

Service Provider/Organization	Name of Facility /Address	Services Provided
Kingdom Builders	The Dream Center 2321 International Blvd., Oakland	Wrap Around Services, Employment Services, Case Management, Housing Assistance
Rubicon Programs	The Center for Re-Entry Excellence (CORE) 100 Hagenberger Road Oakland & 2411 Amador St. 3rd Fl. Hayward	Coordination of the Re-Entry Services for Clients. Service Domains: Legal Services, Public Benefits, Family Services, Financial Planning, Education, Employment Assistance and Housing Assistance. Hot meals, showers and clothiers for people returning to community
Bay Area Community Services (BACS) Mental Health Services		Case Management for AB 109 clients and family members assistance with the following: drug treatment; medication management; employment; housing tele psych and other re-entry barriers
Bay Area Community Services, Housing	The Henry Robinson - 559 16th St. Oakland, CA & The Holland 641 West Grand Ave. Oakland., CA	Housing Assistance and Placement

The Alameda County Probation Department	1111 Jackson St (Admin. Offices)	Administrates contracts with Community Based Organizations to provides services for AB 109 clients
Project Open Gate	Merrit College Campus 12500 Campus Dr. Oakland, CA 94619	The program connects with students while in Santa Rita Jail and upon release enrolls them in college.
The Genesis Worship Center	The New Beginnings House The Fresh Start Academy	Life Coaching; Vocational and Educational Support; Weekly Food Vouchers of \$105; assistance in receiving medical and dental insurance; family reunification & permanent housing assistance.
*Building Opportunities for Self Sufficiency	Wellness, Empowerment and Resiliency Campus and Trauma Recover Center 7501 International Blvd. Oakland, CA 94605	Healing, Pre-Employment & Employment Training, Transitional Work Placement, Case Management, Transitional Housing, (Including for Women and Children)

Full Capacity	Description of Feedback Process	How The Information is used
100 Men	Focus Groups, Staff Check ins.	Feedback is discussed at case manager meetings, staff meetings and implemented where appropriate.
	Focus groups, discussions at staff meetings, and there is a suggestion box. CORE hosts events to gain feedback from clients.	Staff attends a monthly meeting coordinated by Probation where service providers can share feedback and exchange ideas.
	Anonymous surveys are distributed to clients in May and November.	Data is entered into a spreadsheet and analyzed by the Quality Improvement Committee, scores are compared to the previous year and to services statewide. There are baseline scores and benchmarks for improvements. Results are shared with funders including Behavioral Healthcare, who holds this contract and the appropriate Probation Division Director.
Probation has access to 20 beds in each facility.	Anonymous surveys are distributed to clients in May and November. There is also an "open door" to provide feedback in real time. In addition, comment and feedback forms are available in all public spaces. Finally, there is a grievance process.	Data is entered into a spreadsheet and analyzed by their Quality Improvement Committee, scores are compared to the previous year and to services statewide. There are baseline scores and benchmarks for improvements. Results are shared with funders.

	<p>For the AB 109 programs, there are two feedback portals, The Re-Entry Adult and Pre-Trial Court Services Division and the Probation Administration Unit.</p> <p>Feedback loops include: direct client feedback, surveys, getting information from previous clients, listening sessions, data collection, receiving information from providers, citizens' complaints, receiving information from Probation Officers, and responses from families. Sometimes the best information comes from unsolicited conversations at an unexpected time and place.</p>	<p>Information is shared with providers with the goal of helping them to become more client centered. The feed back also allows the Probation to adjust their performance metrics, and create more reasonable expectations.</p>
	<p>The students and mentors engage in monthly discussion sessions.</p> <p>Every semester an oral evaluation is conducted between the student and the O.G. Mentor.</p>	
25 men	<p>Clients are given an anonymous survey with these questions: Are my housing needs being met; Am I satisfied with the services I am receiving; Does the staff treat me with respect; Do I feel safe; Am I satisfied with my case manager; Is my Case Manager concerned with my personal growth; Have I established permanent housing; Has the program prevented me from returning to jail; Would I recommend the program to someone else.</p>	
Approximately 40	<p>Anonymous client surveys at the 30 and 90 day threshold.</p>	