**Realignment System Successes, Challenges, Gaps**

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|  Successes |  Challenges |
| 1. Attending and graduating with financial incentives
2. Positive feedback helps with program success and completion
3. Providing employment with housing
4. Giving hope (encouragement, after-care)
5. Treating clients with empathy and trust
6. Making people feel comfortable
7. Providers/staff are sincere
8. ACJRP’s formerly incarcerated mentors
9. Giving time to adjust when returning home
10. Having family support
11. Getting a phone
12. Providing housing and employment
13. Providing case management
14. Help with self-reflection
15. Interagency cooperation (provider with provider)
16. Providing wrap-around legal services
17. Providers offering services in other provider offices
18. Educating on human behavior: Why do we make certain decisions will help to make better decisions
19. Relationships with DPOs (face to face and calls)
20. More client background information (thru Tyler)
21. Electronic referral system (portal) with dialogue
22. Distributing funds based on population data
23. Increased communication with DPOs and Service Providers
24. Helping to pay for college
25. SUD treatment in SRJ
26. MAT services in SRJ
27. Second chance agencies
28. Having transportation from SRJ on the table
29. Partnership pre-release between probation, ACWDB, and job center at SRJ
30. Requirement to hire formerly incarcerated into the contracts
31. Adding coaching and mentoring with case management
32. The CCP process and workgroup
33. Doing intake in SRJ
34. Expansion of housing
35. Aftercare programs
36. Dignity and worthiness
37. Change in perception of probation
38. Creation of an atmosphere that probation is encouraging rehabilitation, not punishment
39. Support from the DPOs
40. Hiring clients as staff with service providers
41. Helping clients build careers – not just getting a job
42. Honor the voice of people with lived experiences
43. Robust collaborative courts and quality programs
44. Involvement of people with lived experience
45. Recidivism rate is lower than state average: 34% vs 52%
46. Innovative initiatives
47. Recognition of peer support
48. Client incentives work well
49. Informative resources for clients
50. Warm hand-offs work well
51. Client’s ability to access diversion court and the willingness of court to accept clients; increased capacity
52. Client’s personal accountability
53. Quality programming
54. Improvement in bridging gaps between systems
55. Charges being dropped/early termination acknowledgement of successes
56. Collaborative approach as opposed to adversarial approach
57. DPOs visiting programs/show of support
58. Improved collaboration between DPOs and clients
59. Clients having a voice
 | 1. Getting a job (any)
2. Being on parole/probation, etc. as a provider and can’t get into SRJ to provide contracted services
3. Getting housing
4. Housing that is substandard (ie. no bathroom/kitchen)
5. Homelessness
6. More collaboration
7. Short-term and subsidized housing ends when probation term ends
8. Location of housing that causes challenges
9. Housing only available in Alameda County
10. Start more programming in SRJ
11. Connect with a mentor upon release
12. Need to connect with services soon after release
13. Being able to better recognize mental health
14. Medi-Cal being turned on prior to release
15. Classification system at SRJ prohibits some people from getting programming
16. Definition of “eligibility” for accessing AB109 funding
17. Housing for 290 registrants
18. Need ongoing provider meetings for adults’ providers, not just contracted providers (similar to what occurred for youth providers)
19. Turnover of CBO staff (better communication to probation when staff leave)
20. Seniors, disabled persons, and women with employment and services for them
21. Supporting people with trauma in the system for long periods – biological age vs medical age
22. Employment numbers
23. People knowing about services (clients, CBOs and DPOs)
24. Updated resource list at SRJ
25. Lack of compliance – how do we work with clients that aren’t ready for change yet? Two different populations
26. Severe mental health challenges – what is the success for people facing different challenges
27. Referrals -how to increase numbers
28. Access to clients at SRJ. Arbitrary/Cancelled classes
29. Need improved partnership between Probation and ACSO
30. Lack of coordinated services/release process from SRJ
31. Need access to housing units at SRJ
32. How services are explained to client
33. No contact information on client – how do we serve a client with little to no information?
34. Professionalism over personality – unprofessionalism of people in power
35. Use peer counselors -> Checks and balances
36. Capacity of collaborative court is limited
37. Housing opportunities with lower thresholds.
38. Educating landlords
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