

COMMUNITY CORRECTIONS PARTNERSHIP

PROGRAMS AND SERVICES WORKGROUP

WHEN: MAY 28, 2020 FROM 10AM – 12:55PM
WHERE: GOTOMEETINGS VIDEO CONFERENCE

NOT APPROVED

PRESENT:

Crosby, Neola (Chair)	Davis, Danishia	Jeffreys, Marlin	Penn, Curtis
Abernathy, Lisa	Dillard, Marcee	Jones, Tiffini	Santos, Jacee
Ai, Borey "Peejay"	Edwards, Valerie	Khine, Meemee	Shanks, Eric
Blake, Mona	Eridiano, Nelson	Kramer, Katie	Smith, Tim
Boyer, Alejandra	Frazier, Donald	Lai, Sophia	Smith, Troy
Brame, Abayomi	Garry, Ali	Lim, Diane	Stacey Guillory
Branner, Ebony	Glossup, Kelly	Mason, Joey	Stewart, Darryl
Brown-Little, Phyliss	Grigsby, Janene	McGrath, Kathy	Toro, Jason
Casadera, Elena	Hawkins, Darlene	Miller, Robin	Additional Guests: 23
Casanares, Derek	Hellums, Melissa	Mitchell, Kelly	
Conner, Shauna	Hernandez, Joanna	Norman, Shawna	

I. INTRODUCTIONS & MEETING MINUTES

The meeting was called to order by Neola Crosby at 10AM. The minutes from February 27, 2020 were reviewed and some of the challenges and successes were highlighted.

II. CENTER OF REENTRY EXCELLENCE (CORE) OVERVIEW – CURTIS PENN, FELTON INSTITUTE

The CORE team introduced CORE staff and provided an overview of the CORE program. The data and services shared in CORE's [presentation](#) were based on data as of May 15, 2020:

- **Program Overview:** CORE is a hub for Alameda County reentry services. Core provides case management and advocacy, service navigation, and emergency clothing, food and hygiene support. CORE also provides workshops, trainings and other barrier removal services, although these programs have been put on hold due to COVID-19.
- **COVID-19 Challenges and Opportunities:** Modified engagement, but still able to provide assistance over the phone and online. Also, working remotely to build partnerships and relationships for other services providers to keep the collaboration going.
 - Joey Mason has been instrumental in helping to provide services in the community during this time.
- **Referrals:** Number of referrals nearly doubled over the last month. Probation officers can provide referrals to the program. CBOs can also refer clients to CORE directly.
 - Demographic Data of Referrals – more males than females. Highest age group 26-36-year olds. Interventions are adjusted based on demographics.
 - 98 active referrals. Can make connections prior to release so that clients can immediately access services upon release.

- Questions/Discussion:
 - How do clients get connected with your program? Currently, all referrals come through the Probation Department via Tyler. Service providers will be allowed to refer clients directly to CORE. Clients themselves may also contact CORE directly; post-COVID all justice-impacted individuals can come into CORE to access services.

III. SERVICE DELIVERY STRATEGIES: SUCCESSES/CHALLENGES DURING COVID-19

A. Lao Family Community Development, Inc. (LAO) – Meemee Khine, Program Supervisor

- **Program Overview:** Lao Family is one of the Probation Department's contracted career technical education providers. Their focus is environmental remediation: removal of construction debris, lead abatement, etc. They also offer pre-employment workshops, training, follow-up and overall wrap around services to help clients. They work with both men and women. Two offices open: (1) 7200 Bancroft Ave., Oakland, and (2) 2325 East 12th St., Oakland.
- **COVID-19 Challenges and Opportunities:** Pandemic has not stopped the work. Staff are working in the office two days/week and working remotely from home three days/week. Using email and phone to keep in contact with clients and YouTube channel for orientation and workshops. Job placements during the pandemic have not stopped; 4 placements in April and 5 placements in May. Will reopen starting Monday, June 1 to meet with participants in Returning Citizen Stimulus (RCS) Program. CDC guidelines will be followed.
- **Referrals:** People get into the program through a referral from their probation officer.
- **Client testimonial:** Cedric Devall

B. East Oakland Community Project (EOCP) – Danishia Davis, Realignment Housing Supervisor

- **Program Overview:** EOCP assist individuals on probation that are referred through the Tyler system by providing rental assistance for up to a year. Typically, shared housing is offered for clients with limited income. While, EOCP tries to find Individuals who are working and able to contribute towards rent their own housing unit. All clients are placed in residences within Alameda County. EOCP helps the client with move-in cost, security deposit, first, second and third month's rent. In the third month, the client will be accessed to see how much they can pay towards their own rent. Rental support may continue for up to a year. The goal is to move the client towards self-sufficiency within the twelve months. By the end of the program the client should be able to handle the rent on their own. They also partner with other services providers to help clients with needed wrap-around services.
- **COVID-19 Challenges and Opportunities:** Working remotely. Staff go into the office one day a week to retrieve voicemails, administrative documents, etc. Intake is currently being done over the phone with verbal consent for ROI (Release of Information), then later in compliance with the stay-at-home orders, the client will be able to sign the documents.
 - Using Zoom and Facetime to communicate with landlords and inspect properties to ensure they meet their criteria.
 - Finding enough available housing during the pandemic is hard, because landlords are less willing to accept clients until the pandemic is over. EOCP will call those referred, if they have a good working number for the client, to access their immediate housing needs. If the client is living in

an inhabitable place (i.e., car, streets), they offer PRCS shelter beds (they have up to 10), then temporarily utilize motel beds until a shared housing option becomes available.

- Clients are also working themselves to try to find housing options. They find available units and will bring the lease to EOCP for assessment and assistance.
- **Referrals:** Receive referrals via Tyler. EOCP receives between 100 and 200 referrals a week. There are several past referrals still in the system; it is hard to identify if the referral is still in need of housing. Trying to find these clients can be difficult if too much time has passed.
 - **Tyler System:** Tyler is not very friendly for non-Alameda County employees (service side). EOCP must enter Tyler system to get communication from Tyler. The only way to get messages is to seek them out. Tyler does not notify EOCP that there is a message in a client's file. Notifications only come with new referrals. Don't want this to negatively impact client. A direct phone call from the PO is always encouraged.
- **Action Item:** Tyler Perish has officially resigned. She has asked for her phone number to be removed from the Tyler system and Danishia's added.
- **Discussion**
 - EOCP is good and fast. Help with move-in fees and rent for up to a year. You must have a job to qualify. Housing provider in North County. Accepts referrals through Probation.
 - Darlene, Alameda County Social Services – They have a new homeless assistance center that just opened. They are hiring. All referrals through coordinated care process.

C. **Cypress Mandela Training Center (CMTC) – Erick Shanks**

- **Program Overview:** Services include environmental and construction training.
- **COVID-19 Challenges and Opportunities:** As of June 1, Cypress Mandela will begin resuming training. They've had two and a half months of intense retraining and preparing the facility for post-Covid re-opening.

D. **Community Youth Outreach (CYO) – Ali Garry**

- **Program Overview:** Main program is *Healthy, Wealthy and Wise* cognitive behavior class. Class teaches decision-making, identity, trauma and financial literacy. Another class offered, *Making World Builders: Real Estate, Business, Credit and Investing*, helps people purchase investment property, establish businesses, etc. Also offer: Life coaching, mentoring and case management and CYO helps people with their credit. Begin and end with love, compassion and patience; about putting people first.
 - CYO falls under FUBU (For Us By Us) Client Engagement Peer Mentoring and Navigation.
 - Vast majority of service providers have lived experience.
- **COVID-19 Challenges and Opportunities:** Sheltering in place.
- **Referrals:** Clients from different programs can participate (do not have to be referred by a deputy).
- **Client Testimonial:** Client described how the program assisted him in raising his credit score from the low 500s to a 700+ score and made it possible for him to purchase a home.
- **Discussion:** Contact Ali Garry for more information. Ali's personal cell phone: (510) 485-4192.

E. **BOSS – Donald Frazier, Executive Director and Tim Smith, Director of Reentry Services**

- **Program Overview** [[Presentation](#)]: BOSS continues developing solutions to mass homelessness, mass incarceration and community violence with programs and services tailored to meet the need of the

people. They are dedicated to the inclusion and well-being of people marginalized by trauma, incarceration, poverty, racism, sexism, homelessness and violence.

- **AB 109 Justice Programs:**

- Social Justice Fellowship: Innovation grant – Cohort-based leadership development with an emphasis on social and restorative justice, leadership development, policy reform, organizing and advocacy classes and workshops. Now being done via Zoom video conferencing.
- FUBU – For Us By Us: Offering weekly phone calls to reconnect justice involved individuals who are disengaged from services by providing peer support to guide them through the process of accessing needed services, including referrals to service providers and food and transportation vouchers to cover basic survival needs during the pandemic.
- Hope Reentry Campus: Interim housing and onsite services for individuals returning from incarceration. Daily screenings, masks, social distancing, temperature checks and cleaning.

- **Additional Supportive Programing/Services:**

- Rental Assistance: One-time assistance to help with financial needs related to housing.
- Warm Hand Off (WHO): Intensive case management and barrier removal program.
- Returning Citizen Stimulus: \$2,700 provided in a series of installments (two payments of \$1,100 with a final \$500 payment) for individuals who are recently released from incarceration and proactively working toward employment
- Outreach/Engagement; Drop-in/Referrals; Food Pantry; Intensive Outreach; and Events Coordination

- Expanding partnership with Dig Deep Farms as part of their transitional work platform

- Trying to expand to 237 SRO units in Oakland for housing for reentry population

- **COVID-19 Challenges and Opportunities:** Giving PPE, Safeway gift cards, and hotel vouchers.

- Providing PPE, temperature checks, social distancing, sanitizing and cleaning a minimum of 4 times per day in outpatient and residential setting.
- Most staff still working on-site.
- Virtual classes were implemented on April 1. Intent was to minimize service disruption for clients. Offering 22 hours of classes per week.
- Still do intakes and referrals for the employment program in-office.

- **Client Testimonials:** Sharon Brown, Alisha Usher, Romaine Usher, Ishmel Ahmed, Brandon Hammond and Dajon Daniels

F. **Social Services Agency (SSA) Employment – Darlene Hawkins**

- **Program Overview:** One stop career center in Hayward office. Subcontract out for other service agencies. Visit the Alameda County Social Services website to view available positions. For organizations that would like to share open job opportunities throughout Alameda and the surrounding counties, you can join the Alameda County Community Partner Distribution list. Email Darlene DHawkins@acgov.org for help accessing the Alameda County Facebook website for job leads.
- **Sustainable employment opportunities in IT/Cyber Security:** Currently working with the East Bay Interagency Counsel to help build awareness around employment opportunities in IT and cyber

security. There is a current recruitment now with Merit College that has a program lead by industry leaders. Anyone who knows how to work a smart phone, could be a candidate for an IT/Cyber Security specialist. If you are interested, email her or get more information through Intercity Agencies directly from Derek Casaneras. His phone number is (510) 401-7608.

G. Asian Prisoner Support (APS) – Borey "Peejay" Ai

- **Program Overview:** Located in Oakland's Chinatown, APS provides support with reentry, family reunification and innovation (cultural healing and dynamics). APS meets one-on-one with clients to determine their needs, barriers, goals and aspirations, then helps them step-by-step to achieve their goals. Training (1-on-1 and group), education, employment, housing, DMV paperwork, etc. whatever the client needs. More than half the staff are formerly incarcerated; can relate to the client's experience.
- **COVID-19 Challenges and Opportunities** Because of COVID-19, group classes have been put on hold, clients are offered one-on-one classes. Utilizing phone calls, social media and email. Check in with clients once a week to talk and see if there is anything they need. APS also connects clients with other service providers as needed.
- **Client Testimonial:** Devon Johnson

H. 5 Keys – Joanna Hernandez, Director, In Custody Programs and Reentry, Northern California

- **Program Overview:** Provide educational services. Students have the opportunity to get their GED, high school diploma or participate in ESL programs. Also, provide stimulus money through the RCS program.
 - On-going calendar includes life skills, anger management, financial literacy' and *Getting out, staying out* classes. Also, invite panelist to share their experience (virtual). Launching, *Thinking for Change* on virtual learning platform (in the works). Enrollment is currently online.
- **COVID-19 Challenges and Opportunities:** Utilizing virtual learning due to COVID. Just launched a new tool to assess students. TABE assessment used to be used (in-person), moved to virtual assessment tool to get a better understanding of where students are so they can help students meet their goals. Case managers through the ACPD contract are continuing to support students with barrier removal: housing resources, food box delivery and food vouchers.
- **Referrals:** Communication through Tyler has been a barrier. Phone is best way to communicate because all Tyler messages sent are not always received in a timely manner. Especially, while dealing with COVID – often can't wait 24 hours for a response during this time.

I. Centerforce – Abayomi (Yomi) Brame, Fatherhood Program Coordinator

- **Program Overview:** Supervisor over PALS program for parenting; provide parenting classes. Help with child support, visitation, custody, parenting and relationship counseling. Working on a new program with housing starting next week – providing \$800/month for rent to clients that are living with family members and friends. Three of their four employees were previously incarcerated and took Centerforce's class while incarcerated. Great results hiring formerly incarcerated people who know their program.
- **COVID-19 Challenges and Opportunities:** Utilizing Zoom during pandemic. Assessments being done online. Signing using DocuSign.
- **Client Testimonial:** Gary Houston

J. Bay Area Legal Aid (BALA) – Stacey Guillory, Staff Attorney

- **COVID-19 Challenges and Opportunities:** Still working remotely and accepting referrals. To increase access due to lack of walk-in hours offering an online self-referral form on their website: www.baylegal.org. Search for reentry. Fill out contact information and legal issue. DMV will reopen on June 1st, there are a few open now. BALA are helping clients with traffic tickets and getting their license back. Also, assisting clients with vocational licensing, background checks, employment denials, identity theft, credit reporting and doing clean slate petitions for people who want to clear up their records.

K. La Familia – Jason Taro, Interim Director of Reentry Services and Nelson Eridiano

Acknowledged all service providers and community members on the phone for continuing to do amazing work during this pandemic and all the success stories that have been shared.

- **Program Overview** – La Familia offers a number of reentry services:
 - The Alameda County Justice Restoration Project: Partnership with the District Attorney's Office, BOSS and other agencies that provide peer support for a cohort of people coming out of the justice system.
 - Reentry Treatment Team: Provides peer and clinical support for people with behavioral health and/or substance abuse disorders.
 - **Reentry Employment Program – COVID-19 Challenges and Opportunities:** Program is located in Castro Valley. Had to make a lot of adjustments due to COVID. Instead of coming in, clients are given Instagram classes (soft skills and job readiness). Also, incorporated a guest speaker on Thursdays that offers motivational speaking for clients: anger management, addiction, coping with COVID. Still doing intakes, career assessment, unsubsidized and subsidized work, life coaching, job readiness, mentorship. Also, refer people to other programs (resource navigation). Work closely with FIVE Keys and case management. Continue to provide support after clients have completed the program.
- **Discussion:** For all service providers, how are you dealing with technology? Are you finding clients have trouble with or don't own tech? Most people are more technically advanced than the providers. Some clients occasionally may not have a phone, but most of our clients are already on these devices and know how to use them. Instagram is the app La Familia been most successful with because of its accessibility – everyone is already on and using it – it's user friendly and well known. Five Keys has been giving laptops to students. Students who live in overcrowded housing struggle with internet access. Language access can also be a barrier, monolingual immigrant families have a harder time with technology because of a need to translate instructions/discussions.

L. Serenity House – Melissa Hellums, Executive Director

- **Program Overview:** Serve woman who are impacted by homelessness and/or have been incarcerated. Provide addiction support. Have a sober living house where woman can live from 6 months to 3 years and provide intensive wrap around services. Access to health care, including mental health services. Day program also.
 - Reentry work – BSCC funding and domestic violence grants allows them to offer emergency hotel room vouchers.
- **COVID-19 Challenges and Opportunities:** Women living in the housing have been sheltering in place. They have been provided PPE and laptops, so they can attend the healing groups and Zoom classes.

Telephone and online counseling is being offered. Also, delivering groceries to clients in hotel rooms. Offices open on a limited basis (3 half days); seeing one client at a time and exercising social distancing to do intake and assessment. Priority is to connect women with housing. Also, testing for COVID-19.

M. Center for Employment Opportunities (CEO) – Ebony Branner

- **Program Overview:** Provide employment services including transitional work and daily pay. Located on 7th and Broadway. Currently, working with Probation for the CTE.
 - Reentry Stimulus: CEO launched stimulus in partnership with LAO family, BOSS and Bay Area Legal Aid. CEO's goal is to serve 1000 reentry clients reentering the work field. Quick jump-start into these programs. If client was released within the last 6 months, they are eligible for reentry stimulus.
- **COVID-19 Challenges and Opportunities:**
 - Referrals: Overwhelmed with referrals through Tyler. Not currently taking enrollments. Office is closed until shelter-in-place is lifted – no new enrollments. Difficult to communicate that to Probation officers through Tyler Supervision. Still receiving referrals and direct calls with referrals. Keeping those clients on a waiting list, so that when CEO re-opens for orientation, they will be called.
 - Transitional work and daily pay: Want to keep engagement going. Still allowing current clients to work, just less frequently. Working with Probation to fill the gap by using distant learning, instead of working in the field. Working from home doing educational packets: food handler certification, environmental remediation (virtual). Clients get a stipend for completing these courses. All the money is almost gone for fulfilling those stipends. Hoping, after June 1, crews can start working again so that clients have continuous work.
 - Job placement: Still actively placing people in jobs at a fast rate. 15 participants pre-Covid did not have work, as of this week, 7 of those clients have received full-time employment.
- **Referrals:** Most clients get a referral from CDCR through their parole officer, or Alameda Probation through CTE. (510) 251-2240, press 0 to get a hold of Ebony, her extension is 2625.

N. Inter-City Services – Derek Casanares, Board Member

- **Program Overview:** Primary focus is on veterans. Quite a few have been incarcerated; often for service connected injuries that have not been identified properly. Inter-City's main focus is teaching people about IT technology – IT Certification and cyber security. Can assist veterans with additional services other than IT tech; have resources for veterans and know how to help them navigate resources. Will not turn down anyone, but veterans are their specialty. You may contact Derek Casanares at (510) 401-7608 for more information.

O. Community Works West (CWW) – Troy Smith, Case Manager

- **Program Overview:** CWW works with youth in the jails. Some team members can go inside the jails and work with them. Troy cannot, so he goes to court with them to support and advocate for them. When TAY (transitional age youth, age 18-25) get out, CWW works with them to access their needs and help them accomplish their goals. CWW works with BOSS, Laney College and Seventh Step for housing. The staff at CWW try to be there for the youth and help walk them through what they are trying to do.

- **COVID-19 Challenges and Opportunities:**

- Tyler communication is not sending CWW a lot of referrals.
- Building Beats program – learn how to make music and how to communicate without using derogatory / disrespectful language. Hard during COVID. TAY were coming into the office or staff could go track them down before COVID. Now only access to them is when they come out of jail and over the phone. They tend to only be responsive if they want something from you (i.e., gift card). COVID unlit spark that was ignited. Still working and collaborate with other organizations to try to make a difference in these youth's lives.
- Troy was a juvenile lifer and is grateful that this meeting provided him the opportunity to be able to put a face to someone who was on the ground helping with the legislation that helped get him out.
- Action Item: Will connect with him to help him help get him access to Santa Rita so he can provide services pre-release. Troy Smith can be contacted at (510) 760-1299.

IV. NEXT MEETING: The next meeting will be June 25, 2020.

V. ANNOUNCEMENTS

- Sophia Lai, with the Alameda County Behavioral Health Department, wanted to make sure everyone is aware of their **Mental Health Services Act Community Survey** they are conducting through May 30th. The survey is being used to decide how to prioritize Prop 63 funding. Everyone should complete the survey: providers, clients, anyone who will need behavioral health services, or anyone interested in helping inform the development of behavioral health services. The survey can be found at www.acmhsa.org. You may also call (510) 834-5990 for more information. Please take the survey! Your input will be invaluable to the development of their 3-year plan.
- **Operation My Home Town** provides clinical case management services for individuals being released from Santa Rita Jail. If you need their services, you may contact Kelly Glossup at kglossup@acgov.org.
- **Please email reentryinfo@acgov.org if you want to share information about your organization.** Please do not email Neola directly with information you would like to be shared. To ensure your information is included in our Events and Announcements, please use reentry info email address given above.
- **Incentives work**; get them connected and keep them connected.