



Alameda County
Community Corrections Partnership

Family Reunification

Request for Contract Extension

Overview

Program Description

The goal of the family reunification program is to aid clients in assimilating back into their families and the community and to reduce recidivism. Current contract allows for up to 320 clients to be served annually.

Current Contract Term

February 1, 2020 - January 31, 2022 [1st Amendment]

Initial contract February 1, 2019 - January 31, 2020

Current Investment

\$ 4,000,000 Allocated (FY 16/17 and FY 19/20)

Request

- Additional Allocation **\$ 1,167,260**
- **2 Year Contract Extension** (2/1/2022 - 1/31/2024), 2nd Amendment



Metric	Value
Total yield of segment	1,534,870
Customer Satisfaction	85%
Absenteeism Rate (monthly)	2.4%
Turnover rate (annual)	9
Time to hire	53627
Applications received	5293 days
Interviews (monthly)	86.90%
Average Tenure	55 days
Value	76
Value	445
Value	253

Providers



Centerforce - Oakland, CA



Chinese for Affirmative Action (APSC) - Oakland, CA



Tri-Cities Community Development Center - Newark, CA



Contract/ Program Elements

Service Requirements

- Individualized needs assessments
- Collaborative case planning
- Pre- release services & support
- Transition/re-entry services & support:
 - Concrete services & support
 - Evidence - based classes/workshops
 - Individual and family/group Counseling
 - Support groups
 - Other services & supports based on client need
- Program support for reunification & permanency planning
- Post- reunification services
- Case coordination and reduction/removal of barriers to successful re-entry
- Concrete services & financial support
- Partnership & collaboration requirements
- Dosage based

Anticipated Outcomes

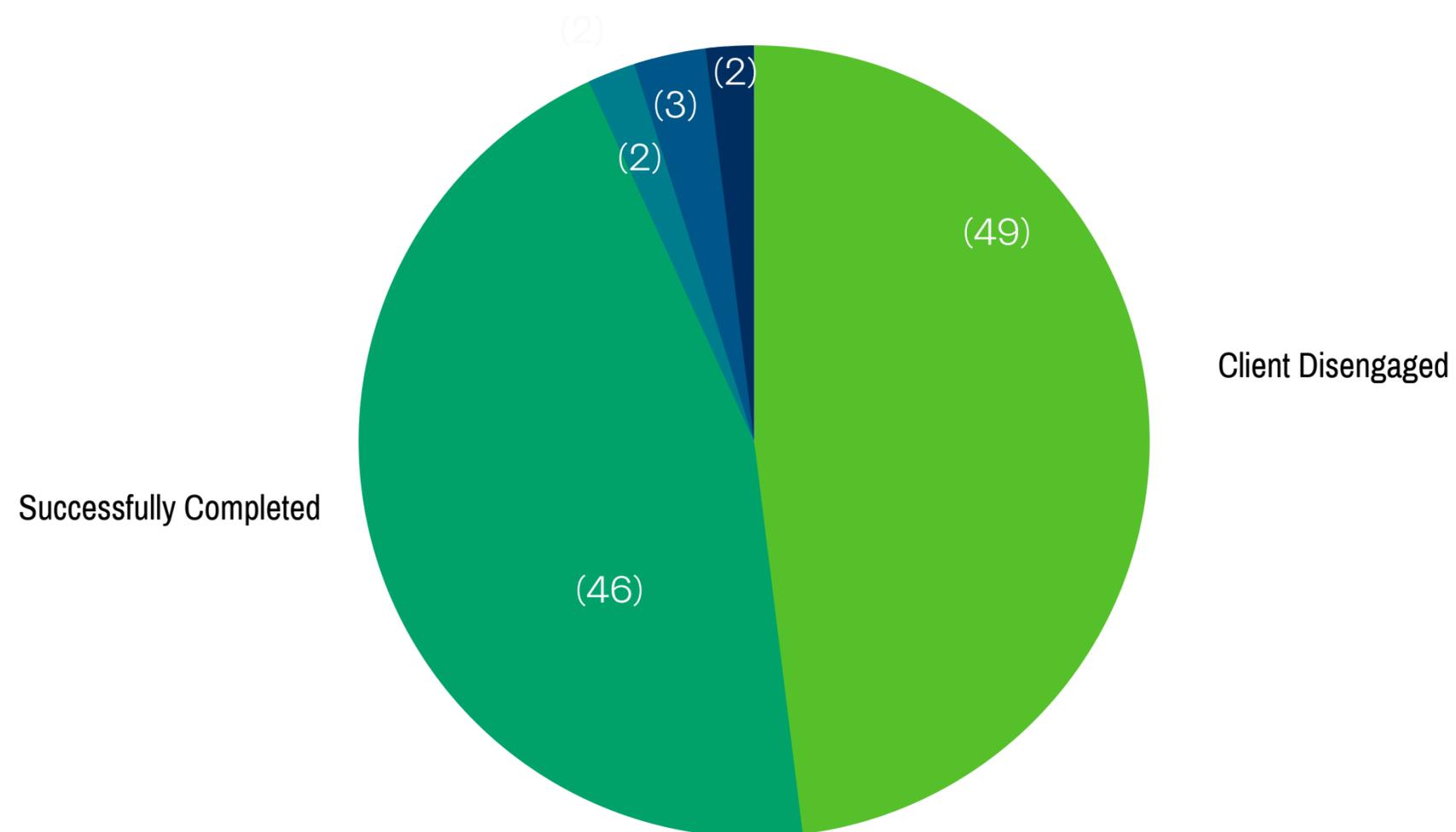
- Increase family relationship skills, through parenting/relationship classes and case management
- Increase post-incarceration family engagement and support
- Reduce recidivism

Data Comparison

Service Delivery from February 2019 - June 2021

	 Contracted to Serve: 180 clients annually	 Contracted to Serve: 20 clients annually	 Contracted to Serve: 120 clients annually	 TOTAL
Total No. of unduplicated referrals	188	103	57	348
Total No. of Clients Served	113	62	27	202
Currently Active	74	9	17	100
Program Closure	39	53	10	102
Pending Enrollment/ Assessment	27	12	15	54

Service Delivery from February 2019 - June 2021



PROGRAM CLOSURES (N=102)

- Client Disengaged **49 (48%)**
- Incarcerated **2 (2%)**
- Other **3 (3%)**
- Successfully Completed **46 (45%)**
- Term Ended **2 (2%)**

Provider Feedback/Additional Information



Housing Program

- Short term financial assistance to host families
- \$800 per month for 6 months
- 63 clients participated

Collaboration

- Between vendors
- Family focus groups



Challenges

- Impact of COVID
- Building rapport takes time
- Number of referrals

What's working?

- Having employees with lived experience
- Virtual classes
- Weekly check-ins
- On-site employment advisor

Matters of the Heart Counseling



- Mental Health Clinical Services
- 7 clients participated

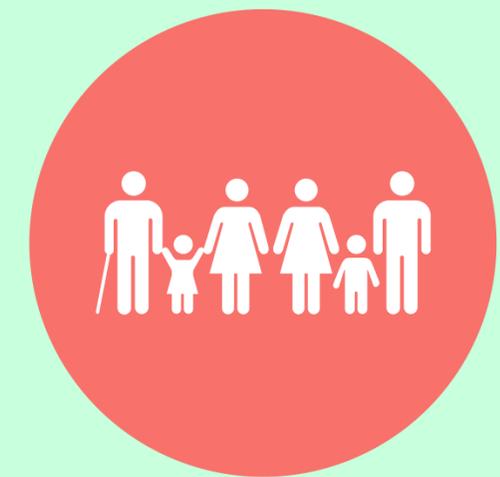
Parenting Classes

- 10 Parenting Classes
- 79 clients participated



Gaps

- Long term support system
- Greater understanding of the court and child support systems



Overview

Request

- Additional Allocation **\$ 1,167,260**
- **2 Year Contract Extension** (2/1/2022 - 1/31/2024), 2nd Amendment
 - Centerforce - No cost extension
 - Chinese for Affirmative Action (APSC) - \$ 773, 212
 - Tri-Cities Community Development Center - \$ 394, 048



Metric	Value
Total yield of segment	1,534,870
Customer Satisfaction	85%
Turnover Rate (monthly)	2.4%
Absenteeism Rate (monthly)	53627
Average Tenure	\$120000.540
Time to hire	9
Applications received	6.90%
Interviews (monthly)	620 days
Value	76
Value	11
Value	253
Metric	Value
Value	445
Value	256 days
Value	5,293 days
Value	86.90%
Value	55 days

Family Reunification Presentations



Three Providers: Tri-Cities, Asian Prisoner Support Network &
Centerforce

Tri-Cities Community Development Center

*“A Full Service Family
Reunification
Program Serving Pre
& Post Released
Parents and Children
in Alameda County”*



Tri-Cities Community Development Center

- The Tri Cities Community Development Center (TCCDC) is a faith-based Non-Profit CBO building partnerships to serve residents in Alameda County since 2002. Our mission is to help families and individuals to move in a positive direction towards healthy lifestyles, personal empowerment, educational advancement for youth, and the successful reintegration ex-offenders into society, community and family. Our team of Case Managers, Peer Specialists and Family Therapists work with parents who have been released from state prison or county jail and are under the supervision of the Alameda County Probation Department's Post-Release Community Supervision (PRCS) and charged and/or resolved with an 1170(h) eligible offense(s)

Client Support Services

Clients Served:

Tri-cities estimated that 120 clients per year would be referred to the program for services. In 2020/21 we had 42 clients not counting the spouses. Including the spouses, we had 62 overall clients.

The Services we proved are:

Positive Parenting, Anger Management, Emotional Intelligence, Developing and Maintaining Healthy Relationships, Understanding Childhood Development, Coping with and Managing Stress, and Understanding the Court System and Child Support System.

7 families used the Matters of the Heart Theory Services

10 Families used or are using the housing program

All Clients receive Concrete services (Gift Cards, Clipper, Dinners and lunch dates, Clothing, Union Dues, etc..)



Matters Of the Heart Counseling Center

Mission: Matters of the Heart Counseling Centers exists to empower people to embrace their mental wellness. We will give you the tools to heal your spirit, the words to relive your mind and the inspiration to open your heart.

We provide a collaborative, safe space that allow them time to explore their concerns.

Our psychotherapists are skilled at helping you create immediate, measurable and lasting change that will impact the way you live, love and lead. We will equip you with the tools and strategies to create the life sand relationships you desire.

Family Reunification



Nurturing Skills for Families NSF creates a parenting program for families that meets their specific needs. Competent based instruction helps parents learn the basic skills of Nurturing Parenting, a proven evidenced based program.

Instructional lessons run 60 to 90 minutes and can be taught in group-based programs, home-based programs, or a combination of group and home-based.

Family Reunification – Concrete Services

Housing Support:
Concrete Services
(Up to \$800 per
month)

Transportation:
Family Group
Sessions,

Family Outings

Job Interviews

Child Support

Stipends

Clipper Cards

Gift Cards, Direct
Aid, etc..

Client Testimony

Natoya Smith

My name is Natoya I like to show gratitude on behalf of the Family Reunification program at Tri-Cities. Tri-Cities program has made and continues to make a tremendous impact on my life and my family.

When I first started this program I thought I had it all together because I had recently completed an outpatient program. But, I soon found out that getting involved in the Family Reunification program at Tri-Cities there was a lot that I wasn't addressing as a mother, daughter, sister and as a women.

The program assisted me with developing healthy parenting tools and healthy ways to communicate with my family. When I came to the program, I didn't have custody of any of my four children.

When I first came to Tri-Cities I was actively using marijuana, while trying to reunify with my kids. I believe I was stuck in my own way and obviously my way was no longer working.

A few weeks after attending classes I had a breakthrough with one of the counselors and made a promise to myself that I was ready to change the way I thinking by having a sober mind giving up my mask of using marijuana. Being apart of this program I felt was greater than my self and I was committed to being willing to change.

Client Testimony Natoya Smith Part 2

It was because the support I had from this program that motivated me to want to get up every morning and attend my classes. I began to trust the process.

The staff believed in me more than I believed in myself at times, when I doubted myself which allowed me to put my guard down and start to trust the staff. Now that I'm effectively applying the material I've learned from the relapse prevention program and the Family Reunification program I have gained full custody of my oldest daughter.

I have unsupervised visits with my youngest son and I continue to make progress on being able to establish contact with my other two children. I'm extremely blessed to have connected with this program and learned tools that are useful that I've been able to apply in my daily life.

I'm glad I gave this program a chance because now I'm actively in recovery, maintaining my sobriety and most importantly I've changed the way I communicate. Today I'm able to set boundaries that I don't allow people to cross. I have established my own morals and values that are realistic and I cherish.

Because of the program my family has gained an additional healthy support system that is reliable and doesn't allow me to be codependent or enable me when I'm wrong.

Client Testimony

Paul Rhodes

How Tri-Cities Saved Me

There is no way I can explain how appreciative I am through this program and how it's saved and turn my life around, unless I wrote a whole book. The only way I can think of showing my appreciation is to excel in my life and use the things I have learned to better myself, my family and to help others.

Before I came to Tri-Cities, I had a relationship with my son and his mother, however it was not as healthy as it could be or heading in the right directions. I have changed my behaviors, morals, addiction and way of thinking. Which in turn have made a tremendously positive affect on my life and the people around me.

Aside from the obvious things like containing my alcohol addiction, it goes way deeper than that. I have learned you set boundaries and these boundaries are in the best interest of Zeeland my son and my family. I have also used the tools I have been taught at Tri-Cities, to do what was necessary to get my driver's license back get a new car, and get a good job, aside from the pre-formed mention of the relationship with my family. Tri-Cities has help me to change everything around, things I never knew I needed change. I did not have the tools(mindset/way of thinking). I am now currently having a positive, productive lifestyle but I am very confident in myself, and it rubs off on others, it's contagious

I could go on and on, but in short, I believe that a higher power brought me to Tri-Cities and they have taught me how to live life successfully positively and work hard at what I want in life.

Current and ongoing Challenges

The most critical challenge is covid. We have not seen the number of clients we had estimated, and this has challenges recruiting clients to participate.

To change/engage a family's relationship takes time. Engaging formerly incarcerated parents to address the reunification process and to encourage parent-child contact and maintaining frequent contact and supporting healthy relationships with children and caregivers take time!!

What is working:

The clients must trust the Case Manager and Instructors on engaging healthy relationships.

Our classes on encouragement and the continuity of the family unit by improving parenting and family functioning

Theory when required has made a difference in all the clients in helping them understand their relationship impact on the family.

Gaps/Improvements

We need to develop a long-term support system for family reunification once the family is back together regular meetings should occur for continued education.

Understanding the Court System and Child Support System

Substance use and abuse

Self-Care how to better take care of their selves (regular doctor visits)

PERFORMANCE MEASURES

DATA COLLECTED

Barriers; upon intake of each client, we have them fill out a Barrier Survey Sheet. Marking each Barrier that needs to be removed from them moving forward in a positive manner.

The Barrier Survey Sheet is reassessed every 30 /60/90days between the clients and his/her case-manager, in hopes that Barriers have been removed.

DATA NEEDED

What causes a particular client causes a particular client to re-offend, and/or relapse

How does Therapy help, not help the client.

Family Law Attorney's

CPS Expertise

Visitation Sites for Child Visitation Orders

LONG TERM OUTCOMES

Aftercare Program



After completion of services (16 weeks), the client has the option to continue with After Care Services to support the stability of the relationship with children and parents/caregiver



Family Reunification

Contact Information:

Tri-cities Community Development Center
37620 Filbert Street, Newark, Ca 94560

Phone: 510 790-9092

Email: referrals@tricitescdc.com

Contact: Horacio Jones

pastorjones@tricitescdc.com



Asian Prisoner Support Committee

Family Reunification



About Our Programming



Image Caption: APSC's formerly incarcerated reentry staff members who have collectively provided services to over 150 formerly incarcerated individuals re-entering into society.

Asian Prisoner Support Committee's (APSC) reentry programs are staffed by formerly incarcerated people with lived life experience. Our two Case Managers and intern have served a combined 57 years in prison.

Collectively they have extensive experience facilitating restorative justice healing circles, youth mentorship programs, and have certifications in domestic violence counseling, crisis intervention, and addiction recovery counseling.

Family Reunification Services & Support

Peer Support: One on one peer support with reentry staff who offer support and insight from their own lived experiences. Our Case Managers also work with client family members.

Reentry Navigation: Navigating access to social services such as obtaining an ID, Medi-Cal, and work permit applications.

Referrals: Referrals to network of partners for support in areas such as housing, finding employment or workforce training, and meeting education goals.

Community Immersion: Social activities and events for clients and their family members.

Concrete Services: Gift cards or goods provided to assist clients who need help with expenses such as groceries, utilities, clothing, and transportation.

Program Overview

Enrollment

Enrollment begins with a Case Manager performing an intake with the client.



Case Plan Development

Case Managers work with clients to develop a case plan where the clients identify three goals they will work towards that will remove barriers to successful reentry and lead to stronger relationships with their families.



Housing Permanency Planning

Clients who are also enrolled in the Family Reunification Housing Stipend must also develop a Housing Permanency Plan and meet with Case Managers at least three times per month to discuss their progress or troubleshoot challenges.

Clients Served

- APSC is contracted to serve 20 clients per year. To date we have served 65 clients since May 2019.
- APSC is also contracted to enroll 16 clients in the Family Reunification Housing Stipend (FRHS). To date we have enrolled 14 clients and project we will have enrolled 20 clients in FRHS by January 2022.
- Upon successful completion of the program (meeting all 3 Case Plan goals) clients are welcome to continue receiving peer support from their Case Manager and participate in Community Immersion activities for as long as they'd like to remain engaged.

Performance Measures

- 94 client referrals
- 65 clients served and counting (contracted to serve 20/year)
- 84.6% of clients received one-on-one peer counseling and support
- 80% of clients received Concrete Services within the first 60 days of enrollment
- 36.9% of clients have successfully completed all of their case plan goals
- 14 clients enrolled in FRHS and counting (must enroll 16 by Jan 2022)
- 24 clients were connected with aid for legal services
- 9 clients received help signing up for Medi-Cal and other healthcare services
- 40 clients received assistance with groceries
- 12 clients received assistance with transportation
- 10 clients received assistance with utility bills



Centerforce P.A.L.S. Parenting Program

**Parenting and Learning for
Success**



Program Overview

Overview:

We provide pre and post release services for both incarcerated individuals & returning citizens and their families. Client can enroll in custody as well as in the community.

Post-release services:

- Parenting and Relationship Classes
- Intensive Case Management
- Individual and Family/Group Counseling
- Provide child custody support (visitation, DCFS)

Pre-release services:

- Intake
- Assessment
- Develop Case Plan for post-release



Program Overview

Who is Eligible- P.A.L.S.:

Parents that reside in Alameda County, 18 years of age or older supervised under PRCS or charged with 1170 eligible offenses who are parents or primary caregivers of children 25 years old or younger.

Services:

- Family reunification Pre and Post services
- Enrollment and assessment
- Series of 10 Parenting classes
- Parenting Communication Enhancement Workshops
- Case Management
- Parent/Child Activities and Event



Number of clients served

- 192 clients referred since January of 2019
- 127 assessments and case plans
- 161 received 1-on-1 Family Reunification Sessions
- 75 received parenting classes
- 50 concrete services
- 39 housing stipends since 7/1/20



Program's Impact

Client #1 Statement:

1. Impact on family

Centerforce helped prompt me to share with my daughter the mistakes I made as a young adult, even though I have moved on far from my past as it relates to the justice system. I never talked about it with my family. Once I did our father-daughter relationship grew stronger. She understands now through my transparency and life lessons acquired how my life was transformed. She is more inclined to take heed to my words of advice and position's when making life choices for the family, I'm glad we built this rapport.

2. Housing program

After our employers closed during the pandemic, Centerforce Housing assistance program helped us during that tough time, allowing me to contribute \$800 a month toward our rent!



Program's Impact

Client #1 Statement:

3. Gift card

Centerforce provided us a Health Food Store gift card which helped us to continue to provide fresh organic vegan food, vitamins and supplements. This was a solution to help nourish and help our daughter to recover and build a healthier gut after experiencing a medical condition and following the Doctors advice.

4. Impact marriage

Centerforce was the only re entry program I participated where they engage the family. Centerforce valued my wife and considered how she was impacted being with a husband who is a second chance citizen. They facilitate family to child focus teachings in a structured way that helps the marriage to confront tough topics such as generational trauma, and they share how to love yourself, spouse and children.



Program's Impact

Client #2 Statement:

1 Impact on Family –

The impact that the PALS program had on my family, more specifically the relationship between myself and my son, is that it allowed me to be a better provider for him and spend more time with him in a more positive atmosphere. Taking the PALS parenting class broadened my understanding on parenthood and helped me develop communication tools that allowed me to communicate in a healthier manner with my son and co-parent.

2.Housing Program –

The Housing program offered by the Centerforce PALS program was a game changer for me! Thanks to this program, I saved enough money so that when my 6-month duration ended, I was able to seamlessly move into my own space, which I currently reside. Like I said, this program is a serious game changer!



Program's Impact

Client Statement #3:

I have been a participant in the PALS program since 11/21/2019. I entered the program homeless, unemployed, and disconnected from my family due to challenges with alcohol addiction. Despite my involvement in another parenting program, I chose to stick it out with PALS program because I felt a better connection with the staff. They truly understood and cared about my concerns and issues. Since then, I have established a stronger and more constructive relationship with my 9yr old son, and better communication with my 12yr old daughter. I have more frequent and healthy communication with both of my co-parents as well. Even my relationship with my mother is better. I have full-time employment with benefits at Golden Gate Fields as a horse trainer and barn attendant. I also have a place to call home with my co-parent and son. I started a dog walking business as a means of multiple streams of income. Due to help clearing up DUI holds on my license; I currently have a car. I technically completed the program a year ago, but I continue to attend the virtual classes to share my experiences with other struggling parents!



Program's Impact

Client #2 Statement:

3 Gift Card –

One of the most appreciated parts of the PALS program is the gift cards. There were several times where I was struggling to the point where I could barely pay my bills and I didn't have money to buy household items that were necessary, especially during the pandemic! Fortunately, I was able to buy sanitizer, toilet paper and other critically needed items that allowed me to provide a clean and safe environment for myself and my son. I was also able to purchase items that allowed my son to have a better chance at life success because he now has materials that I may not been able to provide him had it not been for the gift cards my Case Manager gave me.



Program's Impact

Client #2 Statement:

4. Bill Pay –

There were a couple of times that I needed help with a bill and Centerforce was able to help. The most recent occasion speaks to the importance of programs like PALS. I was at a terrifying place just a couple of weeks ago when I was hospitalized with Covid. Being hospitalized for Covid impacted my family's life significantly! I fell back somewhat regarding my bills, and I asked my Case Manager if there was something Centerforce could do to help ease the financial burden that I was facing. Centerforce paid my rent! They helped me get back to stabilizing my life.

I am extremely grateful for all the services and programs that Centerforce PALS resolution has provided to me and my family. I can say with absolute certainty that today I am in a much better position to face life and all that it has to offer than when I initially enrolled in the program.



What Has Been Working

- Having employees with lived experience has been the backbone of our program and it has allowed us to keep our clients involved and engaged.
- Having virtual online PALS classes is an asset to the organization, it provides all clients with the opportunity to log into class from wherever they are without the burden of public transportation, asking for rides, or paying for gas. It has also given clients a safe space and time to process their emotions without judgement, fears, or concerns. Clients are able to hear other clients' stories about how they handle relationships and child rearing. It offers conflict resolution and child rearing skills from other perspectives.
- Having an on-staff employment advisor for job referrals has given clients the opportunity to get assistance with professional development, resume support, and entry level work experience.
- Weekly check-ins has assisted clients with staying focus when issues and challenges arise.



Challenges and Gaps in Program Structure and Implementation

- Covid has been absolutely Devastating in terms of not being able to go inside of Santa Rita Jail to speak directly with the clients. The big part of getting participants to buy into our program is personal contact. “No-one cares about how much you know, until they know how much you care!”
- We would also like to see an increase in the number of referral of eligible client from Probation to our program. Because we are not able to go into the jails it is important that we get referrals from probation



Performance Measures

Data Collected:

Custody Status/ Visitation Status/ Employment Status/ Housing Status

Legal Needs& Status (Restraining/Stay Away Orders Court Cases) /

Substance Abuse Issues/ Mental Health Status/ Needs of the Children/

Family Needs/ Personal Needs/ Educational Needs/ Relationship Status



Long Term Outcomes

- We continue to work with Clients as long as they are both engaged with the program and in Tyler Supervision.
- We do not exit clients from the program after class completion if they continue to need help.