

County of Contra Costa
OFFICE OF THE COUNTY ADMINISTRATOR
MEMORANDUM

DATE: March 24, 2014

TO: PUBLIC PROTECTION COMMITTEE

FROM: LARA DeLANEY, Senior Deputy County Administrator

SUBJECT: **Agenda Item No. 8: Status Report on the AB 109 Community Programs**

RECOMMENDATION:

1. ACCEPT the report on the status of the AB 109 Community Programs.
2. PROVIDE direction to staff, as needed.

BACKGROUND:

As directed by the Public Protection Committee of the Board of Supervisors at their March 8, 2013 meeting, the final RFPs for the AB 109 Community Programs were issued on March 15, 2013 for the following:

- | | |
|---|-------------|
| • Employment Support and Placement Services | \$2,000,000 |
| • Short and Long-Term Housing Access | \$500,000 |
| • Peer and Mentoring Support | \$200,000 |
| • Planning for (3) Reentry Resource Centers | \$120,000 |

Upon the conclusion of the procurement process, the following contracts were awarded by the Board of Supervisors at their May 21, 2013 meeting:

1. Rubicon Programs Inc., in an amount not to exceed \$1,400,000, to provide employment support and placement services in West and East County for the AB 109 population, for the period June 1, 2013 through June 30, 2014.
2. Goodwill Industries of the Greater East Bay in an amount not to exceed \$600,000, to provide employment support and placement services in Central County for the AB 109 population, for the period June 1, 2013 through June 30, 2014
3. Shelter Inc., in an amount not to exceed \$500,000, to provide short and long-term housing access countywide for the AB 109 population, for the period June 1, 2013 through June 30, 2014.
4. Contra Costa County Office of Education in an amount not to exceed \$200,000, to provide peer and mentoring services countywide for the AB 109 population, for the period June 1, 2013 through June 30, 2014
5. Further The Work, LLC., in an amount not to exceed \$40,000, to provide planning services for a Reentry Resource Center for West County.

6. Emerald HPC, International in an amount not to exceed \$80,000, to provide planning services for a Reentry Resource Center for Central and East County.

Contracts were developed with the above contractors during the months of June and July 2013. A follow-on contract with the Contra Costa Crisis Center to provide for the development and update of a Reentry Resource Guide was also developed for FY 13-14 in the amount of \$15,000.

In addition, the final FY 2013-14 budget for AB 109 Public Safety Realignment included an allocation in the amount of \$80,000 for reentry legal services for the Central County AB 109 population. Subsequent to the budget authorization, the County Administrator's Office issued an RFQ for Reentry Legal Services for Central County AB 109 Program. Following the procurement process, the Board of Supervisors authorized a contract with Bay Area Legal Aid on September 17, 2013.

FINANCIAL SUMMARY

A financial summary report of the FY 13-14 AB 109 Community Programs is *Attachment A*. Through January 2014, \$1,044,132 of the authorized \$2,915,000 in AB 109 funding has been expended, which represents 36% of the total authorized amount at 58% of the fiscal year.

Several contractors have experienced unanticipated start-up delays, staffing issues (recruiting and retaining qualified staff with experience working with formerly incarcerated individuals), and/or billing problems, which has impacted anticipated expenditures and, in some cases, service delivery. (However, both contractors performing planning work for the development of reentry resource centers/networks concluded their contracts on budget and on schedule.)

PROGRAM IMPLEMENTATION

The County Reentry Coordinator and the Senior Deputy CAO assigned to the Community Programs project have held AB 109 Administrator meetings, met one-on-one with contractors, and participated in Case Conference meetings facilitated by Probation and Behavioral Health in order to assist with the management and performance of the contractors.

In addition, contractors have been required to provide Quarterly Summary Reports; all contractors have submitted the two required reports to date. A template for Quarterly Reports was provided to contractors in February 2014, so the reports will have more standardized content and formatting in the future.

Issues of concern that have been identified by staff and contractors include:

- a) Implementation of the service referral process: The process by which referrals are made to the contracted service providers has required the development of information technology solutions, in consultation with service providers, and the training of AB 109 Probation Officers, both of which require time and staff resources. The implementation

of the Plans for the West County Reentry Resource Center and the Central/East Networks will undoubtedly impact the established processes and require additional time and resources for development.

- b) Lower than anticipated number of referrals in some cases: Contracts were developed with client referral numbers that have not met expectations. In a few cases, client referrals were duplicated among service providers. Improved communication is addressing the duplication problem. Staff will be analyzing the AB 109 client population numbers and service utilization estimates for future contract development purposes.
- c) The need to improve or increase client engagement strategies: Contractors are working closely with Probation and CAO staff to increase client “engagement” by developing strategies to better “market” available services. Strategies in progress include the development of brochures and flyers, hosting “service fairs,” increasing the presence of service providers at Probation offices, and facilitating AB 109 Probation Officer knowledge of program content and capacity. There is also an increased emphasis on Pre-release relationship building and service delivery, so that clients are more familiar with programs and program staff and interested in engagement.
- d) The need to improve data management services across/among providers: Contractors have identified a need for client case management resources, effective intake and assessment forms, and the ability to exchange information more easily. The work that our program evaluation consultants, Resource Development Associates, are currently performing is anticipated to address this issue more fully. In addition, there is an expectation that the implementation of the Central/East network and the West County Reentry Resource Center will facilitate this issue by providing resources for database management support and aligning expectations around performance reporting.
- e) Insufficient resources provided for housing: As anticipated, the amount of funds provided for the establishment of transitional housing has proven to be insufficient to the demand. The Plan for the Central/East network has identified additional housing resources, which will be explored through an RFQ process.
- f) Insufficient resources provided for mentoring services supervision/administration: The contract for peer and mentoring support services provides approximately \$29k of the \$200,000 to the Contra Costa County Office of Education (CCCOE) for the administrative/supervision costs associated with over-seeing the mentoring program and acting as the fiscal agent for the subcontractors providing the mentoring/family reunification/leadership development services. CCCOE has indicated that they are not interested in performing these functions after the expiration of the contract.
- g) The need to plan for service provision in FY 14-15: Contractors have expressed a need to know whether contracts will be extended for FY 14-15 so that they can adequately prepare their budgets and allocate required resources. While the AB 109 program evaluation services are currently underway, the current program of services with RDA does not include individual program evaluation data to inform staff and decision-makers

about the efficacy of particular programs or contractors. However, it is clear that housing, employment and mentoring services are critical components of any successful reentry process. More time is needed to evaluate the existing community programs.

Program Successes

- Contra Costa Adult School (CCAS) opened a Reentry Class in November 2013 at West County Detention Facility.
- Men and Women of Purpose started a reentry class at Marsh Creek Detention Facility in December 2013.
- An AB 109 Peer and Mentoring database has been developed by CCCOE.
- Mentoring agencies have received more than 14 hours of training by Insight Prison Project
- Goodwill initiated its Job Readiness and Cognitive Behavior workshops during the 4th quarter of 2013.
- 18 clients have participated in Goodwill's 90-day Transitional Employment program and 2 have become employed in a full-time position.
- All Rubicon program staff has been trained in Trauma Informed Care. All Rubicon reentry case coordinators are becoming Registered Addiction Specialists.
- Rubicon has partnered with Henkels & McCoy in East County to provide occupational skills training in three fields: Introduction to computers; Food handling; and Customer service.
- Rubicon has also partnered with Future Build, and two clients are enrolled and attending pre-apprenticeship classes.
- Rubicon has finalized an MOU with the City of Pittsburg's Maintenance and Recreation Department, and are in final stages of developing a transitional employment program with American Iron and Lumber in Antioch.
- 20 clients have completed Rubicon's employment readiness workshops. 15 clients have found unsubsidized employment.
- Shelter Inc.'s master leased facility is going well. All 12 units fully occupied.

RECOMMENDATIONS

1. Consider extending the Employment, Housing, and Legal Services Contracts so that the contractors have sufficient time to perform on the contracted amounts and sufficient performance data is developed to evaluate program efficacy.
2. With regard to the Mentoring contract, there is an allocation in the proposed FY 14-15 AB 109 Public Safety Realignment Budget for Mentoring (\$100k) and Family Reunification (\$100k). Consider authorizing the issuance of RFPs or RFQs for these services.

Attachments

Attachment A – Financial Summary Report