- 180 referrals were made to community service providers

Behavioral Health – Substance Use Treatment Services (SUTS)

The numbers below show RRC clients who were admitted to SUTS after their RRC intake. For this report, not all clients served were AB 109, but all clients had been registered at the RRC prior to their admission into substance use treatment.

- During the fiscal year, 1013 individuals seen by the RRC Behavioral Health Team were admitted to treatment.
- There were about 2,141 admission events (some clients had multiple admissions) that break down to over 19,000 services provided.
- 717 (33%) of the admissions were billed to the AB109 cost center.
- Clients admitted to recovery residential are provided transitional housing while they are enrolled in Outpatient.

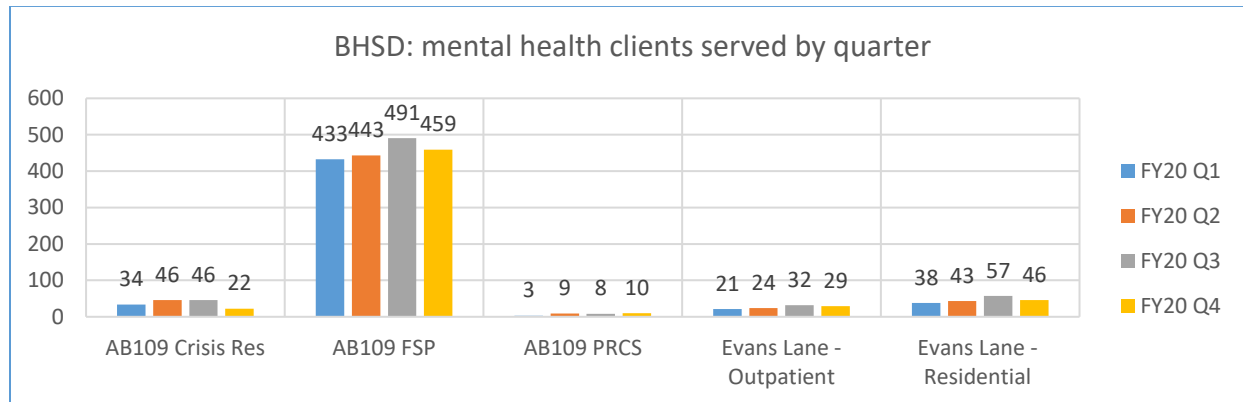


Level of treatment	FY20 Q1	FY20 Q2	FY20 Q3	FY20 Q4
Outpatient	358	234	311	156
Recovery residential	186	129	175	38
Residential	93	78	113	36
Withdrawal Management	56	43	54	22
Other	21	16	15	7

- ❖ SUTS discharge outcomes were broken down as completed, satisfactory or other:
 - Outpatient had a 48% average for completions and 66% average for satisfactory dispositions
 - Residential had a 34% average for completions and a 20% average for satisfactory dispositions
 - Withdrawal Management had few completions but an 80% average for satisfactory dispositions
 - For each type of treatment these outcomes vary significantly depending on provider

Behavioral Health – Mental Health Treatment Services

The numbers below show clients who were served by Realignment-funded mental health services, which include five levels of care. The figures below include all clients served (950 unique patients) within these justice-specific programs during the fiscal year.

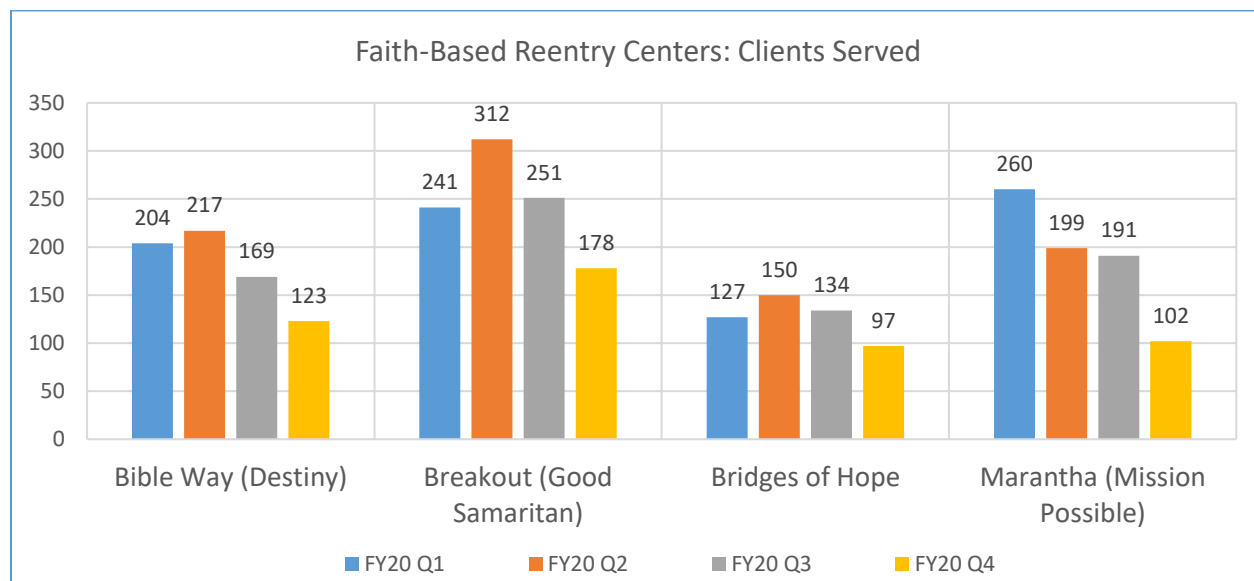


Level of treatment	FY20 Q1	FY20 Q2	FY20 Q3	FY20 Q4	%Success
AB109 Crisis Residential	34	46	46	22	50.8%
AB109 FSP	433	443	491	459	24.8%
AB109 PRCS	3	9	8	10	91.7%
Evans Lane - Outpatient	22	24	34	31	53.3%
Evans Lane - Residential	38	43	57	46	N/A

- **Crisis Residential:** Designed for justice-involved clients with severe mental illness and substance abuse disorders. This level of care offers short-term, community-based, crisis residential treatment to persons who may pose some risk of harm to self or others and who may have severe functional impairment.
 - **Full-Service Partnership (FSP):** Designed for justice-involved adults with a severe mental illness and substance use conditions needing an intensive service program. Services include individualized assessment and treatment plans, intensive case management, individual and group therapy, medication, family/community support and flex funding.
 - **PRCS:** Designed to assist and support individuals released from correctional facilities under PRCS. Services provided are individual assessments, psychiatric evaluation, individual and group therapy, case management services, medication monitoring and crisis intervention
 - **Evans Lane Outpatient and Residential:** Designed for Criminal Justice involved adults with severe mental illness and substance abuse conditions who would benefit from an outpatient service program and combined transitional housing program that offers support 24 hours per day for up to one year.
- ❖ During the fiscal year, there were 529 discharges from the above modalities (Evans Lane Residential not included) and 218 (41%) were successful. FSP was the only program that had a success rate lower than 50% (at 25%) which brings the overall average down.

Behavioral Health – Faith Based Reentry Centers (FBRCs)

Behavioral Health also contracts with four faith-based reentry centers under the Faith Reentry Collaborative. Each center provides wrap-around services to reentry clients. Clients can receive one-touch services (one-time linkage/service) or wrap-around case management.



Services Provided	Bible Way (Destiny)	Breakout (Good Samaritan)	Bridges of Hope	Maranatha (Mission Possible)	Re-entry Center*	Total Number of Services
Faith Counseling	1,884	2,465	514	878	2	5,743
Transportation	584	892	475	602	3	2,556
Clothing	330	293	315	142	6	1,086
Grooming/Hygiene	247	245	281	102	4	879
Food	184	141	269	145	3	742
Housing	126	419	175	203	1	924
Job/Employment	116	514	136	240	3	1,009
Financial Support	55	82	341	40	0	518
Legal Assistance	53	272	537	70	10	942
Education	34	36	45	15	2	132
Healthcare	12	70	88	48	1	219
DV Resources	3	6	3	10	0	22
Language/Literacy	0	0	72	0	0	72
FBRC Total	3,628	5,435	3,251	2,495	35	14,844

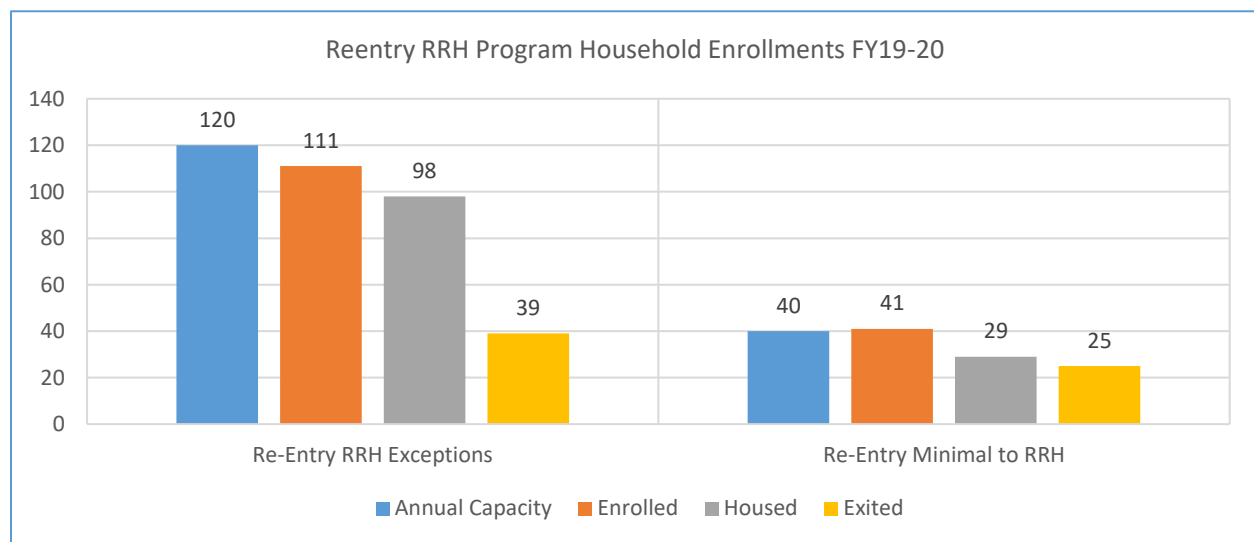
❖ During the fiscal year, the FBRCs provided 14,844 services to 2,299 reentry clients.

**The Reentry Center faith-based staff assess and refer clients to the FBRCs, therefore most one-touch services provided at the RRC locations are unaccounted for in the table above.*

Office of Supportive Housing – Reentry Housing Programs

The Office of Supportive Housing (OSH) oversees an array of supportive housing initiatives. Reentry clients are linked to housing support in a variety of ways, one of which is through reentry-specific channels. The Reentry Rapid Rehousing (RRRH) programs follow an evidence-based model and provides a time-limited rental subsidy with supportive services to homeless households for a period of six months to two years. The goal of the RRRH programs is to support households until they become self-sufficient.

Homeless reentry clients are screened for these programs using the Vulnerability Index - Service Prioritization Decision Assistance Tool (VI-SPDAT). Clients screened at the RRC may be eligible for any of the 24 County Rapid Rehousing programs, not just reentry-funded programs.



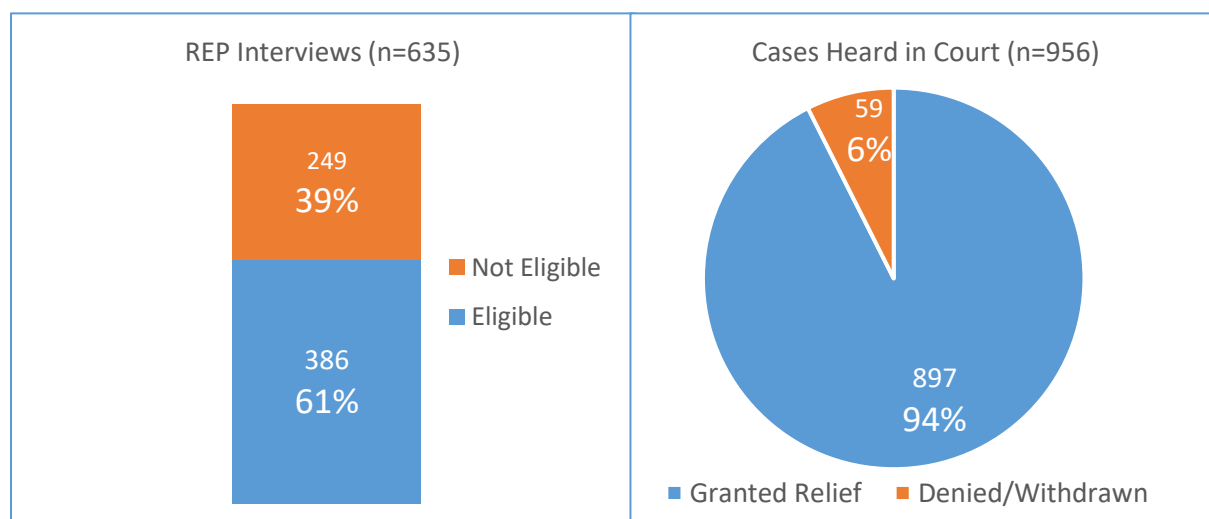
- During the fiscal year, there were 203 VI-SPDAT assessments conducted at the RRC. This figure only represents the assessments captured under OSH’s network; clients also receive assessments through other partners who access the HMIS database
- Most assessments conducted at the RRC fell within the permanent supportive housing (54%) and rapid re-housing (43%) ranges – only three percent were in the minimal range, meaning the overall vulnerability for those assessed was high.
- Of the 203 assessed, 165 (81%) were placed in the community queue for housing placement, which led to 18 enrollments (6 Permanent Supportive and 12 Rapid Rehousing) in housing programs and 11 housing placements.
- The Assessments out of the RRC also led to 81 clients receiving services like UPLIFT, 51 clients receiving other program assistance such as the Emergency Assistance Program, 40 clients being placed in emergency shelters, and 11 clients receiving transitional housing.
- Many reentry client assessments happen outside the Reentry Center: 152 clients were enrolled in Rapid Rehousing program and 127 were housed overall. Only seven (5%) of the 152 enrolled clients were assessed at the Reentry Centers.

Public Defender – Reentry Expungement Program

The Public Defender’s Office (PDO) is also housed at the RRC. PDO operates the Reentry Expungement Program (REP), which assists clients with record clearance.

During the fiscal year:

- PDO paralegals conducted 635 screening interviews:
 - From these interviews 386 (61%) clients were accepted
 - Those not accepted were not eligible for expungement or were financially overqualified for the program
- 956 dockets/cases (not clients) submitted for expungement were heard in court, this does not include petitions filed and awaiting judgement:
 - 897 (94%) dockets were granted relief
 - 59 (6%) cases were denied (n=10) or withdrawn (n=49) for changes in eligibility
- 20 applications were prepared/submitted to Adult Probation, 7 of which were granted relief with the remaining applications pending decision
- As of June 2020, over 13,600 people had contacted REP since the program began in September 2013
- As of June 2020, the courts had not heard any expungement cases in the final quarter of the fiscal year since the shelter-in-place went into effect, but PDO continued to interview clients and submit cases

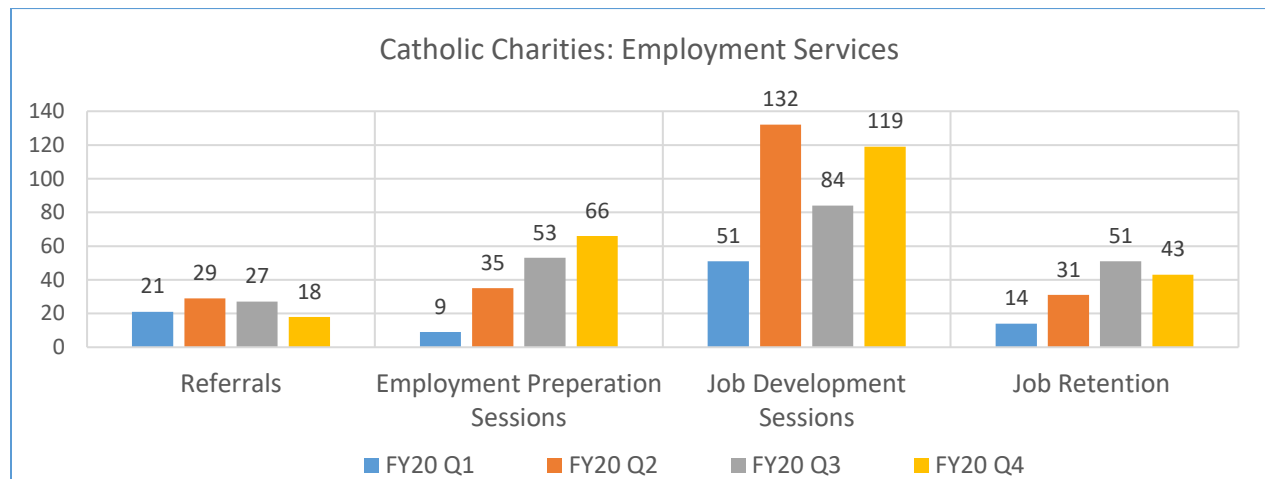


Adult Probation Department – Contracted Services

The Adult Probation Department (APD) has three contracts supported by Public Safety Realignment funds: two vocational education contracts and one cognitive behavioral contract.

Vocational Education and Employment – Catholic Charities

Catholic Charities provides an array of vocational support services including educational, vocational and employment services to adults on probation. Once enrolled in the program, staff help the client develop an individualized service plan. Clients receive job readiness services that help them with resumes, applications and interviews, while staff match clients to job opening based on their particular skills and strengths. Clients also receive job retention services to help them maintain employment and work through obstacles they encounter.



During the fiscal year:

- Probation referred 95 clients to Catholic Charities
- Catholic Charities completed 163 employment preparation services for 64 clients
- The program also completed 386 job development and placement sessions for 75 clients
- 139 retention sessions were provided to 42 clients

Employment preparation services include resume development, interview preparation, and disability awareness education while Job development services include providing job leads to clients, attending job fairs with clients, developing job opportunities with employers, and scheduling job interviews with employers and engaging in follow-up. Retention services are aimed at helping client maintain employment.

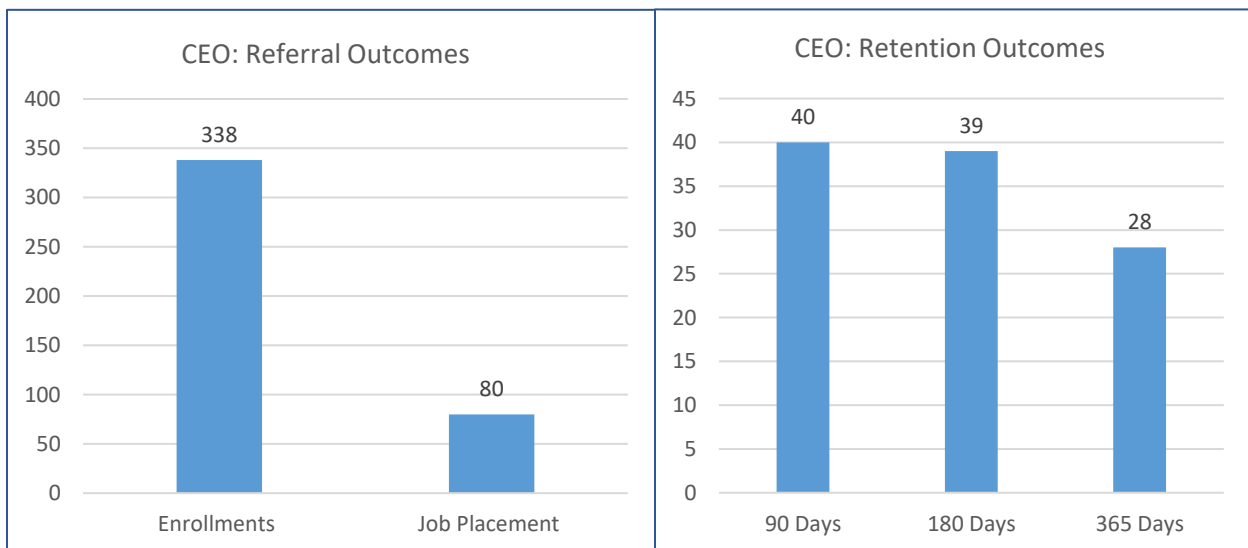
Vocational Education and Employment – Center for Employment Opportunities

In February 2017, the Center for Employment Opportunities (CEO) opened its San Jose office through a partnership with the Santa Clara County Probation Department and CalTrans. The CEO model is designed to engage participants recently released from incarceration. The program is both personalized and highly structured. Although there are distinct stages of the CEO model, participants move through the phases at their own pace, enabling each person to focus on addressing their unique barriers to employment. While in the program, clients continue to learn skills and collect a daily paycheck providing litter abatement on streets and highways. CEO also matches clients to employment opportunities and utilizes vocational specialists to assist clients. Once placed, clients receive 12 months of ongoing support for job retention.

In April 2020, because litter abatement crews could not perform that duty, Caltrans committed to paying the full daily crew cost in exchange for CEO participants and staff completing training and distance learning on essential services for Caltrans.

During the fiscal year:

- CEO enrolled 338 probation-referred clients
- Due to COVID-19 shifts 448 clients received job readiness while new enrollments slowed
- 80 clients had secured employment following successful completion of the program
- CalTrans work crews collected 28,964 bags of roadside litter
- Work crews completed 60,248 hours of work



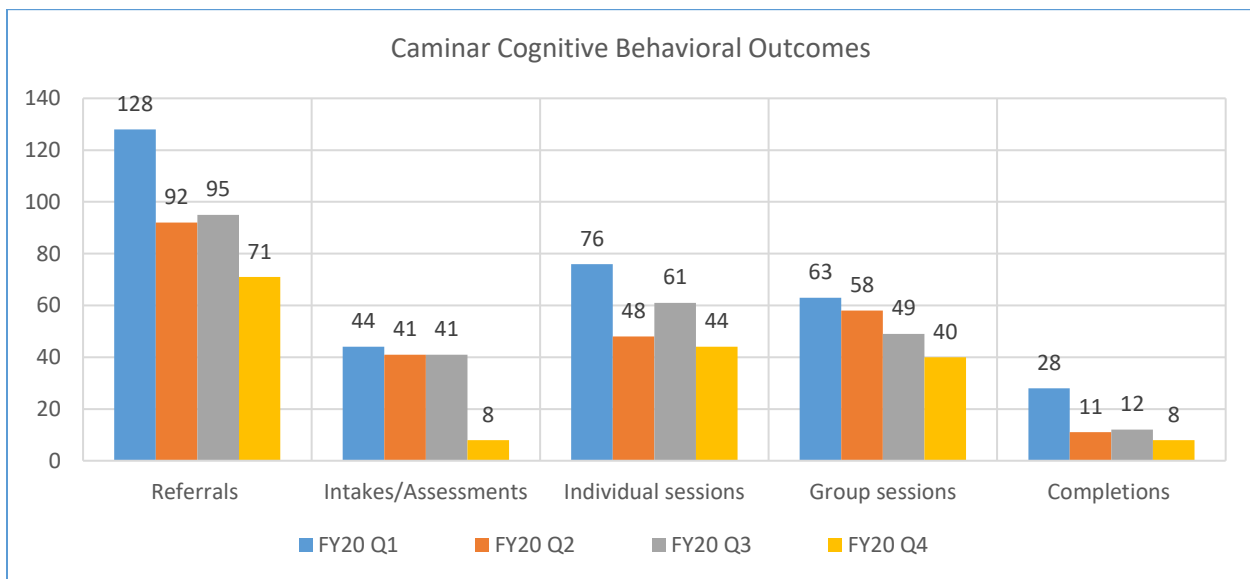
CEO tracks clients' milestones from 90 days to one year of continuous work. During the fiscal year, 107 clients retained employment for at least 90-days.

Cognitive Behavioral Programming – Caminar

Caminar (formerly Family & Children Services) provides prosocial classes with a cognitive behavioral approach. These sessions are conducted by trained counselors who offer individualized treatment plans. Caminar provides client treatment services, using a curriculum-based behavioral change approach that addresses behavioral health issues, substance abuse, and other concurrent challenges. Each client gets an individual intake and assessment that helps identify the client’s specific needs. The 16-week program can consist of individual counseling sessions and group counseling sessions, depending on the client’s needs. Topics covered are designed to increase the decision-making skills of high-risk clients.

During the fiscal year:

- ❖ Probation submitted 386 referrals for 322 unique clients to Caminar’s program
- ❖ Caminar completed 134 intakes and assessments
- ❖ There were 210 group sessions and 229 individual sessions of behavioral programming
- ❖ There were 59 completions as of June 2020



The chart above shows the total number of referrals received and services provided throughout the fiscal year. The large discrepancy between the number of referred clients (322) and the number that completed the program (59) can be attributed to several factors including the fact that a large number of clients were active in the program at the time of this analysis (the program is approximately four months in length), and that a large percentage of clients that were referred to the program never received services because they did not return calls, or did not show up to their initial appointment.

Office of Reentry Services – Contracted Services

The Office of Reentry Services (ORS) managed several new reentry services contracts between July 2019 and June 2020. The services provided are broken down below into the following categories: employment, legal, behavioral, service navigation, and education. As of January 2020, these contracts employed about 60 staff – many of whom have lived experience.

In Spring of 2019, ORS began soliciting for new contracts, as the previous contracts had reached their term limits. From that solicitation, ORS brought on eight new contracts, which started in July 2019. The first quarter (July-September) was considered ramp-up time and was focused on implementing the new contracts and setting up logistics, resulting in lower numbers earlier in the year, as the vendors were working with ORS and partners to establish referral channels and other operations. After the shelter-in-place order, most ORS contractors pivoted to providing service remotely, especially those who traditionally serve clients in custody. Essential providers continued to meet with clients in person when necessary. Some providers like Goodwill of Silicon Valley were forced to shut down initially but were quick to identify safety protocols and re-open with limited capacities.

Employment Services

One of the largest barriers for people recently released from custody is finding gainful employment, especially with a criminal record and in a high cost of living area. ORS provides three types of employment services to clients in custody and in the community post-release

1. **Subsidized employment:** Clients receive paid on-the-job training and traditional paychecks. Through this type of program clients are receiving an income while learning practical skills and gaining experience.
2. **Dayworker programs:** Clients who need quick access to income are paid daily after completing their work.
3. **Job readiness/employment linkage:** Clients learn skills, tips, and tricks and are directed to resources designed to help them gain employment. Clients are also provided with leads and are connected to employer networks. Clients also receive services to help them maintain employment once they have secured a job.

New Opportunity Work (NOW) Program – Goodwill of Silicon Valley

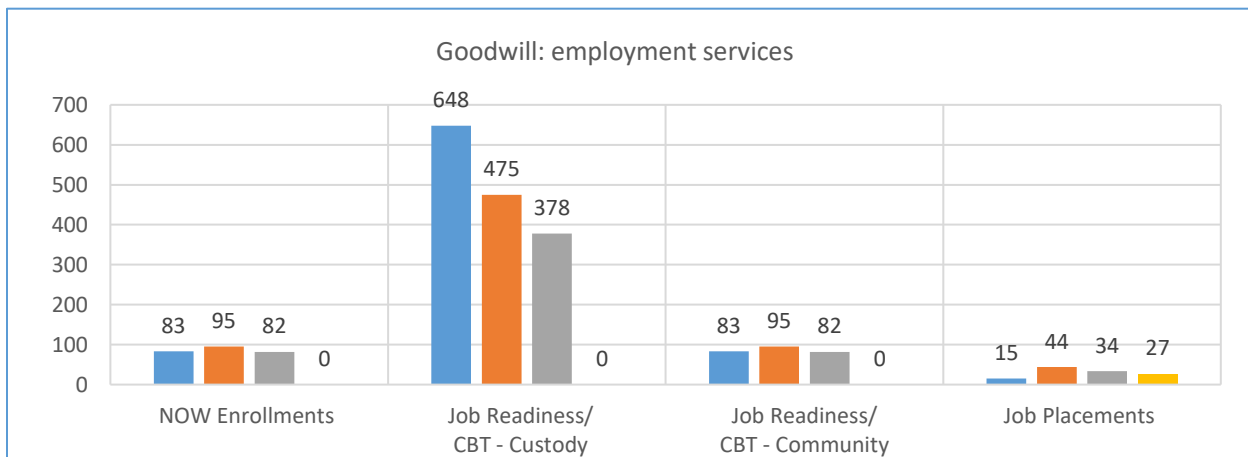
Goodwill of Silicon Valley provides a variety of services to help justice-involved individuals enter the workforce after their time in custody. Participating clients in-custody can take classes on job readiness and life skills critical for them to find and keep employment. These classes also contain cognitive behavioral comments which help clients learn to regulate their behavior. During the fiscal year, classes were provided to over 1,000 participants and nearly 225 clients have completed these classes while in custody. After release, clients can participate in two employment programs:

Daywork: Clients with manual labor skills can participate in the Day Worker Program which provides immediate short-term placements and additional one-touch supports.

Subsidized employment: The second program is a 90-day subsidized employment program available to clients which includes job readiness training, transitional employment, employment connection services, and peer support.

During the fiscal year:

- 290 formerly incarcerated clients enrolled into the NOW employment program.
- 260 (community) and 1,501 (in custody) were enrolled in job readiness classes that will increase their ability to find and retain jobs – these classes also have a cognitive behavioral component.
- 120 clients were placed into permanent employment during the year, 68 had retained employment for at least 90 days (many had not been employed for 90 days yet but are on track to meet this milestone).
- 53 clients participated in the Day Worker Program and all were able to find short-term placements.



Goodwill was planning to cease new enrollments (enrollments surpassed the performance target) prior to the shelter-in-place to ensure all enrolled participants could complete the full 90 days. After the shelter-in-place and a brief shut-down to facilities, Goodwill was able to innovate and find a variety of ways to keep clients working and learning on-site.

Right Directions Program – Catholic Charities

Catholic Charities provides reentry adults with employment preparation, job search assistance, and retention support. Additionally, Catholic Charities serves clients required to register pursuant to California Penal Code Section 290. Assessment results and client choice guides the development of each client's individualized services plan. Employment representatives and a peer mentor guide and support clients with reentry efforts. Other support provided includes tattoo removal, financial literacy classes, and assistance with obtaining job-related items (e.g., uniforms, clothing).

During the fiscal year:

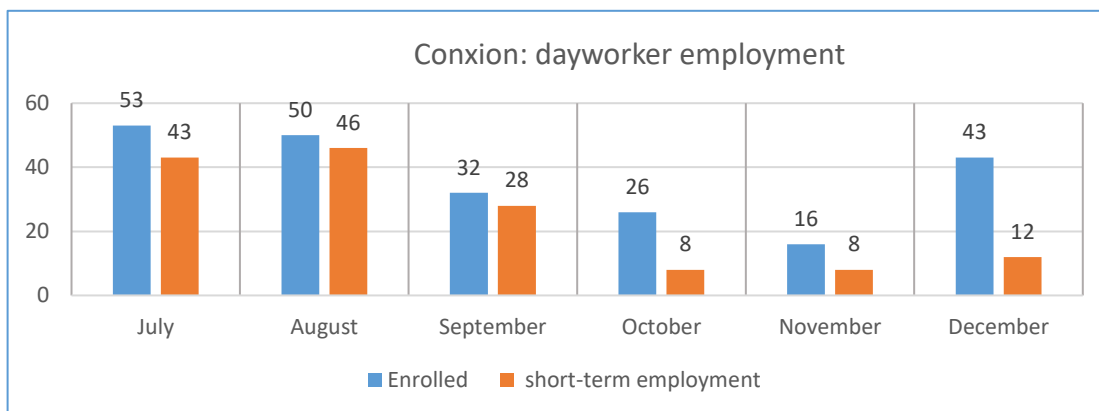
- Catholic Charities received 165 referrals
- 94 (104% of fiscal year goal) clients were enrolled and attended job readiness classes
- 49 clients were placed into permanent employment through the program

Dayworker Support Program – ConXion to Community

ConXion to Community (CTC) provides transitional employment to recently released ex-offenders, homeless clients, and others needing to earn money while looking for steady employment. Participants obtain transitional employment working in various industries such as: minor home repair, construction, warehouse, moving, housekeeping and general labor. Participants are assessed for barriers and skill level and placed accordingly. While at the CTC Center, participants have access to a computer lab, ESL classes, job readiness workshops, skills training and are offered meals and shower facilities while they wait. Clients seeking permanent employment work with a specialist to obtain a steady job.

During the first six months of the fiscal year:

- 220 clients enrolled in the dayworker program
- 145 clients were placed in short-term employment



This contract ended in December 2019 and was expanded into a larger homeless assistance program, which is managed by Office of Supportive Housing.

Legal Services

Legal barriers can hinder clients' efforts to reenter society. For example, clients are often overburdened by fines and fees or cannot afford the legal assistance they need to get their lives on track. ORS contracts with two legal service providers to help eliminate barriers preventing clients from achieving their goals.

Pro Bono Project Silicon Valley – Family and Civil Law

Pro Bono Project provides workshops to clients in custody that cover a variety of topics addressing barriers to reentry. Pro Bono also provides one-time consultations, legal advice, and extended legal representation. Pro Bono helps clients with most non-criminal legal issues such as child custody/visitation, guardianship, bankruptcy, consumer housing, and employment. During the fiscal year, Pro Bono attorneys:

- Provided 49 legal workshops to about 2,300 (duplicated) participants in custody
- Provided legal advice to 280 unique clients in the community
- Provided 184 clients with legal representation

Workshop participants often receive legal advice and assistance with filling out forms. In the community, Pro Bono also has a vast network of attorneys who will teleconference with clients if special expertise is required.

Outreach Court – Superior Court of California

Community Outreach Court is a collaborative court intended to assist clients whose inability to pay court-related fines/fees is a demonstrated hindrance to their successful reintegration into the community. Eligible cases include traffic and/or light rail tickets, and court-ordered and/or Department of Tax and Collections (DTAC) fines and fees affiliated with misdemeanor and/or felony convictions in Santa Clara County. During FY2020 the Superior Court:

- Received 75 applications for Community Outreach Court
- Calendared 50 new clients (some clients were calendared previously)
- Heard a total of 426 cases

While most clients are granted relief (there are often multiple cases per client), exact numbers are not known at this time. Community Outreach Court continued to receive applications during the COVID-19 shelter-in-place order. The March, April, and May court hearings were rescheduled for later dates. The June court hearing was held at the Reentry Resource Center with appropriate social distancing measures and by teleconferencing. Future court hearings will follow this model until a return to normal is advised.

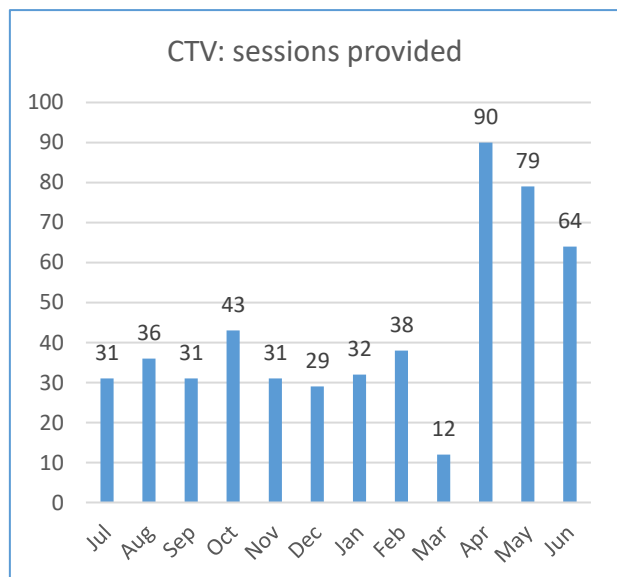
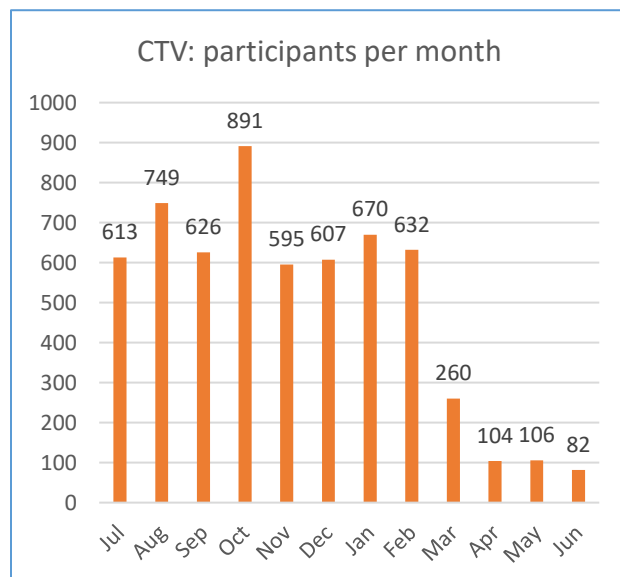
Behavioral Programming

Preventing recidivism does not rely solely on providing resources. Teaching clients to understand how their thought process leads to negative behaviors is a key component in teaching them to learn from past mistakes. ORS provides psychosocial programming and meditation-based life skills classes to clients in custody.

Restore! Program – Carry the Vision

Carry the Vision (CTV) provides classes based in mindfulness and self-awareness that give incarcerated individuals the skills to re-direct their thoughts and make positive decisions, manage negative emotions, reduce stress and anxiety which lead to negative behavior, and to realize a sense of purpose and meaning to their life. In the first two quarters, Carry the Vision has offered two curriculums: Restore Life Skills, which offers transferable tools and practices to support building compassion, peace and engendering personal responsibility for the client; and Restore Leadership, which builds on the first class and offers tools for self-awareness, self-management, and effective living.

- ❖ During the fiscal year, Carry the Vision provided 516 sessions in custody, in multiple units, with an average of 20 individuals per session and an average of 630 participating each month prior to COVID-19. Some of these sessions were provided in the community after the shelter-in-place.
- ❖ Carry the Vision transitioned to remote services and smaller, shorter sessions after the shelter-in-place order. After securing additional funding, CTV helped to provide their clients with financial assistance.



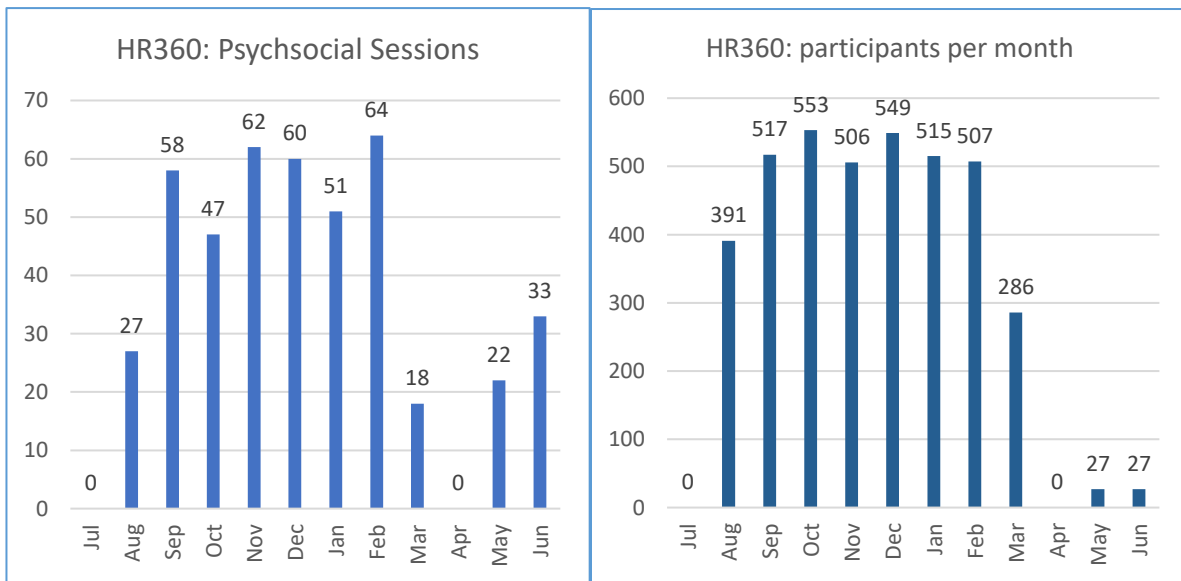
Project LEARN – Health Right 360

Health Right 360) offers classes in-custody clients based in cognitive behavioral therapy to help individuals improve their coping, reasoning, social, and problem-solving skills; to reduce their risk of alcohol and drug relapse; and reduce recidivism by retraining old habits into more prosocial behaviors. Two curriculums have been offered in-custody: Seeking Safety which promotes the development of coping skills to support and sustain safety from trauma triggers, substance use and impulsive behaviors; and Thinking for a Change focuses on the development and use of social skills and problem-solving skills, as well as cognitive restructuring regarding criminal thinking errors that are common among justice-involved individuals.

- ❖ During the fiscal year, HR360 provided 442 Psychosocial classes with an average of 500 clients participating each month prior to COVID-19.
- ❖ Starting in May, due to the jails being closed to visitors, HR360 began providing these classes to the Custodial Alternative Supervision Program participants (27 participants).

HR360 also provides a Cognitive Behavioral Therapy (CBT) Overview Class to clients of the Department of Pre-Trial Services which offers practical exercises and homework activities that are designed to help the participants retrain patterns of thought and begin to reshape their motivations, beliefs, emotions and behaviors.

- ❖ During the fiscal year, HR360 provided 40 CBT class sessions to Pre-Trial Services Clients with a total of 286 clients participating.
- ❖ These sessions were also transitioned to remote after the shelter-in-place.

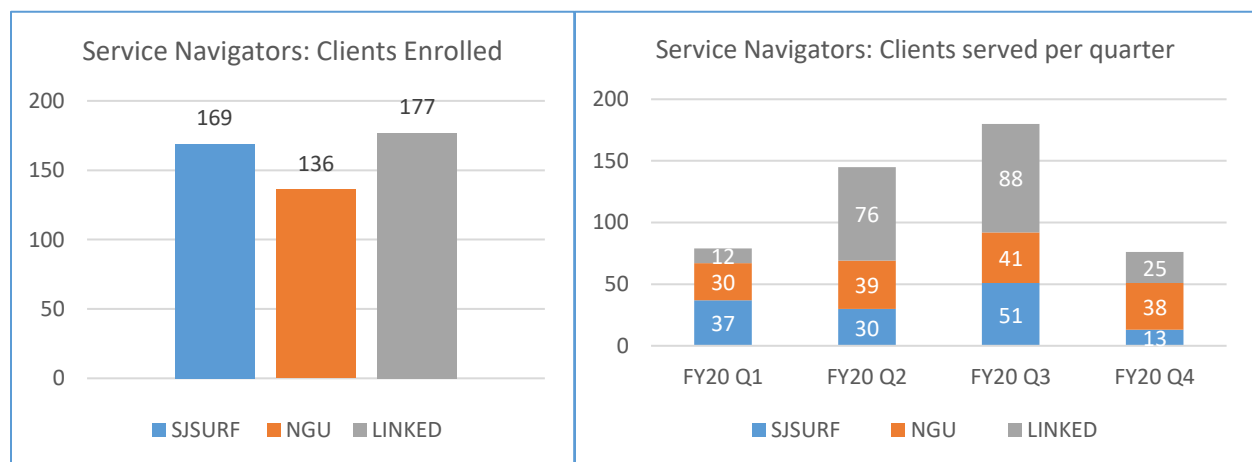


Service Navigation

1. **LINKED:** Receives referrals from the courts and the community
2. **Never Give Up (NGU):** Receives referrals from the jails and the community
3. **SJSU Research Foundation (SJSURF):** Receives referrals from the jails and the community

The three service navigators meet with clients in custody, in court, or in the community, and work with them to provide a reentry plan. If the client is referred from jail, case managers meet with the clients when they are still in custody and begin the process prior to release. For those already released, the case managers meet with them in the community and start the process at the Reentry Resource Center. Once a referral is received, the service navigators must screen/assess the client prior to enrollment.

Once the client is enrolled, a reentry plan is created, and the service navigators case manage clients for up to six months. The case management is centered around helping clients navigate the Adult ReEntry Network, and other resources. The case managers also assist with job search, housing search, filling out paperwork, transportation, and referrals to other services.



- ❖ During the fiscal year, out of 511 referrals the three service navigators assessed and enrolled 482 clients and linked 480 clients to services. All enrolled clients receive a reentry plan which serves a guide to get them stabilized in the community
- ❖ During the fiscal year, as they ramped up, the new service navigators served an increasing number of clients each quarter until the shelter-in-place order. Service navigators continue to serve clients remotely and in person when needed, however many pathways to resources were disrupted making it more difficult to provide navigation and services.
- ❖ The information above only reflects each navigator's wrap-around caseload. The service navigators also provide one-touch services and have been assisting with resource tables, hygiene kits, transportation, and other immediate needs.

Education

ORS provided one education program during the fiscal year and will be implementing additional programs in the following year.

1. ORS is contracting with the County Office of Education to provide reentry clients with a high school education. Classes will be offered every weekday and each client will be assessed regarding how many credits they need to graduate.
 - ❖ This program started in September 2020 and is provided via teleconference until the Reentry Center computer lab is available for classes.
2. ORS recently partnered with Coursera (no-cost MOU) to provide free online courses to reentry clients. Courses are provided by prestigious companies and/or universities. Clients will be able to access a wide variety of options including certification programs. Client will be able to access Coursera's full menu of content free of charge from any computer.
 - ❖ This agreement was finalized in September 2020 – ORS is currently working with partners to connect clients to the free online classes and to identify potential computer space for clients who do not have a smartphone or computer.

San Jose City College – Peer Mentor Certification and Financial Literacy

SJCC provides Drug and Alcohol Studies classes at the reentry resource center. These classes teach students how to become a peer mentor and represent the first step in becoming a licensed counselor.

- ❖ For the Fall 2019 semester 28 students were enrolled and 25 passed the first semester.
- ❖ For the Spring 2020, all 25 who completed the first semester enrolled and 23 went on to complete.
- ❖ 23 (82%) of the original 28 graduated

This contact also provides financial literacy workshops and one-on one financial coaching to reentry clients. Workshops are offered once per week at the Reentry Center or partner sites.

FIRST 5 – Parenting Programs

ORS partnered with FIRST 5 in September of 2019. FIRST 5 provided three parenting curriculums (Triple P, Opening Doors, and InsideOut Dad) in custody and family resource linkage at the RRC. After the shelter-in-place, FIRST 5 transitioned to providing resources to families in the community. Because FIRST 5 did not invoice the County and provided these services in-kind, ORS is working on extending their contract for the following fiscal year.

Data Sources

Type	Provider	Source/Database
Realignment population demographics	Information Services Department (ISD)	Criminal Justice Information Control (CJIC)
Reentry Resource Center data	Technology Services and Solutions (TSS)	Referral Tracking System (RTS)
Social Services - Benefits	Social Services Agency	CalWin Database
Behavioral Health RRC team	Behavioral Health Services Department	Unicare/Access databases
Behavioral Health – Mental Health Services	Behavioral Health Services Department	Unicare database
Behavioral Health - Substance Use Treatment Services	Behavioral Health Services Department	Unicare database
Faith Reentry Collaborative	Behavioral Health Services Department	Excel database/Unicare
Medical Mobile Unit	Valley Homeless Healthcare Program	HealthLink database
Supportive Housing	Office of Supportive Housing	HMIS and Excel database
Adult Probation Service Contracts	Adult Probation Department	Excel database
ORS Service Contracts	Office of Reentry Services	Excel database
In-Custody Programming	Office of the Sheriff	Excel database
CASP Outcomes	Office of the Sheriff	CJIC and Excel databases
Probation Supervision Outcomes	Adult Probation Department	Supervision High-tech Automated Record Keeping System (SHARKS)
Reentry Expungement Program	Public Defender Office	PDO Database