

AGENDA ITEM REQUEST

Community Corrections Partnership Executive Committee (CCPEC)

*Note: This agenda item request is due at least six (6) weeks prior to CCPEC meeting.
Email requests to ProbationCommunityPrograms@acgov.org.*

TO: Community Corrections Partnership Executive Committee (CCPEC)
c/o Alameda County Probation Department
Marcus Dawal, Interim Chief Probation Officer
1111 Jackson Street, P.O. Box 2059
Oakland, CA 94604-2059

FROM: Name: [Noha Aboelata, MD](#)
Title: Chief Executive Officer
Agency/Organization/Department: Roots Community Health Center
Address: 7272 MacArthur Blvd, Oakland, CA 94605
Phone #: 510-777-1177 **Alternate Phone #:** _____
Email: admin@rootsclinic.org

This agenda item is being submitted for consideration by the Community Corrections Partnership Executive Committee (CCPEC) at their meeting on **January 23, 2023**.

Title/Subject/Description: Roots Safe Landing Shutter.

Background Information: ACPD currently has a 2-year contract with Roots Community Health Center from June 2021 through May 2023 to provide shuttle bus and support services to returning residents released from Santa Rita Jail. This is a request to extend the existing contract for 7 months to prevent a gap in services.

Fiscal Impact*, if any: Cost to County: \$309,022

Recommended action to be taken: Recommend 7 months extension of existing contract and additional funding.

**When requesting funding, please answer the questions in either Section 1 or 2 below. If requesting funding for a new program idea, answer the questions in Section 1. If requesting funding for a program with an existing AB 109-funded contract, answer the questions in section 2.*

Signature: 
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Print Name and Title: Dr Noha Aboelata, Chief Executive Officer.

Section 1: Requesting Funding for a New Idea

Addressed in the Logic Model

A logic model from the Programs and Services Workgroup may be attached in lieu of answering the following questions:

- What part of the AB 109 population do you propose to serve? (For example: unhoused individuals, clients disengaged from Probation services etc.)
- Which client needs are being addressed? (For example: housing, employment, substance abuse etc.)
- What are the objectives and benchmarks for success of the proposed program/activity?
- What are the resources and activities required by an organization to make the program successful? (For example: staffing, development of workshops etc.)
- How will Probation Officers inform clients about the program/activity?
- If referrals don't come from Probation, how will clients be informed of the program/activity?

Background Research

- Is the initiative evidence-based or a promising new idea?
- If this is an evidence-based program, what does the research say about it?
- If there is existing research, was the research done on a population similar to the population the program anticipates serving?
- Is Probation funding any similar activities?
- If Probation is funding similar activities, what is unique about this program/activity, why is it necessary?
- Lived experience can often provide a layer of knowledge often not captured by traditional research methods. Please provide any anecdotal knowledge based upon lived experiences that contributes to or strengthens your proposed program/activity.

Fiscal Impact

- What is the total proposed budget for this program/activity?

Section 2: Request to Renew or Extend an Existing Contract

Information About the Program

- What part of the AB 109 population was served under the previous contract?
 - Returning citizens from County detention center: Santa Rita Jail.
- What client needs were addressed?
 - Transportation from Santa Rita Jail to Dublin Bart and Oakland
- How many people did your organization serve under the contract?
 - During the contracted period between June 2021 to September 2022, Roots Shuttle has served 2,857 community members.
- How many people was your organization expected to serve under the contract?
 - There is no stated projected/expected number of individuals to serve within the Shuttle contract. We are unable to project how many people are released from jail as that is the court's decision. If given data from the courts on how many community members are released from Santa Rita Jail on a monthly basis, we would then be able to project a number of individuals to serve.

- **Please provide a summary of the program:**
 - Roots provided shuttle bus transportation services to adults released from Santa Rita Jail who need transportation services. Shuttle bus transportation services are provided Monday through Saturday (excluding Roots-observed holidays) from 8:00 a.m. to 12:00 midnight (depending on the needs of the Department and agreed upon by Roots), with the shuttle bus serviced on Sundays. Roots’ Transport Specialist serves as the driver for the vehicle to transport clients from Santa Rita Jail parking lot to Dublin BART station and to Oakland once per shift (at shift change).
- **Please provide a list of the objectives achieved by the program/activity.**

1. Process Objectives:

a. Contractor shall complete the following mobile site and program development services/deliverables:

Activity	Deliverable
Client Safety Accommodations	<ul style="list-style-type: none"> ● Submit client safety policy to ACPD ● Submit crisis protocol to ACPD
Staff Safety Accommodations	<ul style="list-style-type: none"> ● Submit staff safety policy to ACPD ● Provide secure space for staff
Data Systems and Personally Identifiable Information (PII) Security Policies	<ul style="list-style-type: none"> ● Develop and implement: <ul style="list-style-type: none"> ○ Electronic data policy ○ Document storage policy ● Provide double locks for PII storage
Americans with Disabilities Act (ADA) Compliance	<ul style="list-style-type: none"> ● Ensure and demonstrate that service site is ADA Compliant
Intake/Assessment/Documentation/Confidentiality Plan	<ul style="list-style-type: none"> ● Ensure processes are in place to train staff and ensure ● compliance in these areas
Driver Plan and Policy	<ul style="list-style-type: none"> ● Provide written driving protocol, as well as DMV verification of all designated and back-up drivers
Staff Hiring, Orientation and Training	<ul style="list-style-type: none"> ● Hire staff to meet anticipated service needs ● Develop a staffing pattern and conduct background checks ● Employ staff with lived or related experience including recovery success ● Complete orientation and training of all levels of staff, leadership, and partners on all topics required for program start-up
Referral and Community Resource Coordination	<ul style="list-style-type: none"> ● Coordinate outreach efforts with Santa Rita Jail staff and community-based organizations
Data and Reporting Systems Development	<ul style="list-style-type: none"> ● Ensure infrastructure is in place for submitting monthly data and reports ● Develop an assessment tool and a mechanism to track referrals

b. Contractor shall track and log clients who are served by the service and referred to other services.

2. Quality Objectives: Contractor shall work collaboratively with ACPD and an external evaluator to develop benchmarks around quality of services.

3. Impact Objectives: Contractor shall work collaboratively with ACPD and an external evaluator to develop benchmarks around impact of services.

- Did your organization invest any resources to make the program/activity successful?
In the early stages, we hired a fleet management company who could assist us with obtaining, tracking and monitoring the shuttle. We contracted with "KeepTruckin", a fleet management company based in San Francisco. "KeepTruckin" utilizes an Electronic Logging Device (ELD) that connects to our shuttle bus and tracks driving hours, routes/mileage and destinations; and monitors the shuttle's engine. Utilizing an ELD gives us the ability to ensure we are following the Hours of Service (HOS) rule that mandates how long a driver can operate the shuttle bus each day; as well as the capability to track the mileage and monitor when our shuttle bus is in need of maintenance.

- Did you do any outreach to the target population, outside of referrals by Probation? If so, what were the results of your outreach?

We do not receive referrals from probation. Our outreach is conducted via our marketing materials. We've been able to leverage the Safe Landing service site funded through Behavioral Health in order to obtain referral information from community members who exit Santa Rita jail and connect them to Roots Main clinic.

- Describe how successfully your organization achieved your contract milestones and the other contract deliverables?

In the early stages, we purchased, branded, licensed and insured Roots Shuttle. Even though the shuttle capacity is 14 passengers, due to the COVID pandemic, we transport a maximum of 7 passengers per route for the safety of our passengers and drivers. We developed and implemented a shuttle schedule to better meet passenger needs: Monday - Saturday 8am - Midnight (when there is only one driver, a temporary schedule is put in place: Monday - Saturday 10am - 8:30pm). We designed and produced an A-frame sign which states the hours of operation and destination. The A-frame sign is placed at the bottom of the ramp at the Santa Rita jail site.

In the month of September 2021, we hired and trained 2 shuttle drivers. We conducted dry-runs of our shuttle routes to and from Santa Rita, Dublin BART and Oakland. The shuttle route is as follows: Leaves Santa Rita to Dublin Bart and returns to Santa Rita--round trip is approx. 20mins; at the 6.5 hour point of the shift, the shuttle travels to Oakland bus depot located at Eastmont Mall (73rd & Macarthur).

We officially launched Roots Shuttle Service on October 20, 2021. Since then, we have provided 2,857 individuals who have exited Santa Rita jail with an opportunity to not only get a safe ride but also gain support they need. Our daily interaction with those released gives us an even greater opportunity to connect those who are sheltered, unsheltered or marginally sheltered to Roots services. This in turn, reduces the chances of more community members being unsheltered and/or without support.

Our drivers make passengers aware of our Safe Landing Trailer, located on the jail property, which is staffed with Roots dedicated and trusted team members who connect those in need to Roots services as well as other places in the community. In July 2022, we began providing information sheets on Roots Shuttle for passengers to voluntarily fill out, letting us know which of our services they are interested in receiving. Approximately 75% of shuttle passengers who submitted information sheets stated they were in need of support, but unfortunately lacked contact information to give us. After identifying this as yet another barrier, we began giving free cell phones to individuals who were without one. Shuttle passengers that do not have contact information are informed that they can pick up their free cell phone during normal business hours at our 9925 International Blvd location, where their names are on a recipient list. Once they arrive, they are connected with our Health Navigators, and they complete their intake and receive their phone. If they do not have an email, our Health Navigators create one for them on the spot and teach them how to connect their email to their phone so they can create, receive, and respond to emails. This is a prime example of how Roots Shuttle continues to provide greater opportunities for us to identify, recognize and work to correct disparities for those impacted by systemic inequities and poverty.

Background Research

- **Is the program/activity evidence based or a promising new idea:** During reentry, returning citizens face a variety of difficulties related to safety, accessing services, and meeting conditions of release, all of which can be exacerbated by insufficient access to transportation. People reentering the community from jail or prison often face specific challenges related to transportation. Even specialized services, for which individuals may be eligible - such as non-emergency medical transportation - can present difficulties, (e.g. lack of awareness about eligibility, advance scheduling requirements, or only allowing transportation to medical appointments). In 1999, the Supreme Court held that “individuals with disabilities have the right to participate fully in the life of the community”, including everyday activities, family relations, social contacts, work, education, cultural enrichment, and economic independence (Olmstead v. L.C.: Community Integration for Everyone). A report by the Substance Abuse and Mental Health Services Administration notes ““Transportation is the vital link to all of these activities” (US DHHS, Helping People With Mental Illn Acc Transportation). Post-release transportation for returning citizens challenged by MM and SMI health conditions, is at the very heart of community integration. In response to the transportation challenges experienced by so many individuals exiting the justice system in the communities Roots serves, and in collaboration with the Alameda County Probation Department, the organization implemented the Santa Rita Jail Safe Landing program to address the Whole Health needs of returning citizens in Alameda County.
- **If the program/activity is an evidence-based program, what does the research say about it:** Evidence Based Practices (EBPs) consist of eight principles to help guide effective interventions within the community corrections space. Research shows that combining the concepts of each principle results in a greater likelihood of reducing criminal recidivism. The benefits of expanding access to information about wrap around programs, services, employment, housing, workforce development, and transportation is intuitive and listed on every best practice list. Of the Eight Evidence-based Principles (EBPs) for effective interventions, Roots’ Santa Rita Safe Landing program aligns with these EBPs, particularly #3c: Target Interventions/Responsivity Principle; and #6: Engaging Ongoing Support in Natural Communities.
- **How do milestones/contract deliverables compare to the outcomes of similar work in other jurisdictions?** Alameda County’s Safe Landing Project is comparable in principle and purpose to Santa Clara county’s The Ride Home Program, implemented in partnership between the Stanford Law School

Justice Advocacy Project and the Anti-Recidivism Coalition in 2013, as well as Contra County county's AB109 Reentry Resource Services

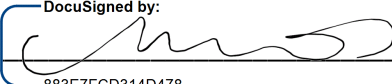
- **Is Probation funding any similar activities:** AB109
- **If Probation is funding similar activities, what is unique about this program/activity, why is it necessary?** Continuity of this service will provide returning residents access not only to the free and safe transportation to Dublin BART and Oakland, but also the wide range of support services that are offered through Roots. Clients are able to seamlessly connect to the Safe Landing site that is funded by Behavioral Health and operated by Roots and receive service connections to Roots' medical, behavioral, navigational and social services support.
- **Lived experience can often provide a layer of knowledge often not captured by traditional research methods. Please provide any anecdotal knowledge based upon lived experiences that contributes to or strengthens your proposed program/activity:** Roots Community Health Center was implemented in 2008 to address troubling health issues in East Oakland. The vision of Roots was to become a community health center serving area residents who need it most. The organization began as a residence-based program, targeting members of our community with the greatest need. Namely, Roots sought to impact care for men in our community who lacked health care coverage or access. This is because traditionally, supportive services are more readily available to women in society, leaving men out. Roots focused its efforts primarily on men reentering society from prison, men with substance abuse and mental health issues, and young fathers without a traditional support system. Our medical team provided care to these men on-site at various re-entry programs, substance abuse facilities, and fatherhood programs. Not only were medical services provided at the time and place of need, but patients were signed up for programs and services to benefit them as well. By providing medical care on-site, appointments were convenient and accessible. Many emergency room visits were avoided, and patients were able to attend their programs, training, classes, and jobs without interruption. Today, Roots is an integrated, African-centered, community organization, which employs empowering, culturally affirming, Whole Health approaches to care, providing services, which are trauma-informed and grounded in harm reduction. In less than two decades, Roots has developed initiatives that successfully increase job readiness, employability, job retention, and reduce reliance on the system of care.

Program Data

- How many people were referred to the program/activity by Probation?
None
- Why should the contract be extended/renewed rather than going out to bid?
The contract should be extended/renewed rather than going out to bid because of the investment that was decided by Probation. Roots has built capacity and structure and has made the program successful. Roots provides a seamless service package by leveraging services provided through Behavioral Health. With a successful program already in place, we are able to protect Probation's investment. It will take time and more money for a new contractor to scale up to where we are currently within the program.
- Please provide program milestones and other contract deliverable data.
Please see Section 2
- Has this contract been extended before? If so, how many times and why?
Yes, it has been extended one time in order to continue to build capacity.

Fiscal Impact

- What is the total proposed budget for the requested program/activity: The proposed budget for Roots' requested extension is \$309,022.00.
- What was the total budget for the program/activity under the previous contract: For the previous FY 21-23 contract, the total budget for the program was \$733,717.00.
 - If the proposed budget is higher than that of the previous contract, please justify the increase.
N/A
 - If the proposed budget is lower than that of the previous contract, please explain.
The current extension is for 7 months only, June 2023 to December 2023.

Signature:  _____

Print Name and Title: Dr Noha Aboelata, Chief Executive Officer. _____