

Fiscal
Year
2020-2021

Public Safety and Justice

Realignment (AB109) and Reentry Services



Semi-Annual Report

July 2020 – June 2021

PREPARED BY

COUNTY OF SANTA CLARA: OFFICE OF REENTRY SERVICES

OFFICE OF REENTRY SERVICES 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), which were moved to the Re-Entry Network committee in October 2021. These reports update leadership on the status of the Realignment population and initiatives funded through AB 109. This is the second semi-annual report of FY 20/21, which covers the full fiscal year (July 2020 – June 2021).

Realignment Classifications

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

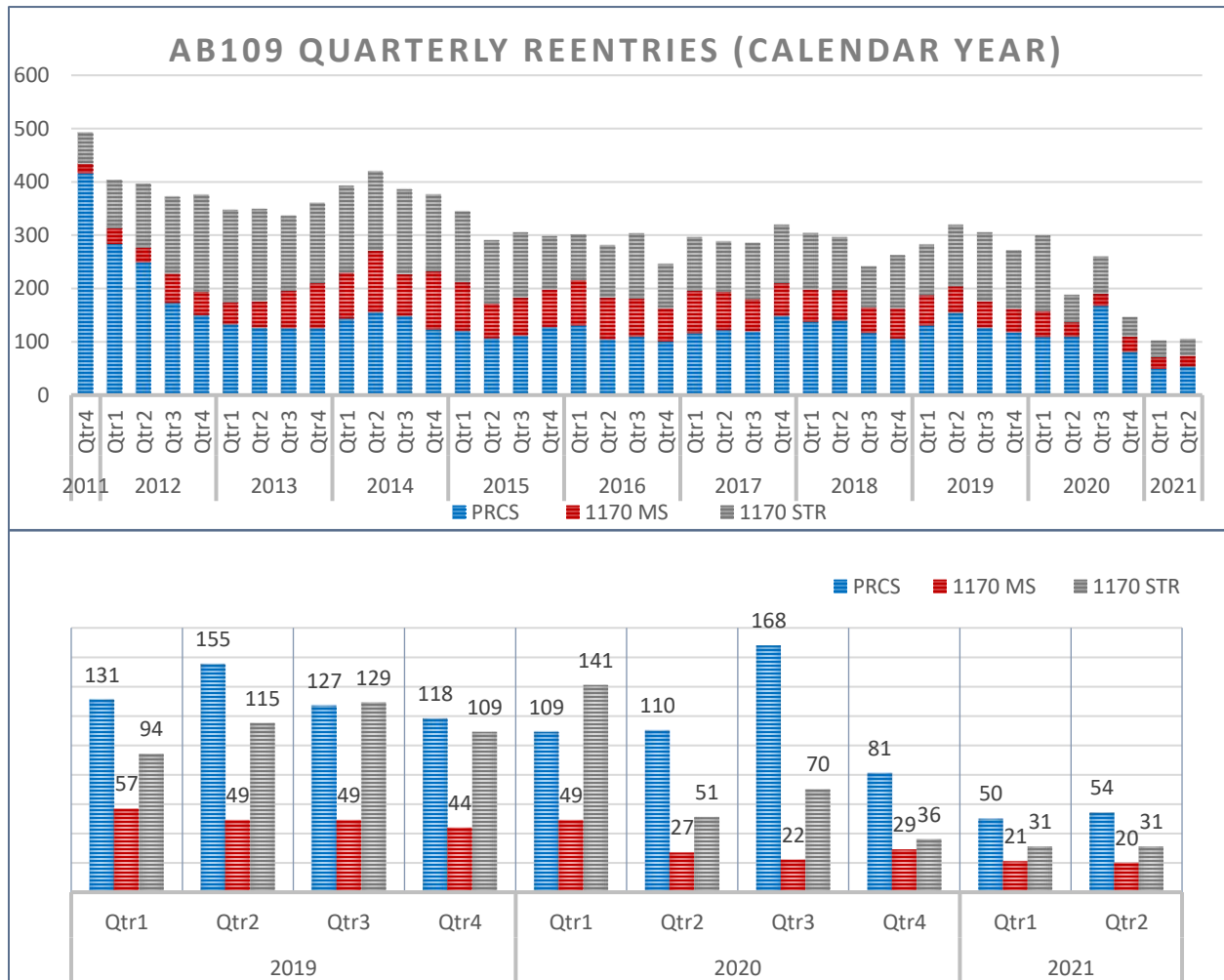
- ❖ **PRCS:** The Post Release Community Supervision population is comprised of lower level felons released from state prison into county supervision. Instead of being supervised by parole, they are supervised by the Adult Probation Department.
- ❖ **1170(h):** Individuals sentenced under penal code 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 served 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:

- ❖ 9,231 individuals had reentered Santa Clara County under Realignment since October 2011.
- ❖ There had been 11,939 reentries overall, as some individuals were released under AB 109 more than once at different times and under different classifications.
 - ⇒ 45% (5,381) of reentries were under PRCS
 - ⇒ 36% (4,296) were under 1170(h) – without supervision (STR)
 - ⇒ 19% (2,262) were under 1170(h) – with mandatory supervision (MS)



Prior to COVID-19, releases under AB 109 had flattened out at about 300 releases per quarter. After the public health orders went into place in March 2020, 1170(h) releases declined — partly due to efforts to keep the jail populations at minimum. PRCS releases remained consistent initially, but spiked between July 2020 and September 2020, and then sharply decreased the following quarters. Overall, realignment releases have declined since the onset of the pandemic as justice institutions made operational and policy changes.

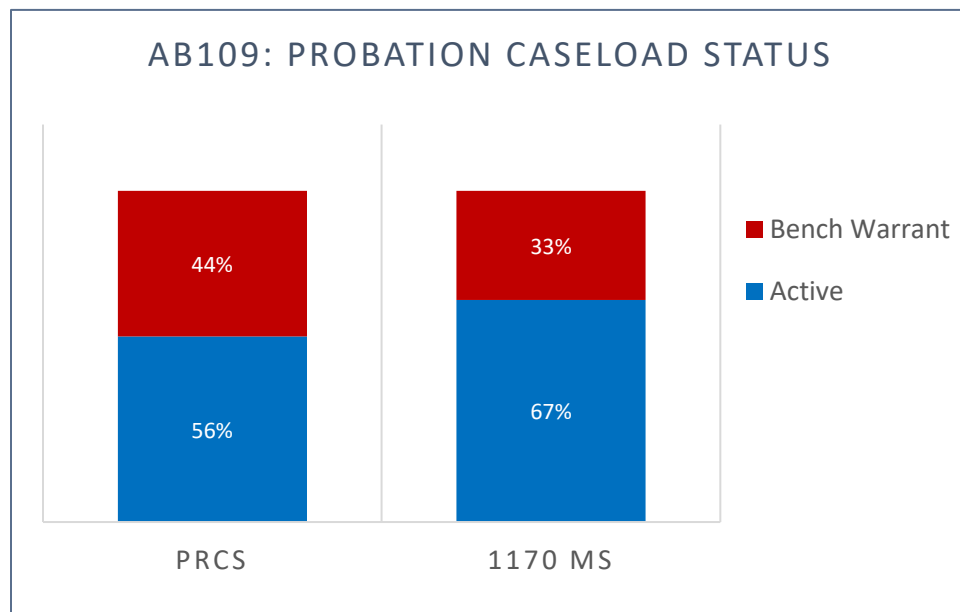
Realignment Supervision Caseloads

The majority of Realignment clients under supervision are supervised by the Adult Probation Department 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, 2021:

The Adult Probation Department was supervising 1,336 individuals (down from 1,625 in December 2020) on Realignment caseloads. Of these individuals 782 (59%) 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 1170 (h) MS clients, which has been observed throughout past iterations of this report.



	PRCS	1170 MS	Status Total
<i>Active</i>	606	176	782
<i>Bench Warrant</i>	467	87	554
<i>Caseload Total</i>	1,073	263	1,336

Custodial Alternative Supervision Program (CASP)

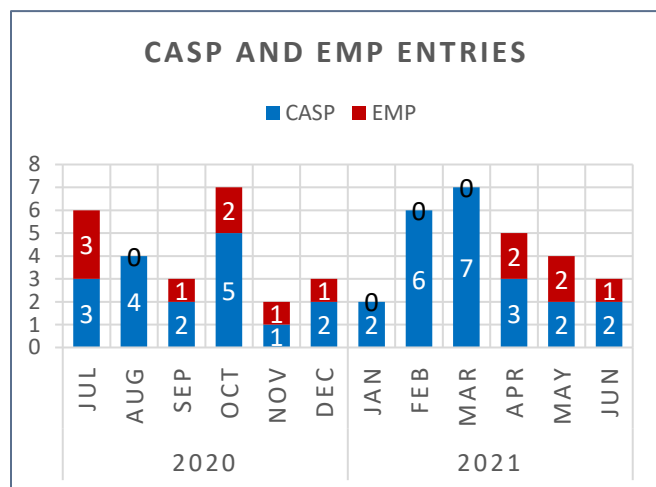
CASP allows clients to serve the remainder of their sentence in the community under supervision by a specialized unit of Sheriff’s deputies. While finishing their sentence in the community, CASP participants can look for work, hold a job, live at home, and reconnect with family. If the client is not 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.

Starting in 2020, a new Sheriff’s Electronic Monitoring Program (EMP) was initiated as a part of efforts to mitigate COVID-19 within the Jail by lowering the population while maintaining community safety. Some of the individuals placed on Sheriff’s EMP were AB109 inmates and efforts were made to track them independently of non-AB109 inmates also in the program. In recent months EMP has not been as widely utilized. It is still being evaluated for continuation going forward.

During the fiscal year:

- ❖ There were 52 entries into the programs (39 CASP and 13 EMP)
- ❖ There were 71 dispositions for 68 individuals (52 CASP and 16 EMP).
- ❖ Of the 68 individuals who exited, 56 (82%) were successful.
- ❖ As of June 30, 2021: 19 participants were active (16 CASP and 3 EMP).
- ❖ There were 3 individuals who absconded from CAPS – all completed.
- ❖ During year, there were no new law violations from active CASP participants.

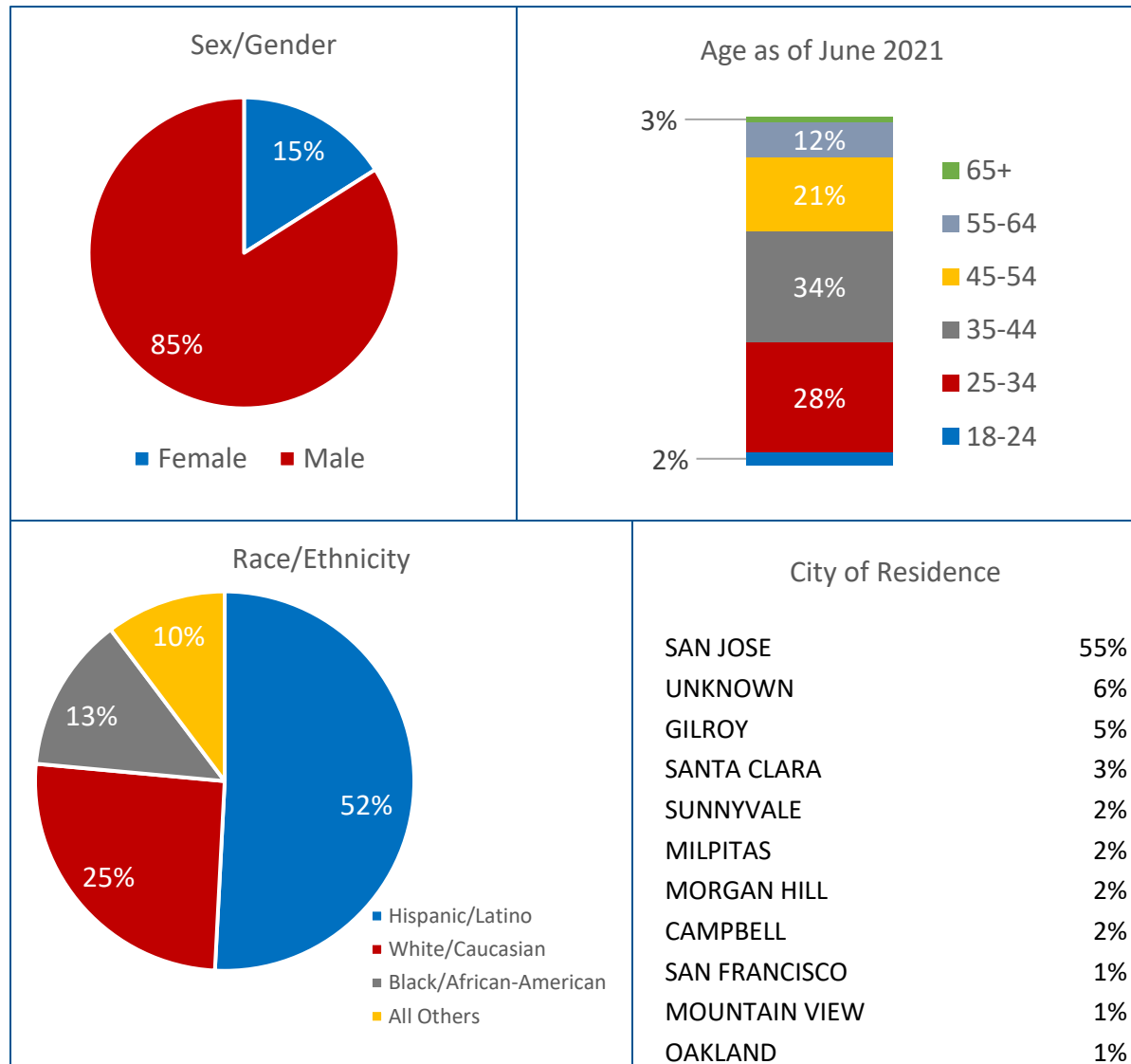
Dispositions	CASP	EMP
<i>Successful</i>	51	16
<i>Drug Test Failure</i>	8	0
<i>Program Failure</i>	6	0
<i>Return Completion</i>	5	0
<i>Absconded</i>	3	0
<i>Other</i>	2	0
<i>Non-Reporting</i>	1	0



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 population continues to shift older each iteration, the average age is about 41 years old, the oldest Realignment client was born in 1927.



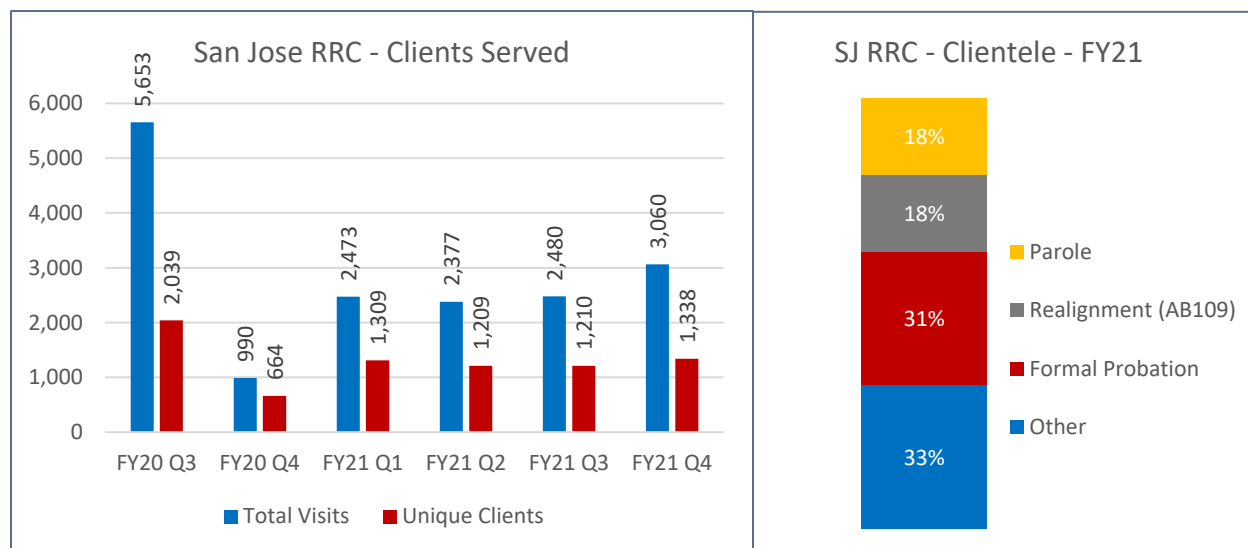
The residence breakdown shows the most common cities of residence, all other unlisted cities are under one percent. Nearly 60% of individuals released under AB 109 report residing in San Jose. City of residence best indicates where the individual was living prior to custody, not necessarily their destination 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 are listed as unknown.

Reentry Resource Centers (RRCs)

As of June 2021, the RRC(s) had served over 20,000 unique reentry clients since the San Jose center’s 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 typically served 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. Since the initial decline, visits began to trend upward again as Reentry partners adapted and vaccination rollouts allowed for flexibility in operations.

San Jose Reentry Resource Center

- ❖ During the fiscal year, there were 3,180 unique clients served at the RRC (18% female).
- ❖ At least 46% of clients were homeless at intake (7% did not report housing status)
- ❖ At least 60% of clients were unemployed and actively looking for work at intake, about 85% were unemployed overall (some clients are not looking for work and/or are disabled)



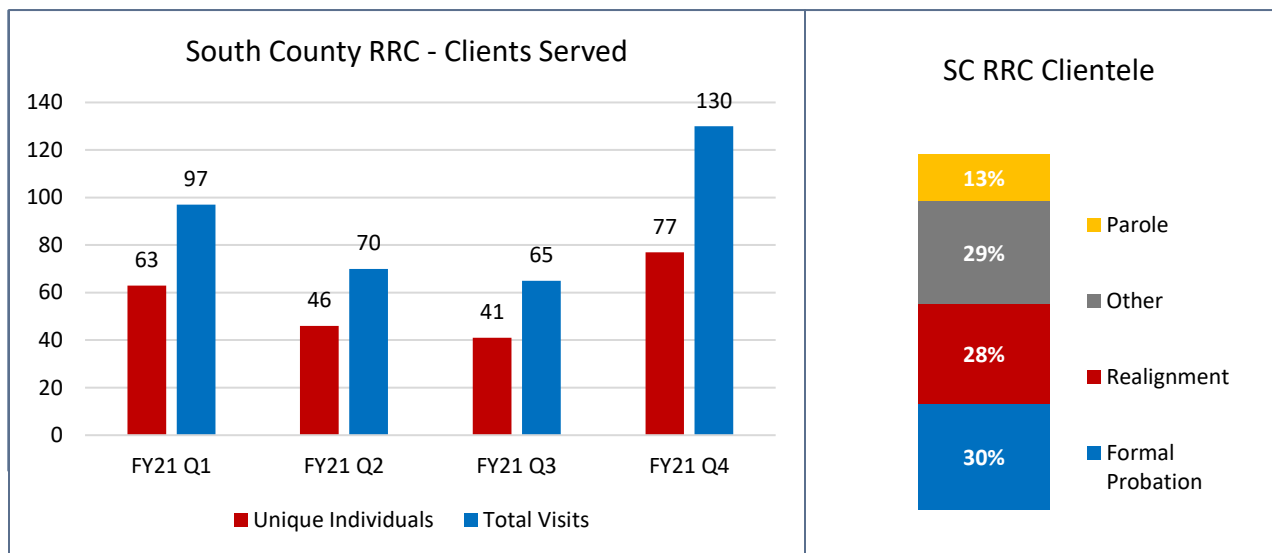
Prior to the pandemic, the San Jose RRC typically received around 6,000 visits from over 2,000 unique clients each quarter. Aside from formal probationers, realignment clients are typically the largest specific cohort visiting the center, representing about 20 percent of RRC clientele served over the last three years (18% for FY21). The “other” category shown in the chart above is comprised of multiple populations such as unsupervised general releases, pretrial clients, diversion participants, 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.

South County Reentry Resource Center

The goal of the South County RRC (SC 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 SC 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.



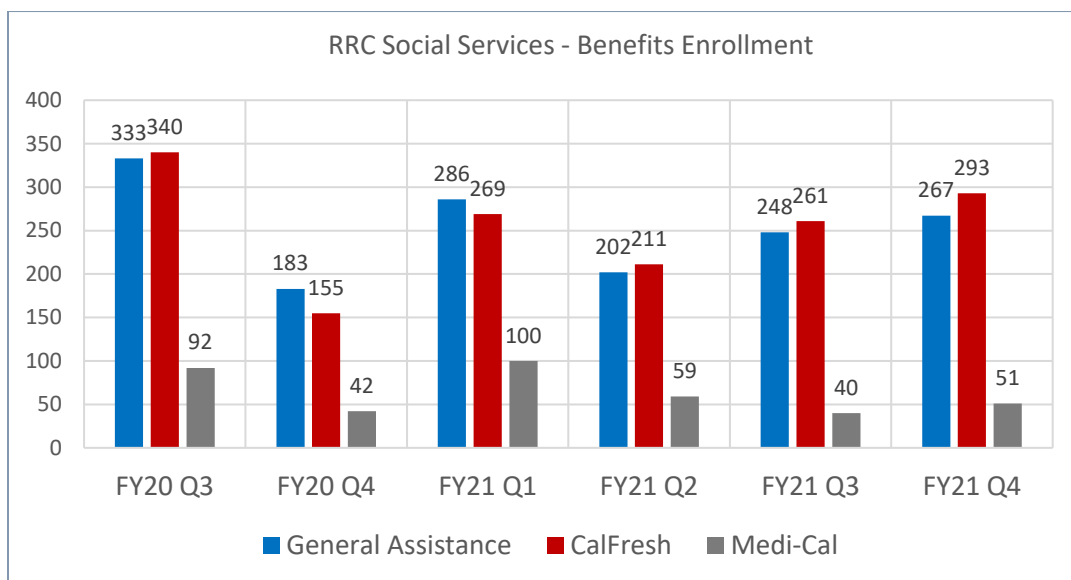
The charts above show that South County’s client flow remained low during second and third quarters of the fiscal year, but began to trend upward at the end of the year as service operations became more flexible and more in-person options were available. In the first quarter of the fiscal year, the Medical 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 the most visited partner at the RRC. Applying for benefits such as General Assistance, CalFresh (food stamps), and Medi-Cal enrollment (if they are not enrolled in custody) is the first step for most clients after exiting custody. Due to COVID and the shelter-in-place many clients are routed to the main SSA offices. After a significant decrease in traffic during the pandemic, numbers have increased, and financial assistance allocated through the Reentry Centers is much higher for the fiscal year compared to calendar year 2020.

During fiscal year (July 2020 – June 2021):

- ❖ SSA processed 1,743 applications (up from 830 for the calendar year) for 1,480 applicants through the RRC.
- ❖ Overall, there were 1,167 applicants that received benefits during the first half of the year.

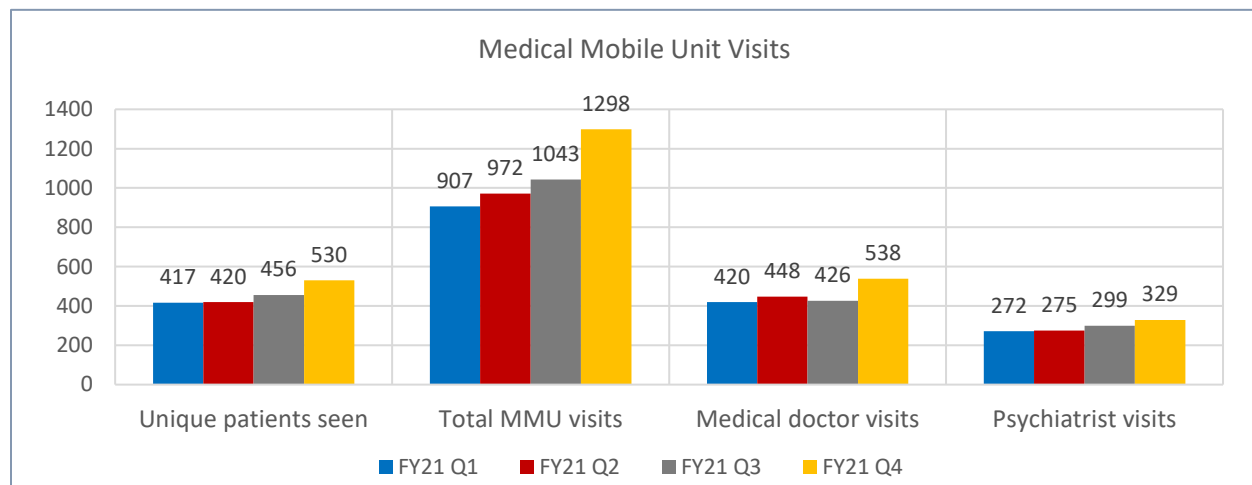


- ❖ 616 (53%) of benefit recipients were homeless at the time they applied.
- ❖ 950 applicants received General Assistance – 393 (71%) were employable.
- ❖ 993 applicants received CalFresh food assistance.
- ❖ 251 applicants received Medi-Cal health coverage.
- ❖ \$805,962 was granted through General Assistance.
- ❖ \$1,292,930 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.



	FY21 Q1	FY21 Q2	FY21 Q3	FY21 Q4
<i>Unique patients seen</i>	417	420	456	530
<i>Total MMU visits</i>	907	972	1,043	1,298
<i>Medical doctor visits</i>	420	448	426	538
<i>Psychiatrists visits</i>	272	275	299	329
<i>CHW visits</i>	45	64	28	72
<i>CHW patients</i>	21	38	25	46
<i>Social Worker visits</i>	187	175	208	244
<i>Social Worker patients</i>	95	79	104	99

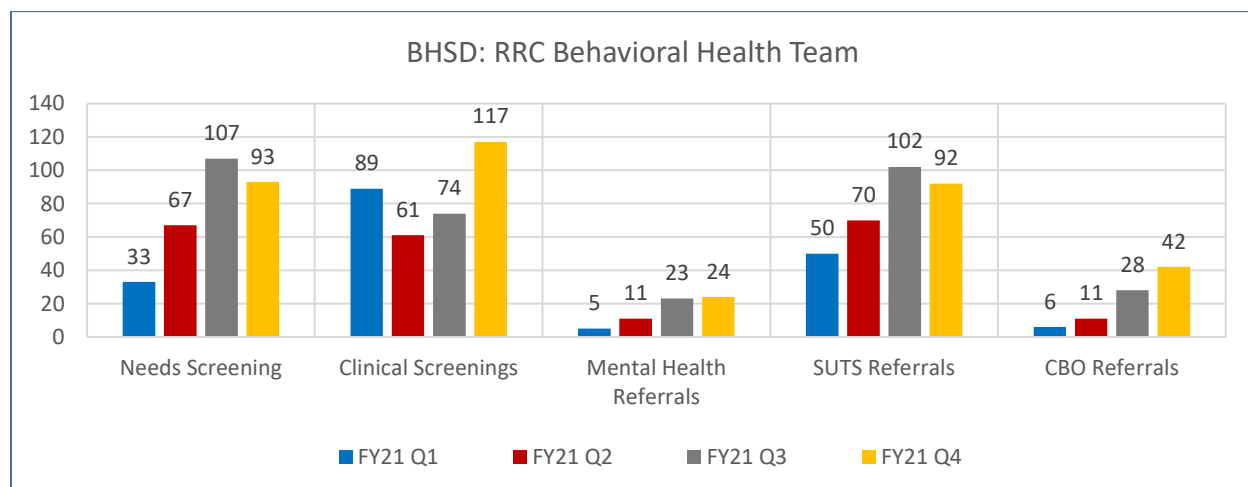
The MMU was visited 4,220 times during the fiscal year. CHWs utilize google forms to track encounters with clients in the field where connectivity is often an issue. As a result, some encounters are not tracked in HealthLink, meaning actual encounters are higher than reported. Now that MMU staff are not assigned to Disaster Service Work they are back at the Reentry Centers. They now have two busses on site to ensure clients can be served sooner and with more social distancing options.

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. The team also provides substance use outpatient treatment 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)

The numbers below show all RRC clients who engaged with the Behavioral Health Team between July 2020 and June 2021.



During the fiscal year:

- ❖ The BHT served 747 unique individuals over 2,298 visits.
- ❖ 300 critical needs screenings and 341 clinical screenings were conducted.
- ❖ 314 referrals were made to substance use treatment providers.
- ❖ 63 referrals were made to mental health treatment providers.
- ❖ 87 referrals were made to community-based providers.
- ❖ The BHT provided 161 enrollments (153 unique clients) and 2,527 sessions of outpatient services.

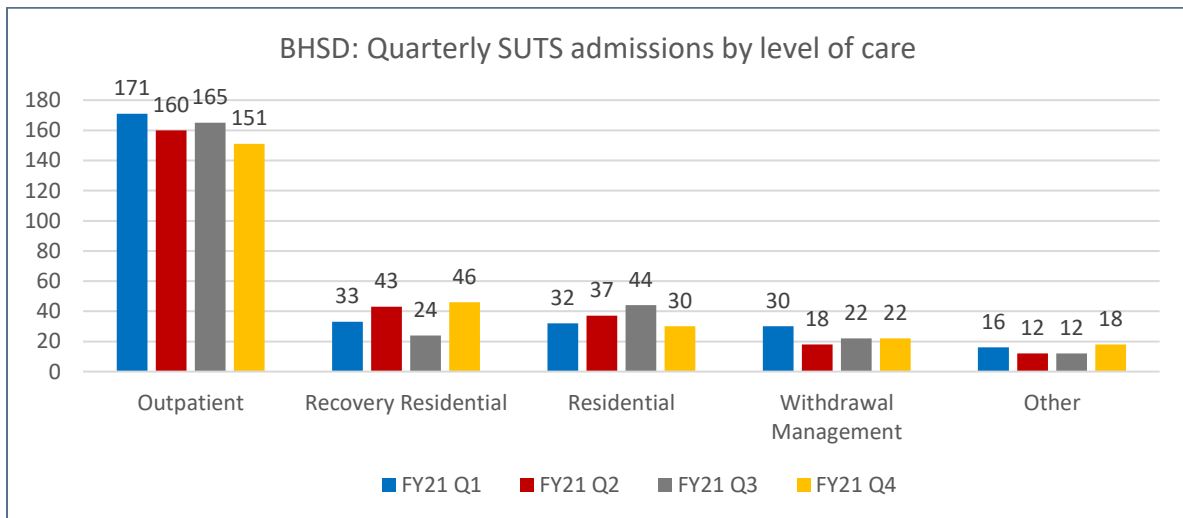
BHT outputs had declined during the pandemic response but have trended upward during the fiscal year. The team is currently exploring additional avenues of service, such as working with the Prop 47 population and expanding outpatient services.

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:

- ❖ SUTS admitted 685 unique individuals to treatment.
- ❖ There were 1,086 admissions in total (some individuals are admitted more than once).
- ❖ Outpatient was the most utilized service at 60% (647) of admissions.
- ❖ 306 (28%) 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 but recovery residential is not treatment.

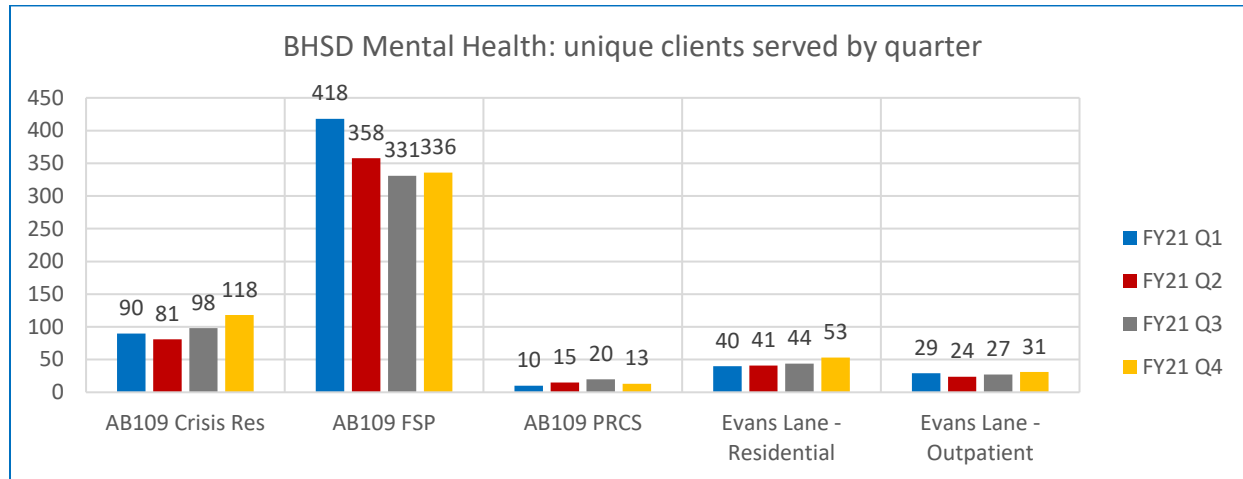


SUTS discharge outcomes are broken down as completed, satisfactory or other:

- ❖ Outpatient had 394 discharges, 36% were completions and 31% were satisfactory.
- ❖ Residential had 103 discharges, 47% were completions and 24% were satisfactory.
- ❖ Withdrawal Management had 63 discharges, 2% were completions and 73% satisfactory.
- ❖ For each type of treatment these outcomes vary significantly depending on provider but overall:
 - 66% of outpatient discharges were successful.
 - 71% of residential discharges were successful.
 - 76% of withdrawal management discharges were successful.

Behavioral Health – Mental Health Treatment Services

The numbers below show unique clients served by Realignment-funded mental health services, which include five levels of care. Full-Service Partnership (FSP) was the highest utilized serving 589 unique patients during the fiscal year.

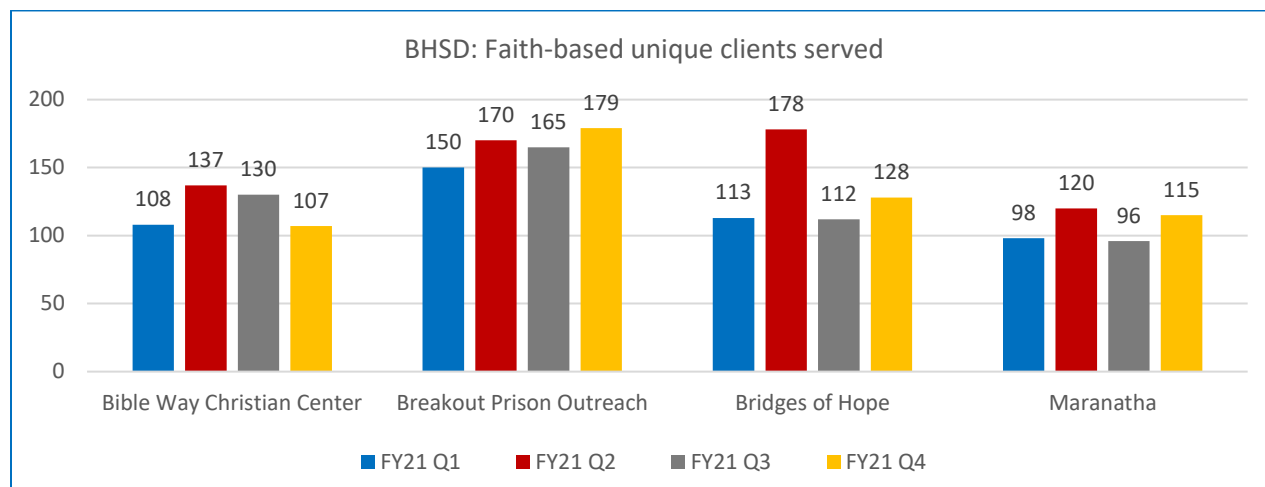


Level of Care	Discharges	Completions	Other successful	Other neutral	No Data	Unsuccessful	Total Successful	% Successful
Crisis Residential	330	158	35	1	0	136	193	58.48%
Evans Lane-Outpatient	15	6	0	0	0	9	6	40.00%
Evans Lane-Residential	27	11	0	1	0	15	11	40.74%
FSP	107	55	3	2	3	44	58	54.21%
PRCS	23	20	0	0	2	1	20	86.96%
TOTAL	1,258	595	47	46	89	481	642	51.03%

- ❖ During the fiscal year there were 1,258 discharges from the above levels of care. Data were not available for 89 (7%) of the discharges. Of the 1,169 known outcomes, 642 (55%) were completions or fell into another successful category.
- ❖ Crisis Residential had the most discharges (330) during the fiscal year and had the second highest success rate at 58%. Discharges were high as the program is a 21-day service.
- ❖ FSP had the highest average length of stay at 212 days (the contracted stay is up to one year). PRCS had the highest rate of success and the lowest number of discharges (180-day program).
- ❖ During the fiscal year, there were 918 new admissions into these treatment programs:
 - Crisis Residential: 343 admissions
 - Full-Service Partnership: 431 admissions
 - PRCS: 18 admissions
 - Evan’s Lane Residential: 88 admissions
 - Evan’s Lane Outpatient: 38 admissions

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 Christian Center	Breakout Prison Outreach	Bridges of Hope	Maranatha	Total Number of Services
Food	244	78	472	112	906
Clothing	152	248	208	107	715
Housing	117	402	246	137	902
Legal Assistance	13	241	674	55	983
Transportation	400	558	525	296	1,779
Job/Employment	63	228	143	196	630
Education	19	22	78	9	128
Faith Counseling	1,756	2,853	853	1,274	6,736
Healthcare	6	97	89	16	208
Grooming/Hygiene	205	200	145	61	611
DV Resources	1	1	0	1	3
Financial Support	28	67	376	7	478
Language/Literacy	0	0	98	0	98
FBRC Total	3,004	4,995	3,907	2,271	14,177

- ❖ During the fiscal year, the FBRCs provided 14,177 services to 1,343 reentry clients. Aside from faith counseling, transportation services were the most frequently provided services, followed by legal, housing, and food assistance. All together the four centers served an average of 526 clients per quarter.
- ❖ During the fiscal year there were 756 discharges and 672 known outcomes from FBRC wrap-around case management services; 354 of the 672 (53%) were recorded as successful.

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 different ways, one of which is through reentry-specific channels.

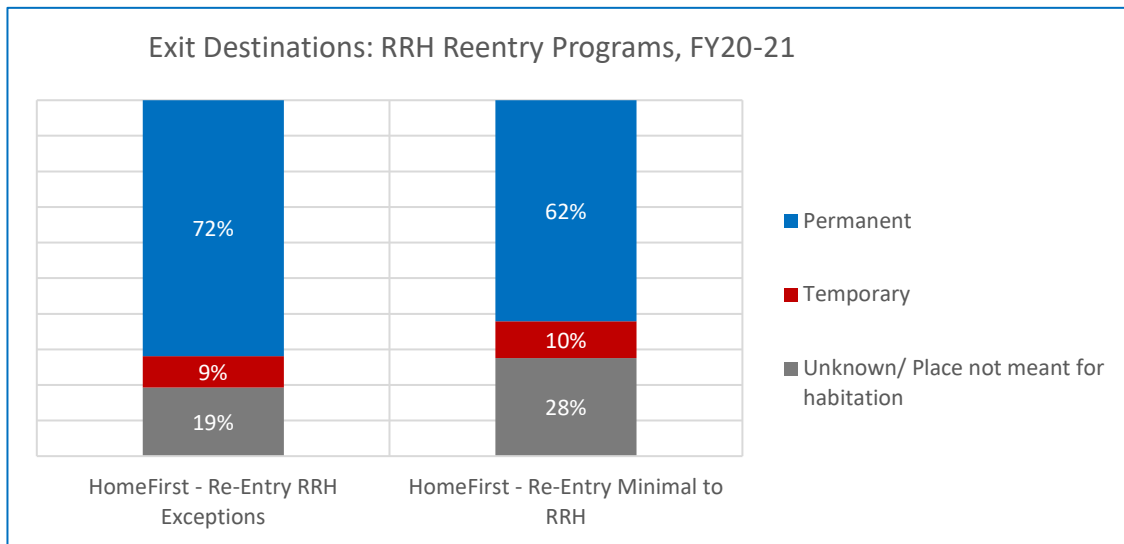
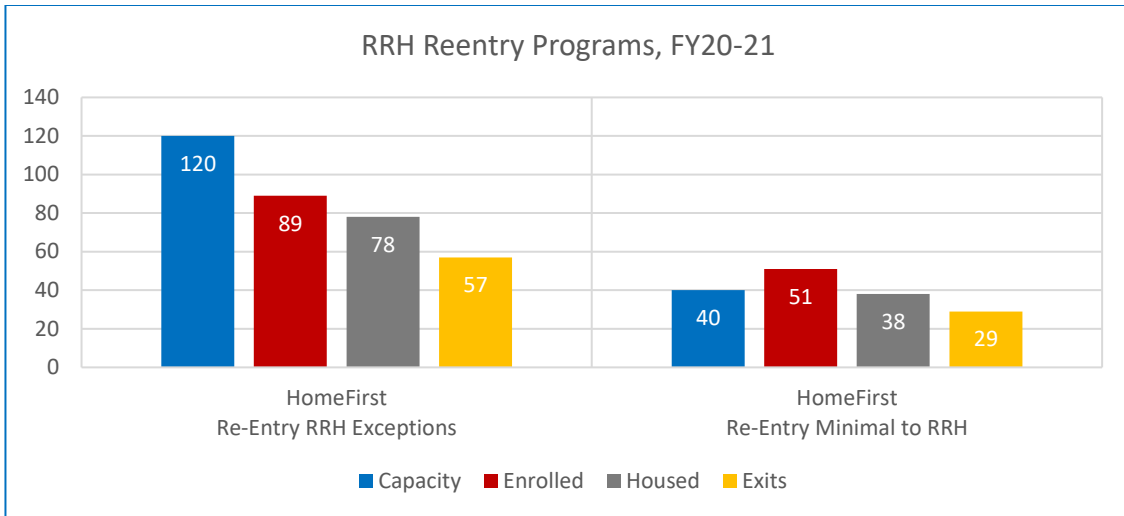
The Reentry Rapid Rehousing (RRRH) programs follow an evidence-based model and provides a time-limited rental subsidy with supportive services to criminal justice involved homeless households. The goal of the RRRH programs is to provide support services to households in order to place them into housing and enable them to become self-sufficient while they are enrolled in the program.

Homeless reentry clients are screened for programs using the Vulnerability Index - Service Prioritization Decision Assistance Tool (VI-SPDAT). Clients screened at the Reentry Resource Center (RRC) may be eligible for any of up to 24 Rapid Rehousing programs county-wide.

With the pandemic, the Reentry Resource Center has seen adjustments in the service delivery in order to adhere to the Shelter in Place order as well as mask and social distancing requirements for the safety of clients and staff. OSH has continued onsite service delivery throughout this crisis and housing programs have adjusted to ensure continued services and program opportunities to the reentry population during this crisis (housing hotline open from 9am-6pm seven days a week).

- ❖ During the period from July 1, 2020 to June 30, 2021, 194 VI-SPDAT assessments were conducted at the RRC.
- ❖ Most assessments conducted at the RRC fell within Permanent Supportive Housing range (53%) and Rapid Rehousing (40%) ranges – 7% were in the minimal intervention range.
- ❖ Of the 194 assessed, 166 (86%) were referred to the community queue for housing program placement, which led to 15 enrollments in housing programs (3 PSH and 12 RRH) during the fiscal year.

Many reentry client assessments happen outside the Reentry Resource Center. There were 1,396 VI-SPDATs completed County-wide between July 1, 2020 and June 30, 2021 who self-reported being in jail in the past 6 months. Of the 1,396 assessments, 957 of these clients were added to the Community Queue, 269 of the queued clients received program referrals and 191 (71%) of those referred were enrolled in Rapid Rehousing or Permanent Supportive Housing programs sometime in FY20-21 (16 clients were enrolled in Reentry RRH programs).



There were 89 RRRH program exits during the fiscal year, 72% of the exits from the Exceptions program transitioned into permanent housing – compared to 62% from the Minimal program.

Between July 2020 and June 2021:

- ❖ The OSH drop-in housing support services at the San Jose Reentry Center provided services to 1,484 clients. Services provided include housing support, referral services, low-income housing lists, and assistance navigating the housing system (including emergency placement during the COVID-19 crisis).
- ❖ The OSH Community Worker completed 179 VI-SPDAT housing assessments for homeless individuals during this time.

Public Defender – Reentry Expungement Program

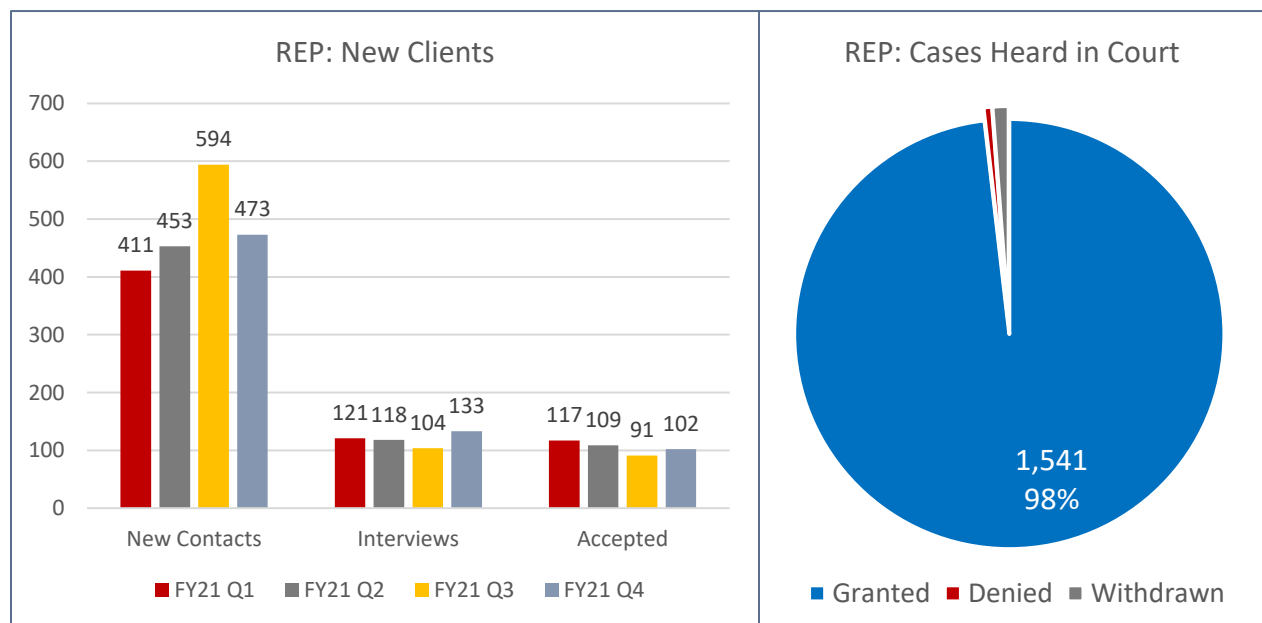
The Public Defender’s Office (PDO) is also housed at the RRC. PDO operates the Reentry Expungement Program (REP), which assists clients with record clearance. As of June 30, 2021, approximately 15,543 people had contacted REP since the program began in September 2013.

During the fiscal year:

- ❖ 1,931 new persons contacted REP and PDO conducted 476 screening interviews:
 - From these interviews 419 (88%) clients were accepted
 - Those not accepted were not eligible for expungement or were financially overqualified for the program.

- ❖ 1,570 dockets/cases (not clients) submitted for expungement were heard in court, this does not include petitions filed and awaiting judgement:
 - 1,541(98%) dockets were granted relief.
 - Less than 1% of cases were denied (n=10).
 - About 1% of cases were withdrawn (n=19) for changes in eligibility.

- ❖ 74 mandatory expungement applications were prepared/submitted to Adult Probation, one case was granted relief, the remaining 73 were pending at the end of the fiscal year.

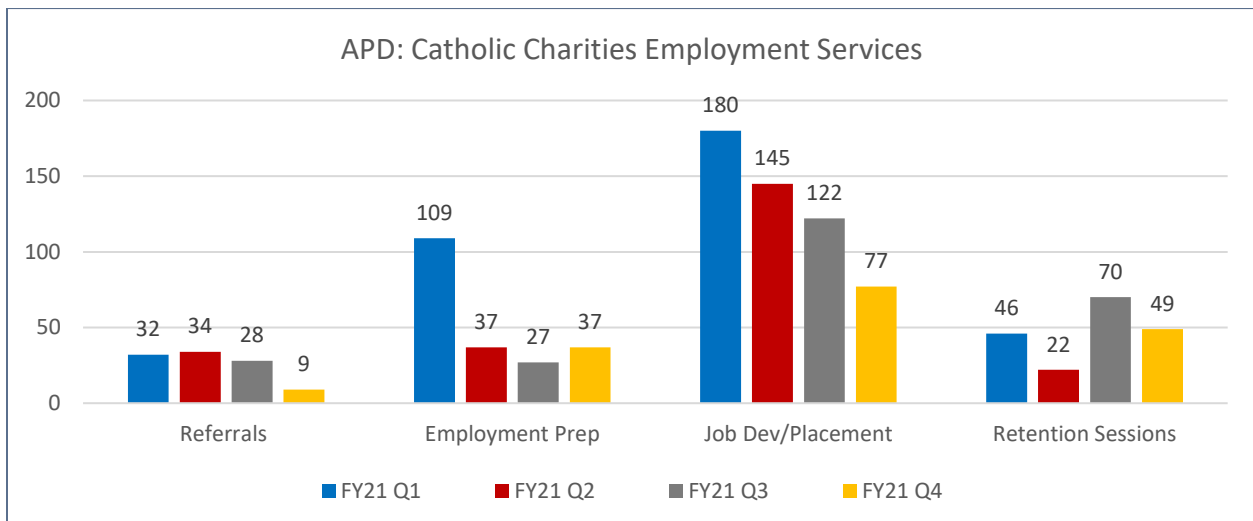


Adult Probation Department – Contracted Services

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 103 clients to Catholic Charities.
- ❖ Catholic Charities completed 210 employment preparation sessions for 68 clients.
- ❖ The program also completed 524 job development and placement sessions for 88 clients.
- ❖ 187 separate retention sessions were provided to 56 clients.

Catholic Charities reported several successes and challenges over the course of the fiscal year. COVID-19 and the associated restrictions in the county slowed the hiring process for many businesses. A relationship with a large staffing agency proved to be fruitful to connect clients to jobs in the manufacturing sector where demand remains high. Clients have been relatively well compensated with the average wage across recent months being more than \$20 per hour.

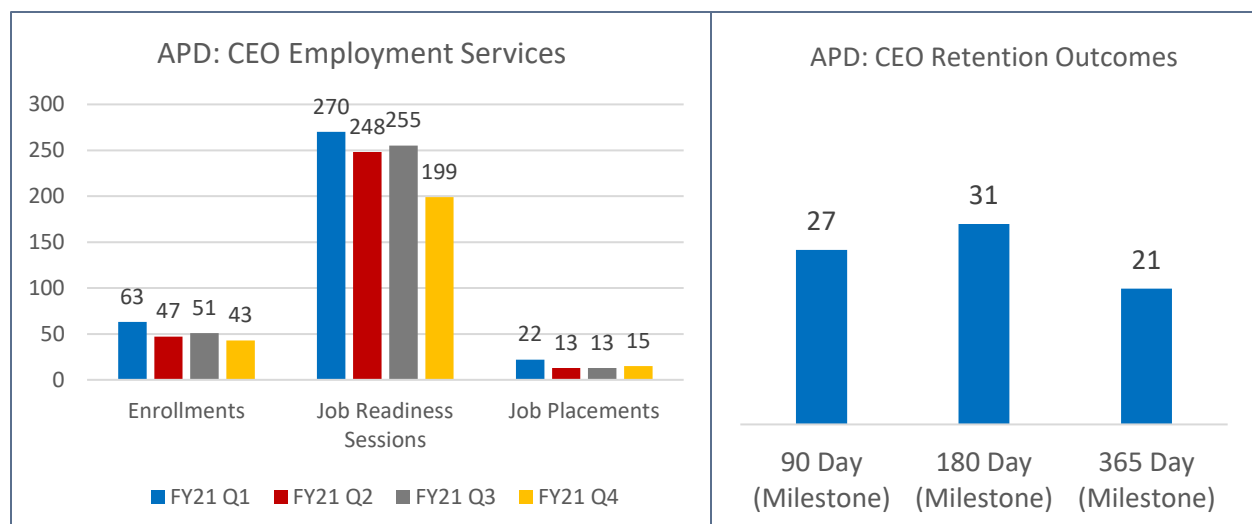
Vocational Education and Employment – Center for Employment Opportunities

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. 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. CEO implemented this curriculum which includes training on roadway flagging, hazard communication, vegetation management and other critical services. In light of this change and response to COVID-19, the number of job readiness sessions increased significantly in April and May 2020 and continued to be high throughout fiscal year 2021. In total 972 clients, some of whom attended multiple meetings experienced these sessions in fiscal year 2021.

During the fiscal year:

- ❖ CEO enrolled 204 clients referred by probation.
- ❖ CEO provided 972 sessions of job readiness/coaching sessions.
- ❖ 63 clients had secured employment following successful completion of the program.
- ❖ Caltrans work crews collected 31,434 bags of roadside litter.
- ❖ Work crews completed 64,908 hours of work.
- ❖ 79 clients retained employment for at least 90-days and up to 365 days.



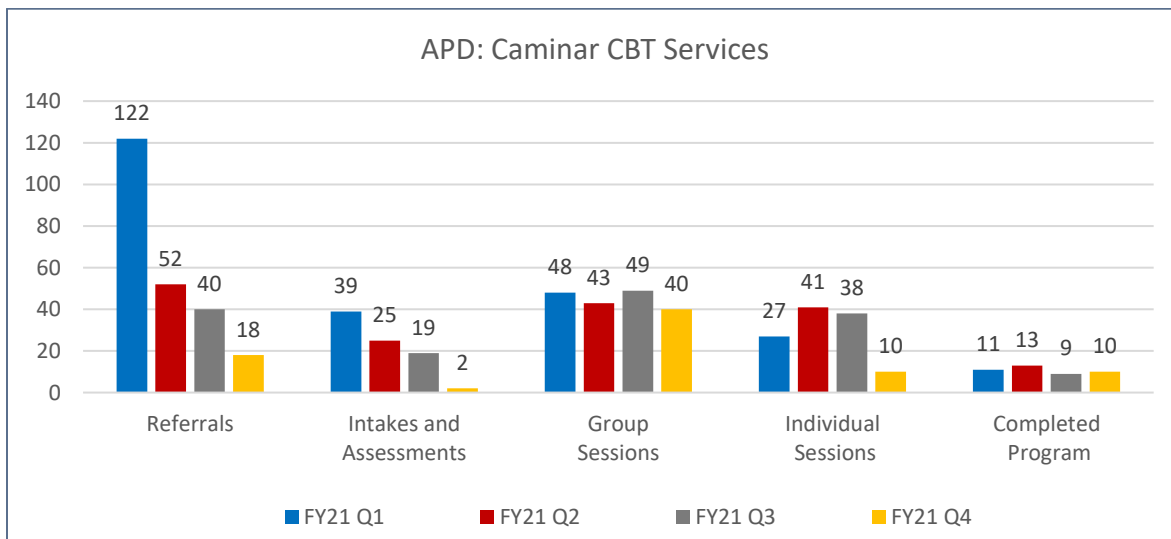
* This program was not funded with Realignment dollars in FY20-21. One-time Realignment funds will partly fund the program in FY21-22.

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 referrals for 232 unique clients to Caminar’s CBT program.
- ❖ Caminar completed 85 intakes and assessments
- ❖ There were 180 group sessions and 116 individual sessions of behavioral programming.
- ❖ There were 43 completions as of June 2021.



Much of the difference between the number of referred clients (232) and the number that completed the program (43) can be attributed to clients being active or transitioning in the program at the time of this report (the program is approximately four months in long). Many clients referred to the program also never received services because they did not return calls or engage with the program.

Fiscal year 2021 was the final year of the service agreement with Caminar for this program. A competitive request for proposals process was initiated early in 2021 and resulted in the contract being awarded to another organization, Gardner Family Health Network who will take over in July 2021.

Office of Reentry Services – Contracted Services

The Office of Reentry Services (ORS) managed seventeen reentry services contracts Fiscal Year 2021. The services provided are broken down below into the following categories: employment, legal, behavioral, service navigation, and education. As of January 2021, these contracts employed over 60 staff – many of whom have lived experience.

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 on-site capacities. In May 2021 in-person custody programs began phasing back into Elmwood and back to Main Jail in September 2021. Some programs will maintain hybrid models and utilize virtual components.

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 program:** 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.

ORS also partners (no-cost MOUs) with vocational education software providers:

- ❖ Coursera provides a wide range of free online classes including courses from prestigious universities and companies and vocational certification programs. As of September 2021, 102 reentry clients were enrolled in the program.
- ❖ ORS has been working with CityLab which provides a free computer skill course to clients. The course offered is the first in a series of three classes in the Cisco information technology curriculum. The course is presented as a 70-hour, instructor-led curriculum to help students develop workforce readiness skills and build a foundation for success in networking-related careers. This course will be provided in-person/on-site.

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

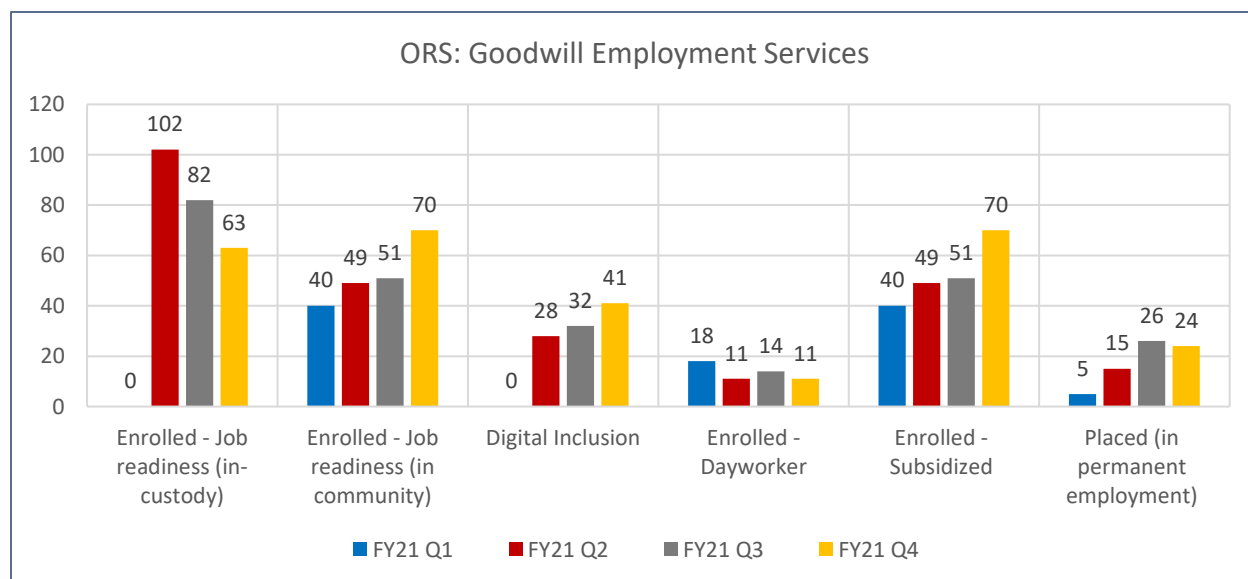
Goodwill of Silicon Valley provides a variety of services to help justice-involved individuals enter the workforce after their time in custody. Participating clients in-custody can take classes on job readiness and life skills critical for them to find and keep employment. These classes also contain cognitive behavioral comments which help clients learn to regulate their behavior. 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, peer support, and one year of job retention services.

During the fiscal year:

- ❖ 210 formerly incarcerated clients enrolled into the NOW employment program (subsidized employment).
- ❖ 210 (community) and 247 (custody) were enrolled in job readiness classes that will increase their ability to find and retain jobs – these classes also have a cognitive behavioral (Moral Reconciliation Therapy) component.
- ❖ 70 clients were placed into permanent employment during the year. Over the last two fiscal years, 192 clients have been placed into employment, 142 (24 still in progress and 26 unknowns) have retained employment for at least 90 days as of June 2021.
- ❖ 54 clients were enrolled in the Day Worker Program, and all were able to find short-term placements.
- ❖ In November 2020, Goodwill implemented a digital inclusion course allows clients who complete a series of digital literacy classes to free receive a laptop and internet access so can

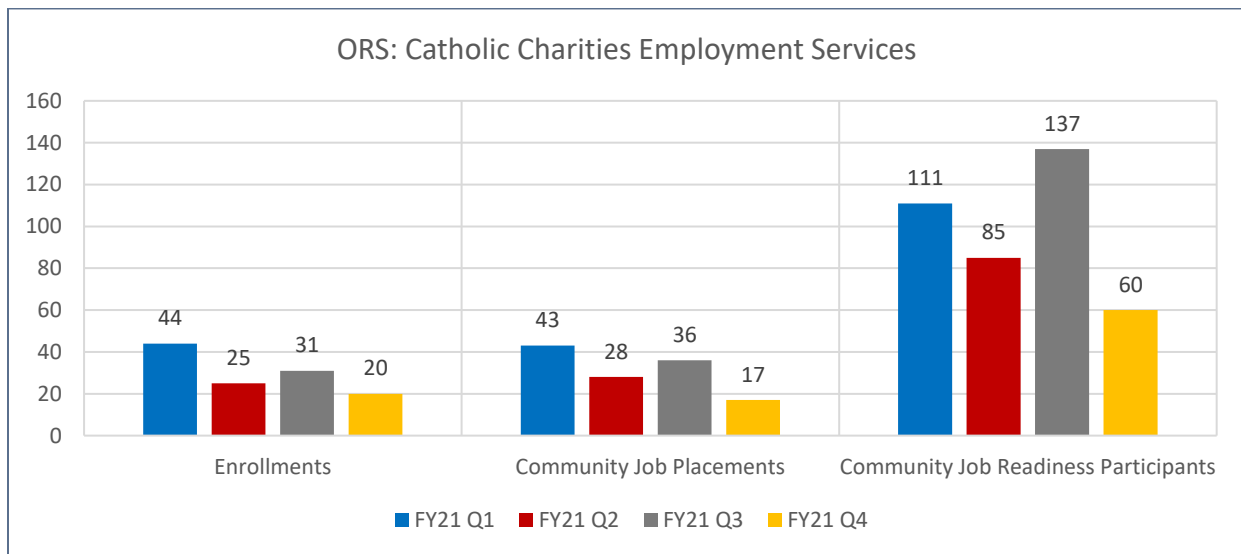


use the skills they developed to search and apply for jobs online. Fifty-four clients were enrolled between November 2020 and June 2021.

Goodwill has had to limit capacity to adhere to social distancing and was not able to serve clients in custody until late in the year. As a result, numbers are lower than normal for this time period. After the health order went into effect, Goodwill was not able to provide classes in custody until the second quarter of FY21.

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 210 referrals.
- ❖ 120 clients were enrolled and received job readiness/vocational counseling.
- ❖ 953 sessions of job readiness were provided.
- ❖ 124 clients (some clients placed in this fiscal year were enrolled on the previous year) were placed into permanent employment through the program.
- ❖ By the end of the fiscal year, 53 clients had retained employment for at least 90 days, 11 additional clients were still employed and on track to reach the milestone.

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 5 legal workshops in custody to 55 attendees.
- ❖ Provided legal advice/representation to 218 clients.
- ❖ Pro Bono is now transitioning back to in-custody (as of September 2021) and will be able to significantly increase the number of workshops provided.

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. Clients must complete community service or similar tasks and have their fines/fees waived upon completion of the agreed upon goals.

During the fiscal year, the Superior Court:

- ❖ Received 68 applications for Community Outreach Court.
- ❖ Calendared 49 new clients.
- ❖ Heard a total of 855 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. Starting in July 2021, court hearings returned to the Reentry Resource Center with appropriate social distancing measures. An in-person interface with the presiding judge is more beneficial and also helps social workers who attend court share resources.

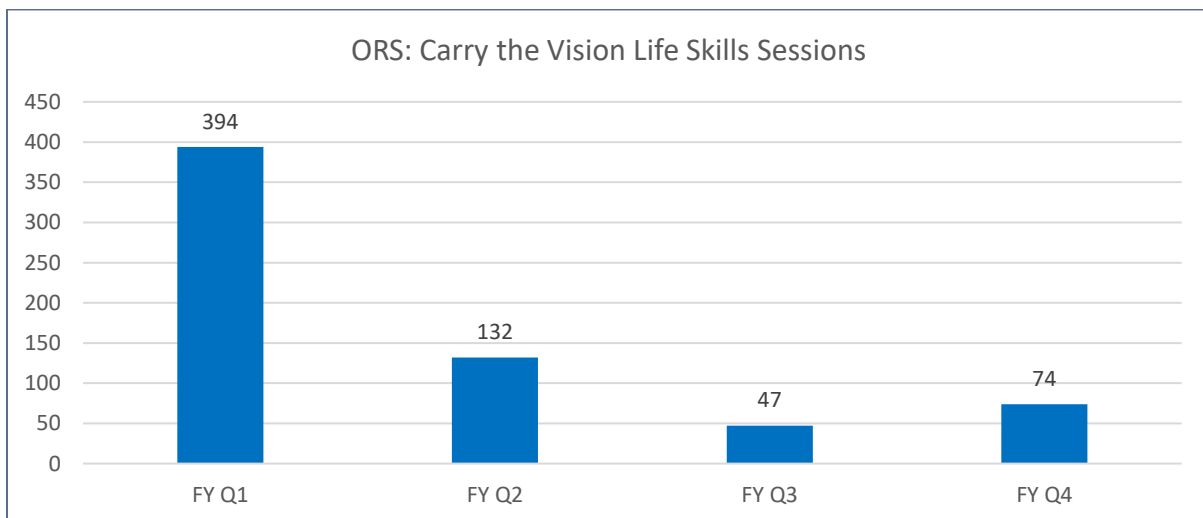
Behavioral Programming

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

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. CTV’s contract ended December 2020, but they secured another contract with ORS through competitive solicitation.

- ❖ CTV transitioned to remote services and smaller, shorter sessions after the shelter-in-place order. After securing additional grant funding, CTV helped to provide their clients with financial assistance. While total sessions increased, total participants decreased. CTV returned to in-person sessions in summer 2021.
- ❖ Between February 2021 (when their new contract began) and June 2021, Carry the Vision had presented 121 sessions in-custody using the “Living on Purpose”, “Leadership” and “Self-Leadership” curriculums, reaching 325 unique clients in just 5 months.

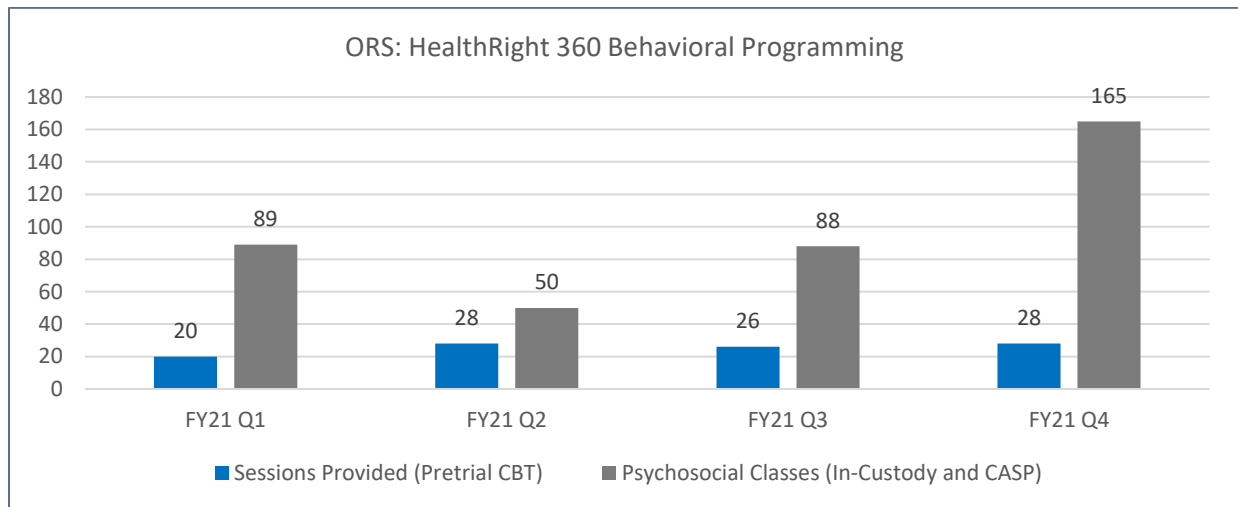


** CTV changed contracts mid-fiscal year. During the first two quarters they were providing more sessions to single participants or small groups in the community. The latter half of the year they transitioned back to virtual and in-person life-skills classes in custody – fewer sessions with more participants.*

Project LEARN – Health Right 360

Health Right 360 (HR360) offers cognitive-behavioral classes to pre-trial and in-custody clients. The classes 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.

- ❖ For the first seven months of FY21 HR360 was not able to provide services in-custody due to Covid-19, but continued to present their Cognitive Behavioral Therapy Overview Class virtually to clients of the Department of Pre-Trial Services, and adapted their delivery model to present classes virtually to clients participating in the Custody Alternative Supervision Program (CASP).
- ❖ In the early spring, HR360 was able to begin presenting virtually to clients in-custody again. During the year, HR360 presented three curriculums as part of Project Learn:
 - Seeking Safety which promotes the development of coping skills to support and sustain safety from trauma triggers, substance use and impulsive behaviors.
 - 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.
 - By the end of the fiscal year, HR360 presented 392 sessions to CASP and in-custody clients and had provided 102 Cognitive Behavioral Therapy Overview classes to clients receiving Pretrial services.



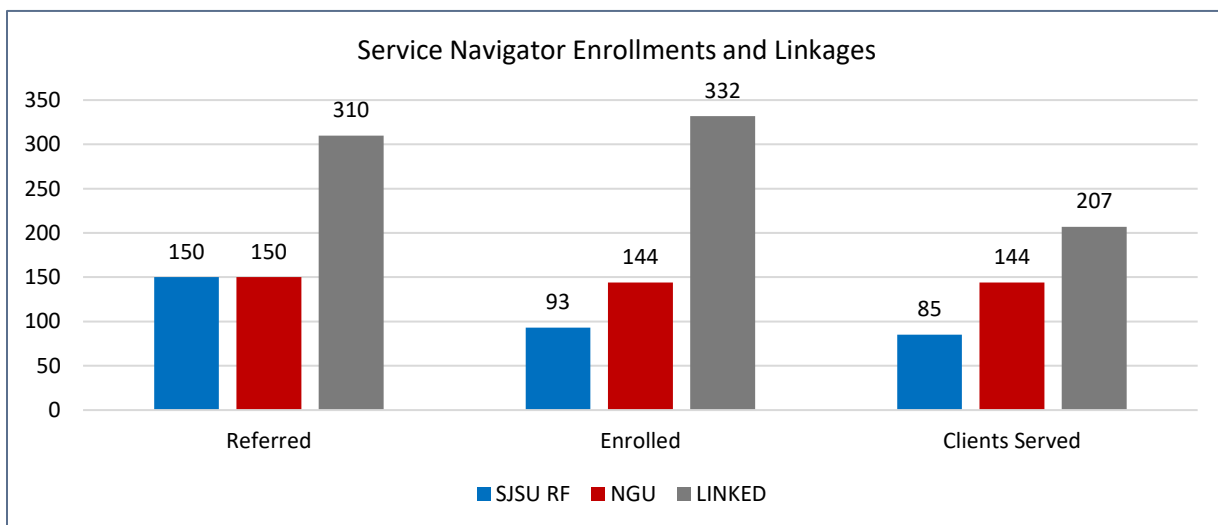
Near the end of the fiscal year, HR360 also began Project Ensure, a life-skills based program presented in-custody to clients and focusing on the skills that clients will need to ensure that they can remain clean and sober after their release. The program launched in May 2021, and an Interactive Journaling Life Skills curriculum was used. This curriculum was presented in 18 sessions during those two months and nearly 50 clients were served.

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 FY 2021, out of 610 referrals the three service navigators assessed and enrolled 569 clients and served 436 clients (some clients served were enrolled in previous year). All enrolled clients receive a reentry plan which serves a guide to get them stabilized in the community.
- ❖ The information above only reflects each navigator's wrap-around caseload. The service navigators also provide one-touch services and assisted with resource tables, hygiene kits, transportation, and other immediate needs during the pandemic.

Education

Santa Clara County Office of Education — A9 Challenge Accepted Program

Through the Office of Education reentry clients can earn credits toward their high school diploma. Classes are taught in small groups or one-on-one sessions. Each student receives an education plan based on their current attainment to map out the credits they need to earn to receive their diploma. This program came on board during the pandemic and as a result learning had been virtual/remote. The Reentry Center has a dedicated computer lab and small classroom space to support this program once in-person learning is advisable.

- ❖ During the fiscal year, 13 students were enrolled in the program. Numbers are increasing now that in-person classroom instruction is available. In September 2021, the teacher began offering after-hours instruction for clients with full-time employment.

San Jose City College (SJCC) – Peer Mentor Certification and Financial Literacy

SJCC provides credit-bearing 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 substance use counselor. The first academic year of the program is provided.

- ❖ 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; therefore 23 (82%) of the original 28 graduated.
- ❖ For Fall 2020, SJCC experienced a large drop in students college-wide due to lack of interest (or lack of resources to participate) in distance-learning and the peer mentor program was similarly affected. Twenty-four clients enrolled initially but only 13 completed due to dropouts. Ten students re-enrolled in the second semester (due to graduate in May 2021). Eight of the ten went on to compete and earn the certificate
- ❖ Fall 2021 began in September 2021 and will be provided in person. 20 students were enrolled, indicating interest in the program is higher now that the classes are back on site at the Reentry Resource Center.

This contract also provides financial literacy workshops and one-on-one financial coaching to reentry clients. During the fiscal year the workshops were brought to clients in custody and became a highly desired class. As a result, ORS is working with the Sheriff's Programs unit to expand.

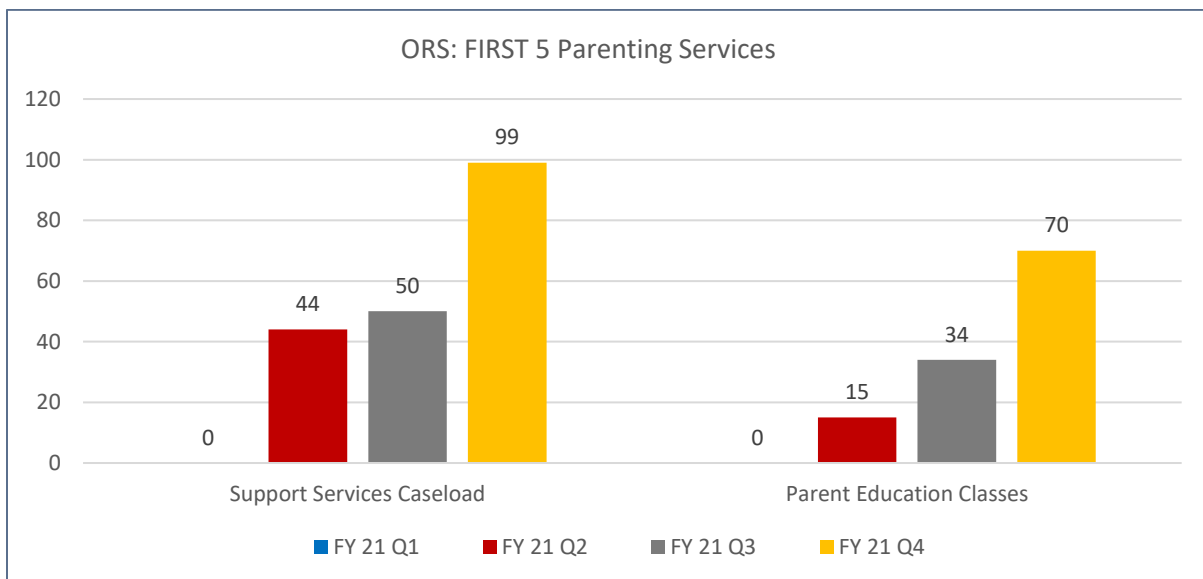
- ❖ 75 financial workshops were provided during the fiscal year. Due to low interest in the community and COVID, the program went from only two workshops during the first half of FY 2021, to 73 workshops once they were offered in the jails, bringing the total to 75 workshops for the fiscal year.
- ❖ 5 clients received one-on-one financial coaching during the fiscal year.

FIRST 5 – Parenting Programs

FIRST 5 of Santa Clara County provides a wide range of support to help clients with families including parenting education classes, workshops, and support/navigation services to ensure that justice-involved parents have access to resources that strengthen their capacity to raise healthy, thriving children, break the generational cycle of involvement in multiple systems, and reduce recidivism of parents in Santa Clara County.

The Covid-19 pandemic prohibited FIRST 5 from being able to present any classes in-custody, and social distancing requirements prevented in-person workshops or classes at the Reentry Center. Starting in the second quarter of FY2021, FIRST 5 was able to work with Office of the Sheriff's Support Services Division Programs Unit to present their classes virtually to clients in the Elmwood facilities as well as those participating in the Custody Alternative Supervision Program (CASP) – these classes are now in-person.

- ❖ With this partnership, FIRST 5 was able to surpass the goal of 80 parenting education class sessions and provide a total of 119 classes during the fiscal year.
- ❖ They also adapted their workshop and support group service delivery so that these could also be provided virtually to clients in CASP and Elmwood, in total providing 12 parenting support groups and 5 parenting education workshops during the year.



* FY21 Q2 includes numbers from late September 2021.

Data Sources

Type	Provider	Source/Database
Realignment population demographics/recidivism	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