



Agenda

PUBLIC PROTECTION COMMITTEE

SPECIAL MEETING

January 26, 2015

2:00 P.M.

651 Pine Street, Room 101, Martinez

Supervisor John Gioia, Chair

Supervisor Federal D. Glover, Vice Chair

Agenda Items:

Items may be taken out of order based on the business of the day and preference of the Committee

1. Introductions
2. Public comment on any item under the jurisdiction of the Committee and not on this agenda (speakers may be limited to three minutes).
3. APPROVE Record of Action from the November 10, 2014 meeting. **(Page 3)**
4. WORKSHOP to discuss interaction between Community Based Organizations and County Departments/Agencies related to AB 109 Programming implementation. (Supervisor Gioia) **(Page 7)**
5. The next meeting is currently scheduled for Monday, February 9, 2015 at 1:00 PM.
6. Adjourn

The Public Protection Committee will provide reasonable accommodations for persons with disabilities planning to attend Public Protection Committee meetings. Contact the staff person listed below at least 72 hours before the meeting.

Any disclosable public records related to an open session item on a regular meeting agenda and distributed by the County to a majority of members of the Public Protection Committee less than 96 hours prior to that meeting are available for public inspection at 651 Pine Street, 10th floor, during normal business hours.

Public comment may be submitted via electronic mail on agenda items at least one full work day prior to the published meeting time.

For Additional Information Contact:

Timothy Ewell, Committee Staff
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Acronyms, Abbreviations, and other Terms (in alphabetical order):

Contra Costa County has a policy of making limited use of acronyms, abbreviations, and industry-specific language in its Board of Supervisors meetings and written materials. Following is a list of commonly used language that may appear in oral presentations and written materials associated with Board meetings:

AB	Assembly Bill	HCD	(State Dept of) Housing & Community Development
ABAG	Association of Bay Area Governments	HHS	Department of Health and Human Services
ACA	Assembly Constitutional Amendment	HIPAA	Health Insurance Portability and Accountability Act
ADA	Americans with Disabilities Act of 1990	HIV	Human Immunodeficiency Syndrome
AFSCME	American Federation of State County and Municipal Employees	HOV	High Occupancy Vehicle
AICP	American Institute of Certified Planners	HR	Human Resources
AIDS	Acquired Immunodeficiency Syndrome	HUD	United States Department of Housing and Urban Development
ALUC	Airport Land Use Commission	Inc.	Incorporated
AOD	Alcohol and Other Drugs	IOC	Internal Operations Committee
BAAQMD	Bay Area Air Quality Management District	ISO	Industrial Safety Ordinance
BART	Bay Area Rapid Transit District	JPA	Joint (exercise of) Powers Authority or Agreement
BCDC	Bay Conservation & Development Commission	Lamorinda	Lafayette-Moraga-Orinda Area
BGO	Better Government Ordinance	LAFCo	Local Agency Formation Commission
BOS	Board of Supervisors	LLC	Limited Liability Company
CALTRANS	California Department of Transportation	LLP	Limited Liability Partnership
CalWIN	California Works Information Network	Local 1	Public Employees Union Local 1
CalWORKS	California Work Opportunity and Responsibility to Kids	LVN	Licensed Vocational Nurse
CAER	Community Awareness Emergency Response	MAC	Municipal Advisory Council
CAO	County Administrative Officer or Office	MBE	Minority Business Enterprise
CCHP	Contra Costa Health Plan	M.D.	Medical Doctor
CCTA	Contra Costa Transportation Authority	M.F.T.	Marriage and Family Therapist
CDBG	Community Development Block Grant	MIS	Management Information System
CEQA	California Environmental Quality Act	MOE	Maintenance of Effort
CIO	Chief Information Officer	MOU	Memorandum of Understanding
COLA	Cost of living adjustment	MTC	Metropolitan Transportation Commission
ConFire	Contra Costa Consolidated Fire District	NACo	National Association of Counties
CPA	Certified Public Accountant	OB-GYN	Obstetrics and Gynecology
CPI	Consumer Price Index	O.D.	Doctor of Optometry
CSA	County Service Area	OES-EOC	Office of Emergency Services-Emergency Operations Center
CSAC	California State Association of Counties	OSHA	Occupational Safety and Health Administration
CTC	California Transportation Commission	Psy.D.	Doctor of Psychology
dba	doing business as	RDA	Redevelopment Agency
EBMUD	East Bay Municipal Utility District	RFI	Request For Information
EIR	Environmental Impact Report	RFP	Request For Proposal
EIS	Environmental Impact Statement	RFQ	Request For Qualifications
EMCC	Emergency Medical Care Committee	RN	Registered Nurse
EMS	Emergency Medical Services	SB	Senate Bill
EPSDT	State Early Periodic Screening, Diagnosis and treatment Program (Mental Health)	SBE	Small Business Enterprise
et al.	et ali (and others)	SWAT	Southwest Area Transportation Committee
FAA	Federal Aviation Administration	TRANSPAC	Transportation Partnership & Cooperation (Central)
FEMA	Federal Emergency Management Agency	TRANSPLAN	Transportation Planning Committee (East County)
F&HS	Family and Human Services Committee	TRE or TTE	Trustee
First 5	First Five Children and Families Commission (Proposition 10)	TWIC	Transportation, Water and Infrastructure Committee
FTE	Full Time Equivalent	VA	Department of Veterans Affairs
FY	Fiscal Year	vs.	versus (against)
GHAD	Geologic Hazard Abatement District	WAN	Wide Area Network
GIS	Geographic Information System	WBE	Women Business Enterprise
		WCCTAC	West Contra Costa Transportation Advisory Committee



Contra Costa County Board of Supervisors

Subcommittee Report

PUBLIC PROTECTION COMMITTEE

3.

Meeting Date: 01/26/2015

Subject: RECORD OF ACTION - November 10, 2014

Submitted For: PUBLIC PROTECTION COMMITTEE,

Department: County Administrator

Referral No.: N/A

Referral Name: RECORD OF ACTION

Presenter: Timothy Ewell, Committee Staff **Contact:** Timothy Ewell, (925)335-1036

Referral History:

County Ordinance requires that each County body keep a record of its meetings. Though the record need not be verbatim, it must accurately reflect the agenda and the decisions made in the meeting.

Referral Update:

Attached for the Committee's consideration is the Record of Action for its November 10, 2014 meeting.

Recommendation(s)/Next Step(s):

APPROVE Record of Action from the November 10, 2014 meeting.

Fiscal Impact (if any):

No fiscal impact. This item is informational only.

Attachments

November 10, 2014 - Record of Action



Agenda

PUBLIC PROTECTION COMMITTEE

November 10, 2014

1:00 P.M.

651 Pine Street, Room 101, Martinez

Supervisor Federal D. Glover, Chair

Supervisor John Gioia, Vice Chair

Agenda Items:	Items may be taken out of order based on the business of the day and preference of the Committee
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Present: Federal D. Glover, Chair
John Gioia, Vice Chair

Staff Present: David J. Twa, County Administrator
Timothy M. Ewell, Committee Staff
Lara DeLaney, Senior Deputy County Administrator
Mark Peterson, District Attorney
Robin Lipetzky, Public Defender
Phil Kader, Chief Probation Officer
Mary Knox, Senior Deputy District Attorney
Tom Kensok, Assistant District Attorney
Todd Billeci, Chief Assistant Probation Officer
Mike Casten, Undersheriff
Vana Tran, Senior Management Analyst
Terrance Cheung, District I Chief of Staff
Donna Maxwell, District II Staff
Chrystine Robbins, Sheriff's Office
Lesha Roth, Probation Department

Attendees: Harlan Grossman
Rebecca Brown

1. Introductions

Convene - 10:34 AM

2. Public comment on any item under the jurisdiction of the Committee and not on this agenda (speakers may be limited to three minutes).

No Public Comment

3. APPROVE Record of Action from the October 27, 2014 meeting.

Approved as presented.

Chair Federal D. Glover, Vice Chair John Gioia

AYE: Chair Federal D. Glover, Vice Chair John Gioia

Passed

4. 1. ACCEPT staff report on the Edward Byrne Memorial Justice Assistance Grant and Community Recidivism Reduction Grant programs; and,
2. AUTHORIZE the County Administrator, or designee, to secure a grant writer, if needed, to assist in the development of the final Byrne JAG grant proposal in recognition of the short turnaround time required to submit the grant by November 24, 2014.
2. PROVIDE direction to staff as necessary.

Approved as presented with the following direction to staff:

1. Secure a contract with a grant writer to assist the County in preparation of the Byrne JAG grant for submission to the BSCC by close of business on Monday, November 24, 2014.

Vice Chair John Gioia, Chair Federal D. Glover

AYE: Chair Federal D. Glover, Vice Chair John Gioia

Passed

5. RECOMMEND nominees for appointment to seats on the CY2015 Community Corrections Partnership & Executive Committee (see attachments).

The Committee directed staff to take the following actions for the term January 1 through December 31, 2015:

Community Corrections Partnership

- 1. Re-appoint David J. Twa to the County Supervisors, CAO or designee seat*
- 2. Appoint Police Chief Brian Addington to the Chief of Police seat*
- 3. Re-appoint Devorah Levine to the Victim's Representative seat*
- 4. Return to the Committee in December for additional discussion on the appointment to the CBO representative seat*

Community Corrections Partnership Executive Committee

- 1. Appoint Kathy Gallagher as the head of County department of Social Services as authorized by Penal Code section 1230.1(b)*

Chair Federal D. Glover, Vice Chair John Gioia

AYE: Chair Federal D. Glover, Vice Chair John Gioia

Passed

6. The next meeting is currently scheduled for December 22, 2014 at 1:00 P.M.

7. Adjourn

Adjourned - 11:34 AM

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Contra Costa County Board of Supervisors

Subcommittee Report

PUBLIC PROTECTION COMMITTEE

4.

Meeting Date: 01/26/2015

Subject: Workshop on the Interaction between Community Based Organizations and County Agencies related to AB 109 Programming

Submitted For: PUBLIC PROTECTION COMMITTEE,

Department: County Administrator

Referral No.: N/A

Referral Name: AB 109: Community Based Organizations

Presenter: Supervisor John Gioia

Contact: Supervisor John Gioia

Referral History:

Chair John Gioia requested that a workshop item be placed on today's agenda to facilitate a discussion regarding how Community Based Organizations (CBOs) interact with various County departments and agencies in the implementation of AB 109 in Contra Costa County. Staff has distributed the agenda packet for today's meeting to the Public Protection Committee and Community Corrections Partnership (CCP) subscriber lists.

Referral Update:

To provide additional context for today's discussion, staff has assembled the following information for reference by the Committee and meeting attendees:

1. FY 2014/15 AB 109 Community Based Organizations Allocation: **\$3,995,000**, allocated to the following program categories:

Employment Support and Placement Svcs	2,000,000
Implementation of (3) One-Stop Centers	1,200,000
Short and Long-Term Housing Access	500,000
Peer and Mentoring Services	100,000
Development of a "Re-entry Resource Guide"	15,000
Legal Services	80,000
Family Reunification	<u>100,000</u>
Community Programs Total	3,995,000

2) The total number of CBOs awarded contracts for services through AB 109 for the program allocations identified above: **15, allocated to the following organizations and/or individuals:**

Training

Different Tracks Global: **09754**

\$20,000

Mentoring

Men and Women of Purpose: 08625	\$66,667
Brighter Beginnings: 13414; F49598-00	\$66,666
Center for Human Development: 07452	\$66,667
<i>sub-total</i>	<u>\$200,000</u>

West County Reentry Resource Center

Rubicon Programs, Inc: 20095; F45698-00	\$800,000
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Network Management Team

Kathy Moniz-Narasaki: 09685	\$107,000
Patrick Mims: 09687	\$82,700
Vernon Williams III: 09688	\$82,700
Eugene Jackson: 09686	\$83,200
<i>sub-total</i>	<u>\$355,600</u>

Network Service Providers

JFK University	\$66,000
Brighter Beginnings/Leadership: 13414	\$66,000
Prepare My Sheep: 10420	\$65,000
New Dream Life Center	\$115,000 (in negotiations)
Reach Fellowship International: 03212	\$50,000
Men and Women of Purpose: 08625	\$50,000
<i>sub-total</i>	<u>\$412,000</u>

3) The number of formerly incarcerated individuals released through AB 109: 1,802 individuals through December 30, 2014, which are composed of two groups:

a) **Post Release Community Supervision (PRCS) - 1082 people** (Including 40 that are pre-released and still in prison)

b) **Prison commitment serving their custody time in county jail - 1170(h) 720 people** (including 40 that are pre-release and still in jail)

In addition, attached for reference are the following items:

1. The current policy for making referrals to community based organizations.
2. A breakdown of the amount of individuals referred by Probation to CBOs including the type of service that individuals have been referred to.

Recommendation(s)/Next Step(s):

1. WORKSHOP to discuss interaction between Community Based Organizations and County Departments/Agencies related to AB 109 Programming implementation;
2. PROVIDE direction to staff as necessary.

Fiscal Impact (if any):

No fiscal impact.

Attachments

Contra Costa County Assessment and Referral System Protocol

AB 109 Referral Counts by Service Type

Background

Probation is responsible for both the “Mandatory Supervision” and “Post Release Community Supervision” of those sentenced under the new 2011 Assembly Bill 109 (AB 109) guidelines. As part of these new forms of supervision, the County has entered into various agreements to fund both internal (County based) and external (community based) services for those under such supervision.

Even prior to creation of AB 109 supervision, Probation used the Correctional Assessment and Intervention System (CAIS) to assist the creation of a supervision plan by assessing an individual’s risk of recidivism and identify their criminogenic needs. These needs are considered in relation to the 8 well established factors of recidivism.¹ Individuals are routinely reassessed, and this reassessment is done more frequently on those whose previous scores indicate higher levels of risk. Use of the CAIS in this fashion has continued with the AB 109 population.

The AB 109 program, however, has been designed to be more robust than simply addressing recidivism. As such, and in alignment with the County’s Reentry Strategic and Operational Plans, the AB 109 program also seeks to achieve reintegration of individuals into the community. While many of the services for those on AB 109 supervision are provided to address an individual’s criminogenic needs (as indicated by the CAIS), others are designed to remove barriers to successful community reintegration.

Under the current AB 109 program structure, when a CAIS assessment is conducted by Probation, individuals are concurrently screened for the existence of barriers to reintegration. Probation will then make referrals directly to contracted service providers to address criminogenic needs, reduce recidivism risk, and remove barriers to community reintegration. These referrals are then administered through the pushing of pre-assigned buttons in Probation’s custom Microsoft Access database. Because Probation is the only organization with access to this database, each time a referral is generated it must be routed through an individual’s assigned Deputy Probation Officer (DPO) to ensure data about the referral is captured by the database.

Data stored about each referral in Probation’s database is limited to information that exists at the time the referral was made.² Any information about the referral after it is sent out to a service provider would need to be obtained from DPO case notes, or data in the control of a specific service provider.

Systemic Changes

Recently, in furtherance of the County’s reentry goals, agreements have been reached to develop a Network System of Services to serve the reentry population in the east and central regions of the County, and a Reentry Resource Center in the west. These developments also brought along the addition of new services and providers. They have also created the present opportunity to assess the adequacy of Probation’s current service referral system.

¹ The factors are: Antisocial behaviors, antisocial personality, antisocial cognition, antisocial associates, familial conflict, low levels of school and work performance, substance abuse, and lack of prosocial leisure activities.

² This includes: who made the referral, whom the referral was made for, when it occurred, and who the referral was made to. Specifically, the database is not currently being used to house any follow-up information about these referrals.

REENTRY RESOURCE CENTER

The Reentry Resource Center (Center) will offer a traditional “first-stop” services model directly targeted at the needs of the reentry population in West Contra Costa County. Although the precise location has not yet been finalized, this centralized service access point will most likely be in the city of Richmond. Consistent with the collective impact service delivery model, services will come from a variety of service providers with many of the services being provided onsite at the Center, and a host of others provided offsite at partner organizations. The central backbone organization will provide the support and coordination needed to ensure effective service delivery. The County has contracted with Rubicon Programs to fill this necessary backbone role.

Because the Center is still the early stages of development, it is too early to definitively determine which organizations will partner with the Center to provide services. However, at a minimum the Center expects to develop formalized relationships with each of the current AB 109 service providers in the region.

NETWORK SYSTEM OF SERVICES

The Network System of Services (Network) intends to change the way in which reentry services are accessed and delivered in the East and Central regions of the County. Key to this shift will be three (3) Field Operations Coordinators whose activities are over-seen by the Network Manager. Collectively, these four positions form the Network Team. Each of the Field Operations Coordinators will have their main offices in the police departments of the regional cities with the largest reentry population – Antioch, Pittsburg, and Concord. Individuals will also be able to access the Network’s services through “No Wrong Door” (NWD) sites strategically located throughout the region. Each Field Operations Coordinator’s service area will include at least two NWD sites.

A key component of the Network will be the Mentor/Navigator program. This will consist of volunteers who will not only act as peer mentors for individuals, but under the supervision of the Field Operations Coordinators they will also assist individuals as they attempt to navigate and access the Network’s services. Training for the Mentor/Navigators will, in part, come from both the Dialogue for Peaceful Change and Insight Prison Project curriculums.³ Additionally, the new service of Employment and Education Liaison has been added to assist incarcerated men and women in their efforts to gather required employment and education related documentation (i.e. transcripts, identification cards, social security cards, etc.). This service will be provided both in-custody and after an individual’s release.⁴

The Network will also include services from new service providers. As one of the new service providers, Reach Fellowship International will providing the aforementioned Employment and Education Liaison services for women. Additional housing services will be provided by New Life Dream Center in the eastern region of the County. In addition to the employment services already offered, the Network will also provide automotive and auto body training through Prepare My Sheep and a Leadership and Entrepreneurship training program through a partnership between Brighter Beginnings⁵ and JFK University.

³ Some Mentor Navigators have already gone through the DPC training. The IPP trainings are set to occur quarterly.

⁴ Some of the services of the Employment and Education Liaisons are provided to the entire County. The services may be functionally limited to the Network region of the County at this time since there is no identified entity to retain documents for individuals in W. County at this time.

⁵ Brighter Beginnings is not a new partner of the County’s AB 109 program, but this partnership with JFK is.

The New Assessment and Referral System

Several meetings have taken place to discuss how the Network will be integrated with the current AB 109 supervision program. What quickly became clear is that with the addition of new services and service providers, Probation would need to review the current referral process to ensure its compatibility with these changes. Internal meetings culminated in a larger inter-organizational meeting with representatives from the County Administrator, Probation, Reentry Resource Center, and Network System of Services. During the meeting it was determined that a more sophisticated referral system needed to be implemented to address prevailing concerns with the current system.

REFERAL CONSIDERATIONS

The following considerations for any newly implemented referral system were expressed:

Probation

- Desire to remain close to the referral process
- The DPO remains informed of all referrals made
- A system that is simple for the DPO to participate in
- No substantial increase in demands on Probation staff

County Administrator

- Any changes in the system do not degrade the quality of collected data

Networked System of Services

- The Network has access to everyone on AB 109 Supervision
- Interagency referrals allowed

Reentry Resource Center

- Any decision to refer individuals to one program over another that provides services of a similar type (i.e. employment or housing) is made by someone with specialized knowledge
- The Center's addition to the referral system be envisioned as a catch-all for times when a needed service is not provided by existing contracted service providers

BUTTON CHANGES

Presently, a DPO makes a referral to a service provider through the use of "buttons" in Probation's custom database. The buttons on the database can be seen in the figure below.



The addition of the Network and the Center to the County's reentry system require changes to the existing button structure and functions. The following changes to the current button structure will need to be made:

1. New buttons labeled for each of the Field Operations Coordinators in Antioch, Pittsburg, and Concord will need to be added
 - a. Each button will facilitate a referral to the appropriate Network Field Operations Coordinator, and should be included in every referral for the Central and East regions of the County.
 - b. This button will also serve to give individuals access to the Network's Mentor/Navigator program
2. Two (2) new buttons for the specialty services of the Network and Center

- a. Specialty services are services that exist outside the traditional referral streams
 - i. For the Network, these will specifically act as a flag to the Network Team for referrals to Prepare My Sheep, New Life Dream Center, and JFK University
 - ii. For the Center, this button will act as a catch-all where no other button exists for a needed service
3. Two new buttons should be added for employment/education liaison services
 - a. These buttons will initiate employment related documentation services for either men (M) or women (W)
4. Mentoring should be changed so it is identified with Mentoring in West County
 - a. This signifies that the Mentoring (without navigators) is specifically for West County at this time.
5. A button for Family Reunification will need to be added

While these are the changes to the actual structure of the buttons themselves, the details concerning the actual functioning of the button once pressed will need to be worked out between Probation and the Network Team.

PROCESS

In developing the actual referral process, care was taken to address as many of the considerations outlined above. The process outlined here is simply a shell and will require the development and implementation of numerous additional components to operate effectively. It was the goal of this document to give a common understanding to the ultimate structure and intents of the newly refined referral process, and enough substance to ensure the major features of the process could be put in place. While the referral processes of the Center and the Network are not identical, both are able to be implemented in a way that will not be completely foreign to users of the prior system.

West County Reentry Resource Center

As indicated above, the Reentry Resource Center will largely work within the current Probation referral system. When a DPO is unable to refer an individual to a needed service, they will be able to make a referral to the Center (as a catch-all) by hitting the designated button. Should changes to this process need to be made once the Center officially opens its doors for business, updates to this procedure should be considered at that time.

Network System of Services

Due to its more virtual dimensions, the referral procedure for the Network will be a bit more intricate. This system is largely controlled by three (3) overarching principles:

1. Probation will be continuously informed about an individual's involvement with the service providers of the Network.
2. There is an expectation that the Field Operations Coordinators (through the Mentor/Navigators) will be actively working with every person on AB 109 supervision in the region.
3. The Network Team will largely be the ones tasked with managing the allocation of the limited slots attributable to the Specialty Services.

In addition to being guided by the principles above, the Network Team will be developing a series of internal protocols that will not only facilitate the identification of candidates for the Specialty Services, but also the ability to accomplish interagency referrals. Once notified of an individual's utilization of the

Network's services, the Network Team will then further facilitate an individual's participation in the Network by providing necessary assessments, storing and disseminating confidential employment or education related documentation, offering triage services for those in crisis, tracking individuals and the services delivered to them within the Network, and communication of pertinent information back to Probation.

Early assessments by the DPO⁶

When a DPO is able to contact a person while still incarcerated, this individual is able to better benefit from the earlier access to service delivery and the impactful effects of the jail to community model. Under the new system, the Employment and Education Liaisons offer the opportunity to reap the benefits of these early contacts by ensuring that upon release, an individual has the documentation required to begin a fruitful job search, successful application for public benefits, or pursuit of their educational goals.

To help facilitate this process, a series of questions should be added to those a DPO currently asks an incarcerated individual (i.e. Do you have government issued ID? Your social security card? Birth certificate?) to determine the need for the services of the Employment and Education Liaison. If it is determined these services are needed, a referral for document services should be made using the appropriate button based on the gender⁷ of the individual.

AB 109 participant entry into the Network

Under the current Network setup, it is possible for individuals to begin receiving services while still incarcerated (services including Document Assistance, Family Reunification, and Mentoring). In some instances such individuals may not have yet been visited by a DPO. Should the Network Team learn that services have been provided in jail, they will communicate with Probation to verify the individual's AB 109 status prior to then referring an individual to additional service providers. Once verified, the individual may continue to access the services of the Network.

In most situations, however, the initial referral for services should originate from Probation. In this situation, the DPO should hit the proper buttons relating to services needed and also hit the proper button based on the location of residency (or expected location upon release from jail) of the individual. Every person in the East and Central regions of the County should have the location button hit on the initial referral. This button will serve to give individuals access to the all-important mentor/navigator feature of the Network, and to also make the Network Team aware of the individual's utilization of the Network. From here it is expected that the Network Team will then make contact with the individual and help to facilitate this person's participation in the Network.

Individuals who are already receiving services in the Network's region, but not yet directly affiliated with the Network Team are free to continue receiving services without interruption. But once a DPO initiates a new referral for services for such an individual, this referral should also include the use of the proper location button so that the Network Team will be made aware of the individual's utilization of the Networked System of Services. Alternately, a service provider may determine that an individual would benefit from the Mentor/Navigator functions of the Network, or decide to utilize the new interagency referral capabilities of the Network. In either situation, the Network Team will then become informed of

⁶ Although listed under the Network, this adjustment to the current protocol should be implemented county-wide.

⁷ This determination of the appropriate button should be based on the Sheriff's gender classification since the contact by the service provider will be made while the person is in custody.

the individual's utilization of the Network, and proceed to make contact with the individual and begin to facilitate the individual's participation in the Network.

Field Ops referral system

One of the most innovative features of the Network system is the ability to make referrals directly to the participating agencies. This change has been sought out to not only speed up service delivery times, but to also better integrate the services of the Network by increasing the communication and flow of information between agencies. With this change, a service provider can initiate a referral for a needed service by contacting the local Field Operations Coordinator who will then facilitate the referral to the requisite service provider.

To achieve this increase in efficiency, "official" referrals from Probation are allowed to lag behind the delivery of a service. Thus, when one service provider wants to refer an individual to a second service provider, they can do so by first making the Network Team aware of the individual's service need. The Network Team will then work with Probation, and if the inclusion of the additional service to the individual's service plan is warranted, a referral will be made directly to the necessary service provider by the Network Team. Probation will then have the ability to send out an "official" request for services (via the traditional button method) at a later time – even days later. This "official" referral will help to ensure the referral data is properly captured in Probation's database, and that future reports or supervision decisions made by Probation are all well-informed.

New service providers

Generally, the DPO will attempt to make a referral based on the particular need of an individual. In this sense, the DPO will usually not attempt to determine the specific service to be given from a broader category of services. For example, when the determination is made that a person needs legal services, a referral will be made using the button, and the type of legal service needed will be determined by the service provider. In the past, this made the most sense because one service provider provided all of the services in a particular service area. With the addition of new Network service providers for both housing and employment, this is no longer the case. There is, however, limited space in each of these new services, so referrals into any of them must be done judiciously.

The new services available in the Network region are the automotive trainings of Prepare My Sheep, and three phase leadership/entrepreneur trainings of Brighter Beginnings and JFK University. To properly manage the quality and quantity of referrals into these programs, a DPO will not generally directly refer a person into these specialty services. Instead, they would identify the person as needing employment assistance and press the appropriate button. Should an informed DPO become aware of information that makes them believe a person is an ideal candidate for one of these specialty services, in addition to pressing the employment button, they would also press the Network Special Services button to ensure this referral is flagged. The DPO should include pertinent information in the referral email detailing which specialty program the DPO wants the person considered for, and what merits this special consideration.

Because the Network will be working with everyone on AB 109 supervision in the region, becoming aware that a person has been referred to employment should trigger an internal screening process to evaluate the individual's fitness for one of the employment related specialty programs. Where a person is found to be an ideal candidate for one of these programs, it will be the responsibility of the Network Team to then facilitate and navigate this individual to this particular service. If and when an individual is

navigated to an employment related specialty service, the Network Team should then make Probation aware this service is being delivered in lieu of the traditional employment program.

For housing, the new provider is New Life Dream Center. This process will work identically to that of employment. While Probation can bring a housing referral to the attention of the Network Team, generally it will be up to the internal protocols of the Network to identify ideal candidates for the New Life Dream Center. However, once an individual is accepted into this program, Probation should be informed of this development by Network Team.

DRAFT

AB 109 Referral Counts, by type of service
accessed January 15, 2015

Row Labels	Sum of Referrals
1170(h)	1317
AODS	326
Benefits	62
Co. Shelter	74
Document (Men)	8
Document (Woman)	6
Employ-Cent	109
Employ-East	71
Employ-West	56
Field Op - Antioch	15
Field Op - Central	9
Field Op - Pittsburg	6
Housing	172
Legal	32
Mental Health	98
Mentoring	79
Mentoring (E/C)	13
Mentoring (W)	6
MH	63
Reunification	3
Rubicon	16
Shelter	52
Specialty	1
SSI	15
T4C	25
PRCS	1684
AODS	394
Baylegal	1
Benefits	121
Co. Shelter	81
Document (Men)	16
Document (Woman)	1
Employ-Cent	105
Employ-East	101
Employ-West	72
Field Op - Antioch	21
Field Op - Central	7
Field Op - Pittsburg	6
Housing	161
Legal	36
Mental Health	113

Mentoring	64
Mentoring (E/C)	15
Mentoring (W)	2
MH	113
Reunification	1
Rubicon	21
Shelter	95
Specialty	2
SSI	9
T4C	126
Grand Total	3001