

Process and Evaluation Workgroup

Meeting Minutes

January 4, 2023

In attendance:

Rodney Brooks, Alameda County Public Defender's Office
Richard Speiglmán, Interfaith Coalition for Justice in Our Jails
Shawn Rowland, Our Road Prison Project
Charles Turner, Alameda County Workforce Development Board
Sheila Burks, The Alameda County Community Food Bank
Victoria Belle Morgan, Alameda County Probation Department
Tyler Zaccoff, Alameda County Probation Department
Janene Grigsby, Alameda County Probation Department
Jason Sjoberg, Alameda County District Attorney's Office
Alexia Young, Alameda County Probation Department
Charlie Eddie, The Urban Strategies Council
Kat Lutz, Bay Area Community Services
Shadeequa Smith, Alameda County Probation Department
Jamaica Sowell, ROOTS Community Health Center
Jenica Wilson, Alameda County Probation Department
Donald Frazier, Building Opportunities for Self-Sufficiency
Shauna Connor, Alameda County Probation Department

The meeting started with introductions.

Attendees agreed to meet virtually in accordance with AB 361.

As a follow up to the December meeting the Workgroup members began to discuss how to measure quality of life improvements for AB 109 clients. A summary of the discussion is below:

- This is a question about preparation, who helps AB 109 clients get the life preparation and training they often did not receive earlier in life.
- Can a measurement (baseline) be done as people enter the jail. It may be difficult to get people to initially buy in to this type of evaluation while incarcerated.
- People who are in prison are successful if they get their driver's license and/or get jobs quickly after their release, is there a difference for people who are AB 109 clients?
- Probation is working on improving collaboration with different entities/disciplines including wellness. The department is not only looking at who is getting jobs, but at whole person care.
- There are different ways that people talk about providing services for the same individual, which can be challenging when assessing quality of life improvements.
- How do we involve people who are no longer receiving AB 109 services?
- We need to survey AB 109 clients about what services they would like and/or need.
- Probation needs a system over hall (what is being addressed and what should be in the pipeline for development.)
- We need to consider self-efficacy, social support, religious attitudes, depression, and resilience. Often these issues are indicators of a person's quality of life.
- The Probation Department has utilization data, but not impact information, which measures quality of life improvements.
- Can the County establish Health Centers that are essentially one stop shops.
- The County is developing an African American Wellness Center which is close to the one stop shop concept.
- Probation's future RFP for their CORE program will be close to the no wrong door concept, plenty of community partners will share space to more easily serve clients.
- Future Probation RFP's will mandate coordination and collaboration.
- There are two ways to address the issue of measuring the quality of life of Probation clients.
 - A client satisfaction survey: Am I happy with the way the service provider is treating me?
 - Capturing impact information: Is my quality of life improving?
- Client satisfaction surveys work well for the provider, but the quality of life assessment is a better indicator of how the system is working for clients.
- It is not necessarily either or, client satisfaction and quality of life evaluations can be done. Measuring client satisfaction can be done simply, with just 10 questions.
- Probation has a survey that measures impact, but it does not give you the baseline information. The survey requires the client to respond accurately, without bias.
- An important question: Do we want something that measures the intervention?

- The target population could be a sub-set of Probation clients, and participation in the survey would be voluntary.
- The Workgroup would need to decide what are the right questions to ask for the survey.
- All providers do an assessment at the start of their program. Can Probation provide funding for training so providers do a universal assessment, that would create the baseline.
- Is there a way to do motivational surveys for each client, thus creating a starting and ending point?
- Measuring quality of life would require a more scientific instrument, i.e., Beck's Depression Scale.
- The prospect of using these predictors can help to assess quality of life: self-efficacy, social support, religious attitudes, depression, and resilience was reiterated.
- Most of our clients have experienced trauma, is there a way to measure that?
- Should we consider a measurement of "status" for example, housed or unhoused, depression etc., and then look at where the voids are in the person's life. – Impact information would go deeper, essentially how happy are you as a result of the services you are receiving.
- The funding in Probation contracts needs to support the salaries of therapists, mental health professionals and use of Risk, Need, and Response survey tools.
- Therapists are expensive and Probation needs to provide a competitive wage for non-profits to fund clinicians through Probation contracts.
- It is important to note that services need to be integrated.
- Probation is getting feedback that clients are frustrated by filling out surveys for each individual provider; therefore the department is looking to create integrated networks (of providers) that support the client while reducing redundancy.
- Physical health needs to be integrated into the services provided for clients.
- Probation needs to listen to providers' perspective about what is in the best interest of their clients.

Discussion of Next Steps:

- Examine changing the procedures for data sharing agreements so it better meets the needs of county departments.
- Developing the right questions for measuring our Probation clients' quality of life.
- Training on how to deliver surveys for people with literacy issues and other challenges.
- Who else do we need to invite to this discussion:
 - Clients.

- The creators of the African American Wellness Hub and BOSS' future project.
- Behavioral Health, so we can understand how those dollars are being used. (It was agreed to invite them to the next meeting.)

The meeting adjourned at 11:58.