



2011-2012 SANTA CLARA COUNTY CIVIL GRAND JURY REPORT

CUSTODY OR REHABILITATION? THE COUNTY'S APPROACH TO WOMEN INMATES AT ELMWOOD

Introduction

Taxpayers invest heavily in public safety. Santa Clara County (the County) spends about \$49,000 each year for every inmate,¹ for in-custody expenses only. The County's criminal justice system includes the Office of the Sheriff, the Department of Correction, the District Attorney's Office, the Public Defender's Office, the Probation Department, Superior Court, the Department of Mental Health, and many others. Law enforcement officers from cities in the County also play a role. The system is designed to isolate those with criminal habits from the rest of the population. The system is also designed to rehabilitate in order to reduce the likelihood of reoffending.

The County has a history of adopting policies that support treatment efforts as an alternative to incarceration. This approach is being implemented under the recently passed State Law AB 109,² which shifts the State's responsibility for certain offenders to the counties. The County also contracts with numerous community-based organizations (CBOs) to deliver other programs that are aimed at breaking the cycle of repeat criminal offenders and reducing recidivism and incarceration rates. In light of these efforts, the Grand Jury was interested in understanding how the system works and how treatment or program services are being delivered. Is the system, from booking to release from jail, optimizing the goal of reducing recidivism? The Grand Jury further narrowed its approach by focusing on adult women offenders.

Methodology

In order to better understand the criminal justice process, what works and what might be improved, the Grand Jury interviewed criminal justice professionals from all the agencies that directly connect with women who commit a crime for which they are eventually sentenced and jailed. These agencies include law enforcement, the Public Defender's (PD) Office, the Office of the District Attorney (the DA), and the Department

¹ Report from Center for Leadership and Transformation's Re-Entry Transformation Team (Re-Entry Transformation Team), Office of the County Executive, March 14, 2012, p. 3. The DOC claims this number is \$56,000.

² Assembly Bill AB 109, AB 109: CALIFORNIA CRIMINAL JUSTICE REALIGNMENT <http://www.sccgov.org/sites/opd/Pages/AB-109--California-Criminal-Justice-Realignment.aspx>. AB 109 applies to non-gang, non-violent or non-serious offenders who were formerly sentenced to serve sentences in state prison and are now serving sentences in county jails.

of Correction (DOC),. The Grand Jury interviewed a sampling of women inmates to obtain first-hand accounts and reviewed numerous documents, including the jail's Inmate Orientation Rulebook, booking forms and the Inmate Request Form. See Appendix A for a list of documents reviewed.

Background

How Women Get to Jail

The following offenses lead to incarceration: arrest for committing a crime, bench warrant for failure to appear and probation or parole violation. All arrestees are brought to the Santa Clara County Main Jail Complex, located at 150 West Hedding Street, for booking and processing. All women who remain in custody overnight are transported to the Elmwood Women's Correctional Facility (Elmwood) until release or sentencing. At sentencing, they may be released (with or without conditions) or sentenced to serve time in jail or sent to state prison.

Booking at the Main Jail

The jail process begins at booking. The inmate is brought in, her personal belongings are removed, inventoried and bagged. Then she receives a health evaluation³ to determine whether she is fit to remain in custody or needs to be transferred to Santa Clara Valley Medical Center (SCVMC) for medical clearance. If not, she is then fingerprinted and escorted to a holding cell. A pre-trial services officer conducts a brief interview to evaluate whether or not the inmate meets the criteria to be released on her own recognizance and advises the court accordingly. If release is not an option, she is to remain in jail; DOC staff performs a classification interview and assigns her to a housing unit at Elmwood. The evaluation process is short; the wait for transfer to Elmwood may be hours.

Elmwood Housing

Two County agencies interact with the women in custody at Elmwood:

- The DOC provides custody supervision. In the Women's Facility, there are approximately 60 Correctional Officers (COs) and two Rehabilitation Officers (ROs) for the approximately 450 women in custody. The ROs are case managers, each tasked with assisting approximately 45 women in the low-risk housing units and have limited interaction with higher-risk inmates.
- Santa Clara County Health and Hospital Systems (SCCHHS), provides medical and mental health services. Approximately 10 –15% of women in custody are being treated by the Department of Mental Health (Mental Health).

³ Some inmates may also require a mental health evaluation.

The DOC contracts with Milpitas Adult Education and other CBOs to provide programs and training, as well as Chaplaincy services.

Women are housed in one of nine housing units, each with a security risk designation of 1 to 4, where 1 is lowest risk and 4 is highest risk. Housing assignments are done at booking through the inmate classification process. The classification level is based on an individual's behavior, gang affiliation and past criminal history to determine the appropriate custody level. According to *The Inmate Orientation and Rulebook*, (Rulebook), it is the DOC's policy (and state law) to "house all inmates in the least restrictive environment."⁴ An inmate may request reclassification using the inmate request form.

A Day in the Life at Elmwood

Once at Elmwood, the inmate is given a jail uniform, which varies by the housing unit in which she is housed. Her clothing is inventoried, bagged and stored with her personal belongings and a money account is established. She is escorted to her housing unit.

The inmate's day starts at 4:30 a.m. with wake-up call and breakfast. The early rise is necessary to ensure inmates scheduled to go to court are ready for transport. Inmates not going to court may return to their bunk to sleep. Programs, if available in the housing unit, begin as early as 8:00 a.m. and may last for the better part of a day for the lowest risk offenders. Lunch is at 10:30 a.m., dinner is at 4:30 p.m., and medications are dispensed between lunch and dinner. Some inmates have programs that fill their hours. One television is installed in the common area of each housing unit, and pay phones are available. Women in high-risk housing units, or those on mental-health watch, may be allowed just an hour out of their cell each day. Lights out is at 10:00 p.m.

The inmate will remain in jail until released by the court (at acquittal, trial or completion of sentence, or transfer to state prison). The hours of release are generally between 7:00 a.m. and 1:00 a.m. On her release date, the inmate is notified to gather her belongings and is escorted to out-processing. There she receives her personal belongings and is issued any money from her account (\$20.00 cash and a check for the balance, if any). She changes back into the clothing she was arrested in, surrenders her jail uniform and walks out the door. If the hour of release is after 10:00 p.m. and until daylight, the inmate must have a driver with a valid license check in to pick her up. Release at any other time requires no escort. If she does not have enough money in her account, she will be allowed to use the telephones in out-processing to arrange for transportation.

⁴ Santa Clara County Department of Correction Sheriff's Office Custody Bureau, *Inmate Orientation and Rulebook*, June 2011, pg. 7.

Life after Jail

When sentenced, the inmate is given written instructions for post-release requirements. These instructions may or may not have probation requirements, which require a person to report to the Probation Department within a specified time after release (typically 3 days). The terms of probation/parole may also require post-custody assignments in the form of going to Alcoholics Anonymous (AA) or Narcotics Anonymous (NA) meetings, anger management classes or other treatment intended to help with successful re-entry. Other than the instructions provided at sentencing, it is typical for women to be released without a personal re-entry plan that outlines steps to be taken and support recommendations to be performed upon release.

Criminal Justice System Roles and Responsibilities

Excerpted from the District's Attorney's "Anatomy of a Crime"⁵ the following are participants in the criminal justice system:

- Law enforcement (Sheriff or Police) arrests those persons suspected of committing a crime and transports them to the Main Jail for booking.
- The District Attorney (DA) is the prosecuting agency, responsible for defining the sentence recommendation based upon the nature of the crime and the suspect's history. Only a prosecutor may recommend that charges be enhanced, reduced or dismissed.
- The Public Defender⁶ (PD) defends suspects against charges and advises on a pleading and its ramifications.
- The courts determine sentencing, usually at the judge's discretion and guided by the Penal Code and *California Rules of Court*.⁷ Within the guidelines, sentencing alternatives may be available, such as a fine, probation, community service, a sentence to jail or prison, or a combination. By law, the judge orders the defendant to make restitution, if applicable.
- The Probation Department (Probation) supports the sentencing procedure by preparing a report for the judge summarizing the crime and the defendant's personal and criminal backgrounds. Probation is also responsible for post-custody supervision for the period of time determined at sentencing.
- The DOC operates the County's adult incarceration facilities (the Main Jail and Elmwood). All adult women—whether awaiting trial or sentencing or serving out their sentence—are housed at Elmwood.⁸ According to DOC staff interviewed, sentences may range from days to years; most are less than six months long.

⁵ See the County DA's website:

<http://www.sccgov.org/portal/site/da/agencychp?path=%2Fv7%2FDistrict%20Attorney%2C%20Office%20of%20the%20%28DEP%29%2FOffice%20of%20the%20District%20Attorney%2FAnatomy%20of%20a%20Criminal%20Case>

⁶ Or a private defense attorney.

⁷ Guideline issued by the Courts of California, the Judicial Branch.

⁸ Women convicted of more severe crimes are serving sentences at state prison.

In-Custody Programs

The Rulebook states that, “All inmates, as security allows, shall be afforded the opportunity to engage in productive work and participate in programs including education, vocational training, religious services, counseling, constructive use of leisure time and other activities that will enhance self-worth and community integration”.⁹ The Rulebook does not distinguish between “program time,” by which staff refers to any scheduled time for exercise or meals, versus programs that are organized classes of varying duration (e.g., one-time or several sessions long) or in-custody work programs.

The Grand Jury focused on the latter two forms of programs, which offer inmates discrete learning opportunities (e.g., GED or computer classes) or jobs training (e.g., kitchen or laundry work, computer classes). According to interviews and the Women’s Policy study, such programs offer constructive and developmental ways for women to spend long hours in jail and are vehicles for preparing women for successful re-entry into the community.

Appendix B lists all programs available for women at Elmwood; Appendix C summarizes the housing units and the programs offered in each and the number of women who can participate in a program. As Appendix B shows, the opportunity to participate in programs is limited: approximately 100 of 450 incarcerated women have access to the full range of programs offered. Inmates are assigned a risk classification between 1 and 4 (1 = low, 4=high), which can affect their access to programs. In order to participate in programs, one must be housed in a housing unit that offers them. Participation is voluntary. There are nine housing units. Two of the low-risk housing units offer the full range of programs. Two of the low risk offer none. The remaining five housing units, from low risk to high, offer limited individual study activities. According to DOC staff, more programs were available in years past, but have been cut because of budget reductions.

Occasional supplemental programming is offered. For instance, the Elmwood Chaplaincy recently hosted a weekend-long Women’s Summit in housing unit W4A. These are women for whom very little programming is available through the DOC, due to budget cuts. According to interviews of women who attended, the Summit was well received by the women, who stated that they appreciated receiving useful self-improvement training and tools.

Discussion

On any given day, about 450 women are in jail at Elmwood. Some are awaiting trial or sentencing. The rest are serving out sentences for crimes ranging from misdemeanors to major felonies. The criminal justice system is both punitive in sending women to jail and can be rehabilitative if the women receive support geared toward helping them successfully re-enter their communities and lead productive lives upon release. The

⁹ *Inmate Orientation and Rulebook*, p. 3.

system is also rehabilitative to those who are sentenced to out-of-custody programs. In this scenario, women live in an approved, safe home but are under court supervision. They are required to meet the out-of-custody court sentencing requirements, such as attending treatment programs, AA or NA meetings a certain number of times per week, daily and random drug testing, or might require transitional housing or a sober living environment. The Grand Jury sought to understand what works and what does not.

As emphasized by the DA, the objective of the criminal justice system is to house criminals, to provide incentives to deter crime and to prevent re-offense once released from jail back to the community. However, jailing women for low-risk misdemeanor crimes can have a counterproductive impact on them and their families. As noted in the County-commissioned report titled *Breaking Cycles, Rebuilding Lives: Gender Analysis of Programs & Services for Incarcerated Women*,¹⁰ women may lose their jobs and income to support the family, which may lead to loss of housing, loss of child custody and the lasting stigma of being a criminal. These impacts can start a downward spiral that is difficult to break. According to the latest report, *The State of Women and Girls in Santa Clara County*,¹¹ from the County Office of Women's Policy, the majority of women at Elmwood are serving low-risk, non-violent misdemeanor sentences for petty theft, prostitution and DUIs.

There was overwhelming agreement among the criminal justice persons interviewed that also revealed that they thought many of the women at Elmwood should never have been sent there in the first place—that the punishment is disproportionate to the crime or just simply pointless given the lack of beneficial programs in jail and/or the person's disinclination to more crime.

As discussed below, if success is defined as reducing recidivism, the Grand Jury's interviews and research revealed the following barriers to achieving success:

- The criminal justice system's disinclination to redirect sentencing to out-of-custody supervision; i.e., treatment versus incarceration
- A lack of in-custody programs that actually rehabilitate or provide skills training
- A lack of resources allocated to re-entry planning prior to release
- A lack of resources allocated to support immediately upon release
- A lack of resources allocated to long-term outreach and support.

¹⁰ *Breaking Cycles, Rebuilding Lives: Gender Analysis of Programs & Services for Incarcerated Women*, report issued by the County of Santa Clara Department of Corrections, Commission on the Status of Women and the Office of Women's Policy, May 2008.

¹¹ *Women & Girls, 2012: The State of Women and Girls in Santa Clara County*, the Santa Clara County Office of Women's Policy, 2012 Report.

Treatment Versus Incarceration

Although the Grand Jury does not presume to understand the complexity of crimes and their associated sentencing options, there appears to be an overly high population of women having committed misdemeanor crimes that may not warrant jail time. According to criminal justice professionals interviewed, this overpopulation may have resulted from the absence of a DA prosecutor at misdemeanor sentencing hearings. Sending a very low-risk offender to jail who was otherwise a positive contributor to the community—through family, work and/or school—may remove them out of the very systems that are essential to rehabilitation. As emphasized by the *Breaking Cycles* report and in interviews, a jail sentence may lead to job loss and/or loss of housing, two of the most crucial factors contributing to or preventing re-offense. Given the lack of in-custody programs, it is unclear how the DOC can accomplish their stated goal of rehabilitation.

Three changes recently implemented in the county can break the cycle and put offenders on a more successful out-of-custody path. First, under AB 109, the Probation Department is implementing a behavioral counseling approach.¹² The goal of this approach is to keep individuals with minor probation violations out of jail, if at all possible, by redirecting them to out-of-custody support alternatives. Research and experts agree this approach is the best way to achieve this goal. Interviews indicated that there is sufficient capacity in appropriate out-of-custody support and treatment programs to meet the County's stated goals. Expanding this behavioral counseling approach to all probationers—not just those covered under AB 109—would be beneficial to re-entering individuals.

Second, the County Board of Supervisors (BOS) recently approved new funding for the DA and the PD to hire additional staff to prosecute and defend individuals facing misdemeanor charges at the time of arraignment. Until this year, individuals charged with misdemeanors in Santa Clara County appeared at their arraignments and no lawyer appeared from the PD or the DA. The problem with this approach is that it missed the opportunity for the DA, perhaps through PD advocacy, to reevaluate whether the arresting agency's charges should be dismissed or reduced. Thus, Judges were forced to proceed according to the arresting agency's charge, even if that charge might reasonably have been dismissed or reduced, thereby allowing an alternative out-of-custody recourse. The BOS (by virtue of approving funding), the DA and the PD, as well as the Grand Jury, expect that this change will benefit the County and individuals in several ways:

1. Dismissing or reducing charges that would otherwise result in a jail sentence—where inmates receive relatively little rehabilitative care or training—means more persons can be given alternative sentencing for out-of-custody services and treatment that are truly rehabilitative.

¹² Find the County's AB 109 implementation plan and budget at the following weblink:
<http://www.sccgov.org/keyboard/attachments/BOS%20Agenda/2011/September%2027,%202011/203452059/TMPKeyboard203690958.pdf>

2. Dismissing or reducing misdemeanor charges frees up more time for the DA and PD to focus their resources on addressing more serious crime.
3. Reducing incarcerations of misdemeanor offenders can further lower the jail populations, which should lead to a consolidation of resources (i.e., closing dorm units no longer needed) and reduced custody cost.

Savings in any of these areas allows the money to be better spent on programs that provide rehabilitation.

Third, the County's approach to implementing AB 109 is also focused on providing out-of-custody services to support an individual's efforts to succeed in the community. The County's AB 109 implementation plan is considered a model by criminal justice experts and watch-dog organizations and is being closely watched to understand how its approach may be used in other counties. The plan features a collaborative, multi-agency approach with a fundamental commitment to treatment versus incarceration. This approach is supported by a funding plan that gives priority to treatment centers, CBOs, probation retraining and other efforts geared to keeping individuals from reoffending.

Lack of Information Given to Inmates

Programs offer important opportunities for learning and behavioral transformation, all of which may contribute to an inmate's successful reintegration with her community upon release. The criminal justice professionals interviewed agreed programs are beneficial; however, the DOC's approach is a traditional one, prioritizing custody over rehabilitation.

According to Mental Health, relative isolation and lack of information would stress a healthy individual, let alone one under stress in jail or with mental health issues. Further, that isolation, such as through lack of information or communications, is likely to increase anxiety and impulsivity at a time when building self-control would be paramount to success (successful re-entry with no re-offense). Criminal justice professionals interviewed agreed that positive personal interaction, particularly for women, helps to rehabilitate offenders. Interviews revealed that COs do not perform tasks that might aid in rehabilitation. The position of the DOC is that rehabilitation is not the responsibility of the COs.

Given that Correction staff are not tasked with performing a rehabilitative function, and given the amount of time COs have with inmates, there is a missed opportunity to formally task COs with making a positive impact toward rehabilitation. This means that programs may be the only means of delivering constructive information and increasing communication with women in custody.

Only some housing units have programs available—in some none are available. There is no incentive to participate in programs (such as the incentives that are available under AB 109), and some inmates simply refuse to participate. Inmates interviewed stated that they do not know how their behavior affects their access to programs. For

example, if an inmate is written up, they may be reclassified and moved into a higher-risk unit without programs. The Rulebook does provide this information;¹³ however, most inmates interviewed stated they do not read the rulebook. Inmates may request a review of their risk assessment and classification no sooner than every 30 days.

Lastly, inmates serving a sentence of fewer than 30 days are not eligible for any programs. This policy seems to overlook the likelihood that women serving shorter sentences may be in need of certain programs in the first 30 days.

As discussed in the Background section, in-custody programs are limited to a small fraction of the women's population, and even then are not available to all those who wish to participate. Out-of-custody programs are not coordinated with in-custody programs, such as providing information to connect a released inmate to an out-of-custody program that was beneficial to them while in custody. This lack of continuity gives an unclear picture of the services available to those who need it most.

The Grand Jury learned in interviews that the DOC cut programs in response to budget cuts. With successive budget cuts, the priority to fund programs or more individual counseling at Elmwood has diminished over time, in spite of the DOC's mission statement and one of their values statements (which guide action to accomplish their mission) to do otherwise:

The mission of the Department of Correction is to serve and protect the citizens of Santa Clara County and the State of California, by detaining the people under its supervision in a safe and secure environment, while providing for their humane care, custody and control. The Department will maximize opportunities for offenders to participate in programs that reduce criminal behavior and enhance the offender's reintegration into the community. This objective will be accomplished in a cost-effective manner in the least restrictive setting, without compromising public safety.

Positive Behavior Change (from the Vision Statement)

We value our ability to deliver effective rehabilitative programs, activities and education, which will facilitate positive change in inmate behaviors while promoting healthy lifestyle choices.¹⁴

The DOC commissioned a study to determine how programs affect recidivism. The goal of the study, titled Recidivism Study of the Santa Clara County Department of Correction's Inmate Programs, Final Report,¹⁵ is stated below:

¹³ Rulebook, pg 39 – 40

¹⁴ <http://www.sccgov.org/sites/doc/Pages/Santa-Clara-County-Department-of-Correction.aspx>

¹⁵ Issued January 31, 2012 and available online at

[http://www.sccgov.org/SCC/docs/Correction,%20Department%20of%20\(DEP\)/attachments/SCC_DOC_Final_Report_1-31-12.pdf](http://www.sccgov.org/SCC/docs/Correction,%20Department%20of%20(DEP)/attachments/SCC_DOC_Final_Report_1-31-12.pdf)

This study was designed to answer the question “Does treatment in one of the Department’s inmate programs result in reduced rearrests, reconvictions and reincarcerations following discharge”. This is an important policy question since the Department and the Board of Supervisors want to invest in those programs that protect public safety and that are effective.¹⁶

One of the report’s key findings states:

A sense of urgency exists for the County to invest in inmate programs that reduce recidivism to make the community a safer place to live and work.¹⁷

The study offered numerous recommendations about programs. It established there is a link between certain programs and reducing recidivism rates and recommends ways to improve program content and delivery to improve reducing recidivism. Prior to the study, DOC had taken the approach to cutting programs in response to budget cuts. Now that the DOC-commissioned study does not allow them to achieve their stated goal, perhaps the DOC will reconsider their approach and reinstate effective programs.

Apart from programs, the Grand Jury noted that the DOC does not take the opportunity to inform or educate inmates. This information might include discussion of the Rulebook or what programs are available. An informational pamphlet titled *Going Home Prepared: Making the Connections*, lists services available—e.g., domestic violence help, housing, job services, help with food, meals and children—was developed and printed by the DOC and OWP (see Appendix D). The Grand Jury learned through interviews with the OWP and DOC staff that while thousands of these pamphlets were delivered to Elwood, their whereabouts today is unknown and therefore they are not distributed to inmates. Since the pamphlet was developed as a collaboration between the DOC and OWP, presumably the DOC acknowledges that these services are those most needed by women. Because the DOC made the investment in the pamphlet, presumably they are interested in keeping it up to date and distributing it to inmates.

While formal channels of communication are available for inmates to ask questions, such as through the Inmate Request form (shown in Figure 1), if they do not know what to ask, they do not know the questions to pose. The form itself gives minimal clues about information available, and neither explains nor guides inmates as to the broad range of information and services available to them. As an example, Table 1 shows the services provided by Catholic Charities and how they communicate this information; however, this information is not currently given to inmates. Even if inmates knew such services were available, it is not clear from the request form how to access that information.

¹⁶ Inmate Programs Report, p. 6.

¹⁷ Inmae Programs Report, p. 8.

Figure 1: Inmate Request Form

INMATE NAME: _____ DATE _____

CEN: _____ PFN: _____ HOUSING UNIT: _____

1. CONTACT REQUEST: OUTSIDE AGENCY

DISTRICT ATTORNEY
 PUBLIC DEFENDER
 ADULT PROBATION
 STATE PAROLE
 OTHER SPECIFY: _____

NATURE OF REQUEST: _____

2. CONTACT/INFORMATION: INSIDE FACILITY

CLASSIFICATION SECTION	INMATE SERVICE DIRECTOR	PROGRAMS DIRECTOR	ADMINISTRATIVE BOOKING	OTHER
<input type="checkbox"/> REHOUSING	<input type="checkbox"/> COMMISSARY	<input type="checkbox"/> LAW LIBRARY	<input type="checkbox"/> RELEASE DATE	<input type="checkbox"/> CHAPLAIN
<input type="checkbox"/> TRUSTEE	<input type="checkbox"/> MONEY ACCOUNT	<input type="checkbox"/> A.A.	<input type="checkbox"/> CHARGES	<input type="checkbox"/> FOOD SERVICE
<input type="checkbox"/> RECLASS.	<input type="checkbox"/> MAIL	<input type="checkbox"/> FRIENDS OUTSIDE	<input type="checkbox"/> BAIL	<input type="checkbox"/> BAIL BONDS
<input type="checkbox"/> WWP	<input type="checkbox"/> LOST PROPERTY	<input type="checkbox"/> OTHER: SPECIFY BELOW	<input type="checkbox"/> NEXT COURT DATE	<input type="checkbox"/> OTHER: SPECIFY BELOW
<input type="checkbox"/> PSP	<input type="checkbox"/> LOST CLOTHING			

NATURE OF REQUEST: _____

3. ACTION TAKEN/RESPONSE

RESPONSE BELOW
 REQUEST FORWARDED OUTSIDE FACILITY
 REQUEST DENIED SEE EXPLANATION
 CANNOT BE ACTED ON AT THIS TIME.

PREVIOUS REQUEST IN PROGRESS

EXPLANATION/RESPONSE: _____

OFFICER SIGNATURE: _____ BADGE # _____ DATE _____ TIME _____

ORIGINAL-RECORD FILE

CANARY-RETURN TO INMATE AFTER ACTION

PINK-RETURNED TO INMATE

9623 REV 4/89

808.00

Table 1: Inmate Services offered by Catholic Charities

Services Available	Form of Information	How Information is Made Available to Inmates
<p>"Catholic Charities Inmate Support Services can assist inmates with a variety of needs such as: Notary services; mandated Pro Per copy service; liaison with public safety agencies; signing of legal documents; cashing of accepted checks; locating property; referrals for food, shelter, clothing; prison information; contact probation/parole, family, friends, employers, outside agencies; marriage/divorce information; filing of certain court docs; photocopying legal docs; book/glasses delivery advocacy for inmate infractions; emergency bus token, assist with jury clothing</p> <p>WE HAVE MOVED TO: 2625 Zanker Road, San Jose, CA 95134 408-325-5147, 408-325-5232, 408-325-5144 jailservices.catholiccharities@gmail.com"</p>	<p>Business size card supplied to the officers at the Downtown Main Jail info desk at the entrance area and the Elmwood West Gate and Women's Gate</p>	<p>Not given to inmates</p> <p>The Lobby at the Downtown Main Jail info desk at the entrance area and the Elmwood West Gate and Women's Gate to hand out to the public while visiting</p>
<p>Books (pgs. 10, 12)</p> <p>Reading glasses (-g. 13)</p> <p>Family planning services (p. 14)</p> <p>Catholic Charities Inmate Services description (pg. 24): "Catholic Charities Inmate Services is an organization that assists inmates who need assistance from an outside source. If you would like to contact Catholic Charities Inmate Services, submit an Inmate Request form to the unit Officer or write to the address below. Your friends or family (not in custody) may contact Catholic Charities Inmate Services at the address below."</p>	<p>Inmate Handbook</p>	<p>Provided by DOC staff to inmates upon arrival at Elmwood</p>
<p>Services Provided (excerpted from the Handout):</p> <ul style="list-style-type: none"> • Mandated Pro Per copying • Cashing of certain types of checks, i.e. payroll checks, Treasury, Veterans Disability Insurance (we do not cash welfare, SSI, personal or E. D. D. checks) – all checks will be deposited, cleared and issued in a Cashier Check form. Please be aware that Inmates are allowed a maximum deposit of \$300.00 per a 7 business day period. CCISSP will deposit only one \$300.00 transaction onto the Inmate Trust Account. Remaining balance sums must be in a Cashiers Check for disbursement to a designated party or held on property. We are not a holding account for weekly deposit transactions. • Delivery of reading glasses • Locating automobiles (we do not drive them anywhere or store them) and information on impound procedures • Giving referrals for food shelter, jobs to inmates about to be released • Arranging for payment of bills (if the inmate has funds in the Inmate Trust Account) • Giving information state/federal prison system • Provide information on subscriptions for magazines/newspapers • Checking on court dates • Locating property • Contacting parole/probation officers • Checking on charges • Contacting family/friends/employers • Giving information on marriages/divorces • Checking on phone numbers and addresses • Giving information on court proceedings • Giving information on drug/alcohol programs • Photocopying of legal papers • Arranging to have flowers sent • Locating prisoners • Delivery of books from qualified bookstores and booksellers • Providing some misc. paperback book titles to general population inmates • Assist with clothing arrangements for jury trials • Notary public & document signing services • Assistance with the Inmate Infraction Process 	<p>Multi-Page Handout</p>	<p>Intended to be provided by DOC staff to inmates, but currently not distributed because of revisions to information</p>

Interviews with Elmwood staff and inmates confirmed that other than the Rulebook, the above information is not available or provided to inmates. Interviews with DOC officials indicated they are not aware of the lack of information provided to inmates at Elmwood.

Lack of Resources Allocated to Re-entry Planning Prior to Release

Interviews with experts in the field and a DOC survey¹⁸ of Elmwood inmates (men and women) show agreement on the essentials for successful re-entry:

- Housing alternatives, particularly transitional housing and sober living housing
- Job training, including which companies will hire ex-convicts, etc.
- Jobs assessment and job skills training
- Support groups: AA, NA
- Churches or faith-based organizations that will help
- Other support/mentoring programs.

The Grand Jury learned that the County has responded to the need for re-entry assistance by establishing the Re-Entry Network in June 2011.¹⁹ According to the resolution, this network was established to “reduce recidivism and promote public safety by linking inmates and ex-offenders to effective services in order to transition inmates into society and assist them in being self-sufficient.” The Re-entry Network helps the County develop cross-departmental and comprehensive re-entry and recidivism reduction strategies.

The Grand Jury asked Elmwood staff and the women inmates interviewed if they developed individual plans for re-entry in consideration of the above needs. A plan might, for example, connect the released individual with immediate transportation, a healthy place to live and concrete plans to seek treatment and report to probation (if required). Longer-term goals could be set and mentors and support groups identified to create a network of support. As discussed above, this guidance exists in pamphlet form but is not delivered to inmates. Some of the inmates interviewed indicated their plan was the “snap-out,” which is the paperwork provided by the court to the inmate when they were sentenced to jail that tells them what to do upon release. The snap-out contains court instructions, such as when to report to probation, drug testing requirements, AA or NA support required. Even if inmates still had these papers in their possession, the Grand Jury does not consider this an adequate re-entry plan since it addresses only obligations to the court.

¹⁸ See a link to the survey at Appendix D: List of Documents Reviewed.

¹⁹ BOS Resolution No. 2011-368.

Elmwood staff stated that a re-entry plan is only prepared when an inmate is assigned to a rehabilitation officer (RO) or is a patient of Mental Health. Two ROs are assigned to the women's facility, each with the capacity to prepare detailed case plans for only approximately 45 women or 20% of the women in custody. ROs work with as many additional women as possible on a walk-in, one-time basis, but stated approximately 40– 50% of women exiting the facility are not aided, leaving them potentially unprepared for successful re-entry.

In spite of the uniformly recognized value of developing a re-entry plan, the DOC does not provide this support to the majority of women. This leaves women to obtain information from other inmates, who are not the best resource to describe the County's support services available to women released from jail.

Unless an RO or mental health caregiver is involved, or an inmate is covered under AB 109, assessments to determine the needs of other individuals being released from Elmwood are not conducted. Organizing and deploying the County's resources to support positive steps toward re-entry while an offender is still in custody—through programs, special information sessions, written materials or other forms of consistent, constructive communication—helps to inform offenders of the important next steps they must take upon release. An individualized re-entry plan would help to reduce recidivism. It was made clear to the Grand Jury that while generally considered a reasonable idea, no one organization, department or agency accepts re-entry planning as its responsibility.

One of the critical steps the County took in its AB 109 realignment planning was visiting with inmates prior to their release from state prison. These visits were undertaken to conduct risk and needs-assessments to help local agencies develop individualized plans, drawing on community-based services and county programs to best meet an individual's needs. The County's primary goal in its approach to meeting the requirements of AB 109 is to provide a support network aimed at helping the individual develop the skills to make better decisions, reducing recidivism.

Lack of Resources Allocated to Support Immediately Upon Release

A major issue is whether women have a safe place to live. According to inmate support experts interviewed, those who do not have a safe place to live will return to custody. As one expert stated, when women are released with no one to pick them up and nowhere to go, "you can draw a straight line from their release right back to their return to jail."

Interviews confirmed that re-entry success relies on an individual having someone clean and sober to call, someone focused on them, someone who cares for them. Finding appropriate out-of-custody support may be challenging for the re-entering individual. They may have burned bridges with family and friends, or those family and friends may have contributed to getting the person in trouble in the first place. Organizations, including faith-based support groups and CBOs are available, but for reasons discussed earlier, the re-entering individual is not aware these support groups exist nor how to contact them.

Lack of Resources Allocated to Long-Term Outreach Support

According to support-services professionals interviewed, national studies show that recidivism goes down when individuals are connected with a faith-based or other structured organization that demonstrates care and concern for the individual on an ongoing basis. One CBO claims it is funded to perform a variety of services, including release support counseling for all inmates (men and women). However, interviews with female inmates revealed that they are not aware of this service and Elmwood Women's Facility staff indicated such counseling does not occur. The contract is not specific with respect to how and how frequently services are provided nor how the availability of those services is communicated to inmates.

Human services experts agree that safety nets are essential to prevent recidivism. However, the resources expended by the County, whether for in-custody or out-of-custody programs, are not well coordinated and are agency or departmentally-disconnected, meaning beneficial collaboration does not formally happen. By contrast, the County's work to implement AB109 has undertaken a highly coordinated effort through the Community Corrections Partnership (CCP). The CCP is a cross-departmental team of AB 109 planners responsible for coordinating, collaborating and developing a broad network of interconnected services such that released offenders have access to the wide support network available. The CCP envisioned and drove the creation of the County's Re-entry Resource Center, a one-stop support center that offers re-entering individuals a central location to check in to meet with probation and to avail themselves of other important services offered by the County and CBOs. Participating County agencies all agreed that such a center enables individuals re-entering the County from either state prison or jail to conveniently find the information they need, which should lead to better outcomes outside, or reduced likelihood of re-offending.

Conclusion

The Grand Jury found a complex system and network of dedicated professionals capable of helping women being released from jail to successfully re-enter the community. But gaps exist.

Women serving jail sentences are a receptive audience for in-custody programs, which are beneficial in many ways:

- They counsel offenders whose criminal activity stems from addiction and/or substance abuse.
- They provide education and vocational training that enable released inmates to find gainful employment.
- They counsel offenders about ways to avoid lives of crime.

Further, those interviewed emphasized that a special focus on programming for women is constructive. If the system can strengthen the women—make them better role models and help them to overcome their dependencies—then women can help themselves and better guide their children toward non-criminal behavior. As one interviewee stated: “We have to have a positive effect on the women because they affect their children and can break the bad cycle.” However, programs continue to be cut.

Apart from programs, the Grand Jury found gaps in information provided to inmates that could aid their successful re-entry. The Grand Jury also found a lack of responsibility on the part of various agencies to filling those information gaps. It is clear there is insufficient RO staff responsible for assisting or counseling the women at Elmwood in preparing effective exit plans. Yet, it is widely acknowledged by experts interviewed that without such attention and planning, particularly for women, successful re-entry and reduced recidivism are at risk.

The BOS has recently directed and funded the Offices of the District Attorney and the Public Defender to be present at all misdemeanor appearances. This is expected to reduce the number of low-risk misdemeanor offenders sentenced to spending time in jail without effective programs. In addition, progressive systems endorsed by the County’s Re-entry Network and those being implemented in the County under AB 109 offer new ways of motivating offenders to help reduce recidivism. To date, these efforts are limited to AB 109 offenders, but eventually are intended to support all offenders who have served their sentences and are being released from jail.

The DOC continues to reduce programs available to women in custody without providing constructive alternatives. By contrast, the Sheriff has expressed a larger commitment to broadening the DOC’s responsibilities for re-entry programs and supporting the AB 109 Realignment Implementation Plan. The broad support network being knitted together under AB 109 is the type of long-term out-of-custody support needed. Activation of this network starts before an inmate is released and includes needs assessments and an individualized plan for re-entry. If broadened to all individuals being released, it is reasonable to expect that the success anticipated with the AB 109 efforts could be achieved more broadly in the county.

Findings and Recommendations

Finding 1:

A majority of female inmates lack information about and assistance with planning for successful re-entry to the community. Most released individuals are not given written instructions to aid in meeting the immediate terms of release.

Recommendation 1A:

The County should prepare, maintain and distribute the written list of re-entry keys to success to be given to inmates a few weeks before their release date. Such information would include transportation information and relevant agencies with explanations of their roles, contact numbers and addresses, where and when to find a bus, a free ticket, a free phone call, a volunteer to talk to if needed.

Recommendation 1B:

The County should ensure the information developed in Recommendation 1A is delivered into the hands of inmates a few weeks prior to release (where possible) including an acknowledgement, signed by the released inmate and retained in their file, that the information is received.

Finding 2:

Some in-custody programs are proven to be effective and improve outcomes for released inmates. In the past the DOC has provided programs for all risk levels of women inmates. Today, program space is limited to a fraction of the women's population.

Recommendation 2A:

Consistent with its "treatment versus re-incarceration" approach, and its commitment to effective programs, the County should re-evaluate the DOC budget to determine the value of reallocating or increasing funding to provide more programs to a larger population of women at Elmwood.

Recommendation 2B:

Based on the success of the recent Summit program hosted by the Chaplaincy, the County should consider including more summits on a regular basis.

Finding 3:

Most female inmates lack information about available in-custody programs.

Recommendation 3:

The County should improve communication about programs to the incarcerated women by posting the same, standard description of all in-custody programs available in all housing units, along with which units are eligible to participate.

Finding 4:

Inmates are classified according to their behavior and past history and are assigned to housing units accordingly. No further consideration of the availability of programs that could rehabilitate is done during initial classification.

Recommendation 4A:

The County should broaden the classification assessment to determine whether an inmate will avail themselves of educational programs and then house them accordingly. If inmates choose non-participation, they should be moved into a housing unit where no programs are offered, freeing up space in the units that offer programs for the inmates who want them.

Recommendation 4B:

The County should also post information about requesting re-evaluation of one's classification to clarify how it affects participation in programs.

Finding 5:

Catholic Charities is contracted to provide emergency bus tokens. However, some women are released without any transportation assistance, such as a ride or a bus pass. They are also released with the clothing they were wearing when booked. The clothing may no longer fit or may be inappropriate given the weather on the day of their release.

Recommendation 5A:

The County should ensure Catholic Charities supplies the bus tokens when requested.

Recommendation 5B:

The County should contract a CBO to provide appropriate clothing to released inmates when they need clothing.

Finding 6:

The gap in time between release from DOC custody to Probation supervision is a period as long as 72 hours, a sufficiently long time for a newly released individual to be distracted toward new criminal behavior.

Recommendation 6:

The County should staff Probation officers at Elmwood to meet with and provide guidance to women on the day they are released.

Finding 7:

The one-stop Re-entry Resource Center (RRC) is intended to support all individuals being released (not just those released under AB 109); however, this is not clear to potentially participating agencies or released individuals.

Recommendation 7A:

The County should communicate to all participating CCP agencies or departments and to CBOs that the RRC is available to all newly released inmates, not just those being released under AB 109.

Recommendation 7B:

The County, through implementation of Recommendation 8 below, should include the information about the RRC, e.g., its address and hours of operation, to all inmates at the time of their release from jail. Receipt of this information should be acknowledged and signed for by the released inmates at the time of receipt.

Finding 8:

Much of the responsibility for post-release rehabilitation lies with CBOs and faith-based institutions. These organizations want to help, have resources to help, and can perform roles the criminal justice agencies do not.

Recommendation 8:

The County should appoint a coordinator to provide oversight and leadership to coordinate County, CBO and volunteer civic groups ready to assist with in-custody and out-of-custody support.

Finding 9:

Mentor or sponsor-based treatment groups, such as AA and NA models, are effective because the released individual (addict) has a person upon whom they can rely on for long-term, daily support. A similar network for released inmates does not exist.

Recommendation 9:

The County should consider designing and funding a similar CBO group for the long-term, daily support of previous offenders, e.g., "Offenders Anonymous."

Finding 10:

The inmate request form does a poor job of communicating what type of information or services are available and may be requested.

Recommendation 10:

The County should revise the inmate request form, or supplement it with the information distributed in Recommendation 1A to communicate to inmates, the broad range of information that may be obtained using the form, e.g., all the services available to inmates from Catholic Charities.

Appendix A: List of Documents Reviewed

Catholic Charities of Santa Clara County, Programs & Services Brochure

Catholic Charities of Santa Clara County, Inmate Support Services Program description handout (currently out of print and being revised)

Catholic Charities of Santa Clara County, Inmate Support Services Program Desk Card

County of Santa Clara Department of Correction, Commission on the Status of Women and the Office of Women's Policy, *Breaking Cycles, Rebuilding Lives: Gender Analysis of Programs & Services for Incarcerated Women*, Report issued May 2008.

Huskey & Associates in association with University of Cincinnati Center for Criminal Justice Research, Recidivism Study of the Santa Clara County Department of Correction's Inmate Programs Final Report, January 31, 2012. Note from the Grand Jury: Due to interviewees' concerns over the accuracy or validity of the report, it did not materially inform the Grand Jury's work.

Inmate Request Form - Rev 4/89

Office of the County Executive, Report from Center for Leadership and Transformation's Re-Entry Transformation Team (Re-Entry Transformation Team), March 14, 2011.

Santa Clara County *Re-entry Network Overview*, August 3, 2011 and related documents on the Re-entry Network website: <http://www.sccgov.org/sites/d2/Re-Entry%20Network/Pages/Re-Entry-Network.aspx>

Santa Clara County Department of Correction Sheriff's Office Custody Bureau, *Inmate Orientation and Rulebook*, June 2011.

Santa Clara County Office of Women's Policy, *Women & Girls, 2012: The State of Women and Girls in Santa Clara County*, April 2012.

Santa Clara County 2011 Public Safety Realignment Implementation Plan. September 27, 2011.
<http://www.sccgov.org/keyboard/attachments/BOS%20Agenda/2011/September%2027,%202011/203452059/TMPKeyboard203690958.pdf>

Appendix B: Programs for Women at Elmwood, 2009²⁰

Name of Program	Provider or Facilitator	Frequency of Program	Capacity for Service	Brief Description
Re-entry Corrections Program (RCP) – Phases 1, 2, 3	Milpitas Adult Education (MAE), Department of Alcohol and Drugs (DADS)	Daily, M-F 0800-1100 1300-1600 8-week pgm	54 Minimum Security Only	Structured program focuses on behavior modification and substance abuse issues with after care transition to phases 2 & 3.
My STORI (Mentoring and Transition)	MAE, NEXT DOOR, DADS,	Daily, M-F 0800-1100 1300-1600 8-week pgm	30 Minimum Security only	Substance abuse education with strong focus on after care support group
Artemis	MAE NEXT DOOR DADS	Daily, M-F 0800-1100 1300-1600	30 Minimum Security only	Substance abuse education for pregnant women, with after care transition to phases 2 & 3.
WINGS (Women Investigating New Gates for Sobriety)	MAE	Daily, M-F 0800-1100 1300-1600	82 Medium Security only	Substance abuse education. May transition to other in-custody or community programs
Parents and Children Together (PACT)	Pat Cibert	Twice weekly, Friday Visit 1230-1500	20 Minimum and Medium Security	Positive parenting class and visitation
General Education (GED)	MAE	Daily, M-F 0800-1100 1300-1600	10 Minimum Security Only	General education
Computer Lab	MAE	Daily, M-F 0800-1100 1300-1600	21 Minimum Security only	Computer applications
AA/NA meetings	Alcoholics and Narcotics Anonymous	Twice weekly	25 Minimum and Medium	Support Meetings
Loss and Grief Class	Chaplains	1st Wednesday of the month	Minimum Only	Support Group
Job Skills	Chaplains	Every Tuesday	Minimum Only	Job Skills
Space and Spirituality	Chaplains	4th Friday of each month	Minimum Only	Support Group
Faith and Spirituality	Chaplains	One evening each week	Minimum Only	Support Group
Heart and Soul Classes	Chaplains	10-week cycles, four times/yr	Minimum Only	For women under 25, addressing issues of identity, spiritual empowerment and healthy relationships with family, friends, community and God.
Weekly Religious Services	Chaplains	Weekly in different areas	Minimum and Medium	

²⁰ *Breaking Cycles, Rebuilding Lives: Gender Analysis of Programs & Services for Incarcerated Women*, issued by the County of Santa Clara Department of Corrections, Commission on the Status of Women and the Office of Women's Policy, May 2008, pg. 50.

Appendix C: Rehabilitation Officer and Program Availability for Women at Elmwood (as of April 2012)

Housing Unit	Risk 1-4 (1 = low, 4 = high)	Rehab Officer	Programs (Note: Religious Services are available to all)	In-Dorm. Population (Capacity/ Occupied)	Class limit
W2A	1	One RO supports AB 109 re-entry assessments, also conducts RCP training which includes re-entry planning	The inmate worker dorm houses "Trustys." No programs, but may access computer lab if time permits (i.e., if not working).	74/36	
W2B	1		Computer access	74/53	40
W2C	1		Phase I: Re-entry correction program (RCP) may be referred by Judge as part of sentence or by own initiative. Includes components on substance abuse, healthy relationships, Parent and Child Together (PACT) for pregnant moms to be or those who have kids (includes visitation), GED classes, computer training classes. Phase II: Out of custody supervision (can go home at night)	74/47	PACT class for this group limited to 25 (space in room)
W2D	2		None	85/67	NA
W2E	2		This is the only L2 Program dorm. Includes; addiction recovery, co-dependency, anger management, WINGS, GED classes, PACT	85/46	PACT limited to 25
W2F	2		None	86/62	NA
W4A*	2, 3, 4	One RO supports Roadmap and is training to support AB 109 re-entry assessments	Out of cells time is dependent on the respective population on any given day. Roadmap to recovery (individual diary program: write in prescribed sections, hands in notebook, receives next book) Yoga for L2 MH	64/43	**
W4B	3, 4		Allowed out of cells twice every day, although amount of time is dependent on the group to which the inmate is assigned. Roadmap to recovery (individual diary program: write in prescribed sections, hands in notebook, receives next book)	64/54	
W4C1*	2, 3, 4		Roadmap to recovery (individual diary program: write in prescribe sections, hands in notebook, receives next book)	16/16	
W4C2	Mental Health 3, 4		Roadmap to recovery (individual diary program: write in prescribe sections, hands in notebook, receives next book)	16/10	
W4C3	4		Roadmap to recovery (individual diary program: write in prescribe sections, hands in notebook, receives next book)	16/12	

** Includes general population, protective custody, Sureñas, and mental health inmates in same housing unit.*

Appendix D: Guide to Re-entry Pamphlet

YOUTH SERVICES

EHC LifeBuilders • (408) 298-2660
24-Hour Hotline Our House, May call collect
Drop-in services for ages 11-21, 2pm-8pm Mon-Fri 4pm-8pm Sat and Sun.
Overnight shelter for ages 11-17 info and referral services for homeless or runaway youth.

Casa Say • (650) 961-2622 24-Hour
506 View Street, Mountain View
Emergency shelter (30 days) for homeless or runaway youth ages, 13-17

Bill Wilson Center • (408) 850-6125 Crisis Line (24-Hour) • 1-888-247-7717
3490 The Alameda, Santa Clara
Runaway house and homeless youth shelter. Shelter program for youth ages, 11-17, other counseling available for all ages.

San Jose Conservation Corp. • (408) 283-7171 • 7:30-4:30 Mon-Fri
2650-A Senter Road
The program serves youth 18-27 years of age, who desire job training and completion of their high school diploma or G.E.D.

Unity Care • (408) 971-8522 • 8-5PM Mon-Fri
237 Race Street
Provides residential treatment, wraparound and mental health services, independent living skills, training, employment assistance and transitional housing to youth ages, 11-24.

JOB SERVICES

Ascent Employment • (408) 257-8302 • 9-4 Mon-Thurs
490 Mitty Way
A no-fee community job resource center with special emphasis on individuals, coming from other assistance and referral programs.

Day Worker Center of Mountain View • (650) 903-4102 • 7am-2pm Mon-Sat
748 Mercy Street, Mountain View
Providing job training, job matching, ESL Classes, medical services, and legal assistance to day laborers.

Center for Training and Careers • (408) 251-3165 • 8-5 Mon-Fri
1600 Las Plumas Avenue
Provides job training and employment services.

Sobrato CET Center • (408) 287-7924 • 8-5 Mon-Fri
701 Vine Street
Providing job training to farm workers, high school dropouts, welfare mothers, and immigrants.

Work2Future One Stop • (408) 277-2727
1290 Parkmoor Avenue
8-5 Mon, Wed, & Fri 8-7:30 Tues, Thursday Career center providing employment services, workshops, and job training resources.

Work2Future One Stop • (408) 779-0681 • 8-5 Mon-Fri
16500 Monterey Highway, Morgan Hill
Career center providing employment services, workshops, and job training resources.

NOVA Administrative Office (3 locations) • (408) 730-7232 • 8-5 Mon-Fri
505 W. Olive Avenue, Suite 600, Sunnyvale
Provides one-stop centers for job seekers, job workshops, pre-layoff assistance and outplacement services.

CONNECT Business Services Center • (408) 730-7830 • 8-5 Mon-Fri
505 W. Olive Avenue, Suite 550, Sunnyvale
Provide one-stop centers for job seekers, job workshops, pre-layoff assistance and outplacement services.

CONNECT Job Seeker Center • (408) 774-2365 • 8-5 Mon-Fri
420 S. Pastoria Avenue
Provides one-stop centers for job seekers, job workshops, pre-layoff assistance, and outplacement services.

VTA SERVICES

VTA Customer Services Call Center • (408) 321-2300
1-800-894-9908 • From 650 area code and South Santa Clara County toll area
Listen to recorder route and schedule information
24 hours a day – English, Spanish, and Vietnamese
Speak with an Information Service Representative
6-7 Mon-Fri, 7:30-4 Saturday
Hearing Impaired TDD only • (408) 321-2330
VTA Website: www.vta.org

VTA Downtown Customer Service Center
2 N. First Street
9-6 Mon-Fri Closed weekends and most holidays

VTA River Oaks Administrative Offices
3331 N. First Street, San Jose
8-4:30 Mon-Fri Closed weekends and holidays
Dial 511 from any phone for free: information into a one-stop resources providing up to the minute schedule, route, and fare.

2-1-1
Dial 2-1-1 for a FREE, non-emergency telephone service to be connected to community services. 2-1-1 operates 24 hours, 7 days a week in English, Spanish, Vietnamese and 140 other languages
Additional agencies & referrals available online at www.helpsc.org and www.housingscc.org



The project is a collaboration of
the Department of Correction
and
Office of Women's Policy

INFORMATION FOR JAIL INMATES

GOING HOME PREPARED: MAKING THE CONNECTIONS

Disclaimer:

This brochure does not provide legal advice or services. Although we have attempted to provide accurate and useful information, individuals should consult a lawyer, counselor and/or advisor to interpret and apply this information to their particular situation. Also, the contents of this brochure are based on the information that was available at the time the brochure was created.

"The views, opinions and information contained in this brochure do not necessarily reflect the official policy, opinion, or position of the County of Santa Clara nor the County of Santa Clara Department of Correction (DOC) and these entities are not responsible for any of the information contained herein."

HOUSING FOR SINGLE WOMEN AND CHILDREN

Casa de Clara • (408) 297-8330
Temporary shelter for women and women with children.

EHC Life Builders • (408) 294-2100 Press 0 ext 206 (families)

Boccardo Reception Center
2011 Little Orchard Street
Emergency shelter, transitional housing, or shared apartment, living, food, medical services, case management, and monthly bus passes

InnVision/Commercial Street Inn • (408) 271-1630 • 8:30-4:30 Mon-Sun
260 Commercial Street

Shared housing for women and women with children (boys under 12) – 30 days free, 60 days maximum, monthly bus passes

InnVision/Julian Street Inn • (408) 271-0820 • 8:30-4:30 Mon-Sun

546 W. Julian Street
Shelter and comprehensive day services for mentally ill single women.

Family Supportive Housing • (408) 926-8885

Call at 10 am Mon-Fri for room availability
1590 Las Plumas Avenue
Shelter, comprehensive day services, monthly bus passes. Parents over 18 and boys up to 17 years. Program fee, 90 day limit. Child care. Head Start and on-site tutoring

St. Joseph Cathedral Office of Social Ministry • (408) 283-8119 • Call first
Tues 9:30-12 and 1:30-5 Mon-Fri
80 S. Market Street

Free transitional program for clean, sober, single working women with children. Must be working steadily during the day. Day bus passes available.

Catholic Charities • (408) 468-0100 • 8-5 Mon-Fri

Housing Search and Stabilization
2625 Zanker Road, Suite 201
Call for application procedures & appointment times. Matching program for single parents with children under 12 years. Housing search for below market rate apartments and affordable housing.

DOMESTIC VIOLENCE, FAMILY & CHILDREN

Asian Americans for Community Involvement (AACI) • (408) 975-2730
8:30-5:30 Mon-Fri

2400 Moorpark Avenue, Suite 300
Call for assessment and appointment
Multi-lingual services to clients in Santa Clara County; programs for adults, seniors, and children. Additional referrals are available.

Next Door • main (408) 501-7550 • hotline (408) 279-2962

9-8 Mon-Thurs and 9-5 Fri
E. Gish Road, Suite 200
Provide confidential shelter advocacy, teen and children's programs, counseling for women and children (including boys up to 18). Battered women accepted 24 hours a day.

Next Door Teen Battered Program • (408) 501-7550 • 9-8 Mon-Thurs/9-5 Fri

Domestic Violence Intervention Program
234 E. Gish Road, Suite 200
For teenage youth exposed to domestic violence and/or at risk of developing abusive relationships.

Family Violence Center • (408) 277-3700 • 8-5 Mon-Fri

125 E. Gish Road
Staffed by San Jose Police Department; investigation of child and elder abuse cases, stalking, and domestic violence cases.

DROP-IN DAYTIME SERVICE CENTERS

InnVision/Georgia Travis Center • (408) 453-3124 • 8:30-4:30 Mon-Fri (women with children)
297 Commercial Street
Women and women with children (boys under 12), food, showers, mailbox, mail, case management and monthly bus passes. 30 days free, 60 days maximum.

InnVision/Cecil White Center • (408) 271-5160
8-7 pm Mon-Sun, 5 pm-8 am Mon-Sun shelter hours.
358 N. Montgomery St.
Food, showers, mailbox, mail, case management and computers.
30 days free, 60 days maximum

RENTAL AND OTHER ASSISTANCE

Alum Rock Counseling Center • (408) 294-0500
9 am-8 pm Mon-Thurs and 9-5 Fri
(408) 294-0579 Mobile Crisis Intervention/Hotline 24/7
1245 E. Santa Clara Street
24-hour youth and family crisis intervention program, adult and family counseling services, mentoring, school-based counseling and after school programming that is geared to teach youth how to make healthy choices.

Housing Authority of Santa Clara County • (408) 275-8770 • 8-5 Mon-Fri
505 W. Julian Street
Provides rental subsidies and develops affordable housing for low-income families, seniors, and person with disabilities living in Santa Clara County.

Housing Services Partnership (HSP) • (408) 539-2170
8:30-5:30 Mon-Fri
2112 Monterey Road

HSP-Georgia Travis Center-InnVision • (408) 453-3124 • 8:30-4:30 Mon-Fri
297 Commercial Street
Provides direct and indirect assistance to the homeless and those at risk of homelessness with rental assistance, securing housing, transportation and referral services.

City of San Jose Homeless Hotline • (408) 975-4444

MACSA Services • (408) 928-1122 • 8:30-12 and 1:30-5:30 Mon-Fri
130 N. Jackson Avenue
Providing senior family housing, education, and youth services.

Public Health Department • (408) 792-5040 • (408) 885-3980 • 8-5 Mon-Fri
General Information Referral Line
976 Lenzon Avenue
Case management and other services provided; many program areas available through home visits and community intervention.

**City of San Jose – Housing Department
Rental, Rights & Referral Program** • (408) 975-4470
200 E. Santa Clara Street
Provides mediation and arbitration services to tenants and landlords.

County of Santa Clara • (408) 271-5500 • 8-5 Mon-Fri
Social Service Agency Assistance Application Center
Assistance for homeless families with temporary assistance for needy families (TANF), Medi-Cal, and food stamps

County of Santa Clara General Assistance • (408) 928-3650 • 7-5 Mon-Fri
(408) 928-3641 Special Circumstances
1670-A Las Plumas
Financial assistance for single men and women upon qualification. Rent and move-in assistance for Supplemental Security Income (SSI) recipients.

Sacred Heart Community Services • (408) 278-2160
9-4 Mon-Fri/9-5 Tuesday
1381 S. First Street
Job development and placement; clothes, rental assistance, homeless; bag lunches, (food boxes for residents of zip codes: 95110, 95117, 95125, 95126, 95128, 95134). Computers and English classes.

Salvation Army • (408) 282-1165 • 9-12 and 1-4 Mon-Fri
359 N. Fourth Street
Information and referrals; clothes, senior meals, rental and move-in assistance, bus tokens, food 1-3PM Tuesday-Thursday (brown bag). Meals for seniors only 9-1 Mon-Fri. Family services 9:30-12 and 1:30-3 Mon-Thurs, 9:30-12 Fri. PG&E assistance for residents in zip codes: 95013, 95035, 95119, 95120, 95121-95123, 95126, 95128, 95131-95139, 95141, 95192, 95193.
Food serving for residents in zip codes: 95013, 95035, 95050, 95051, 95054, 95111, 95112, 95119-95123, 95126, 95128, 95131, 95132, 95134-95139, 95141, 95192, 95193. Rental deposit zip codes: 95013, 95035, 95119, 95123, 95126, 95128, 95131-95139, 95141, 95192, 95193.

Silicon Valley Independent Living Center • (408) 894-9041 • 9-5 Mon-Fri
2306 Zanker Road
Provides benefits information and referrals, counseling, housing referrals and placement, independent living skills, individual and system advocacy, personal assistance services, specialized services, therapeutic recreation and vocational service for developmentally disabled.

American Red Cross • (408) 577-1000 • 8:30-5 Mon-Fri
2731 N. First Street
Information and referral services (no rental assistance)

Homeless Care Force • (408) 982-0181 • Call for location and schedules
Hot meals, bag lunches at 10 am on Monday and Wednesday at Stockton and Julian Street, and 11:30 am on Monday and Wednesday at St. Joseph's Work Center. Requests for clothing and personal care items are accepted and filled on Wednesday.

SERVICES OUTSIDE OF SAN JOSE

The Health Trust AIDS Services • (408) 961-9850 • 1-800-325-1890
1701 A South Bascom Avenue, Campbell
Provides housing placement, rental subsidies, case management, referral services, emergency financial assistance, transportation, and food. Serving people with HIV/AIDS in all of Santa Clara County.

Community Solutions • (408) 842-7138 • 9-5 Mon-Fri
6980 Chestnut Street, Gilroy
Provides comprehensive spectrum of prevention, intervention, treatment, residential and housing services to the communities of South Santa Clara County, South San Jose, and San Benito County.

West Valley Community Services, Inc. • (408) 255-8033
10104 Vista Drive, Cupertino
8-5 Mon, Tues, Wed-Fri, 8-8 Thurs, closed daily from 12-1
Food pantry 10-11:15 am & 1-4:15 pm
Counseling, rental, and utility assistance.

Community Solutions • (408) 779-2113
(408) 779-2115 • 24-Hour South County Rape Crisis Line

Community Crisis/Domestic Violence • (408) 683-4118 or 1-831-637-SAFE
9-5 Mon-Fri
16264 Church Street #103, Morgan Hill
Provides comprehensive spectrum of prevention, intervention, treatment, residential and housing services to the communities of South Santa Clara County, South San Jose, and San Benito County.

Eastfield Ming Quong • (408) 379-3796 • (408) 379-9085 • 8:30-5 Mon-Fri or 1-877-41-CRISIS After Hours Crisis Line
251 Llewellyn Avenue, Campbell
Provides intake and referrals, phone screening for families and children up to the age of 17 years-old. Offers information about other community resources and information about access services to public mental health.

Rebekah Children's Services • (408) 846-2100 • 8:30-5 Mon-Fri
290 100F Avenue, Gilroy
Provides residential treatment wraparound services, family linkage, foster care and adoption, educational services, risk prevention, client & health center.

Housing Choices Coalition • (408) 284-0990 • 9-5 Mon-Fri
30 Las Colinas Lane
Provides quality living option for people with developmental disabilities, rental, home ownership, cooperative and/or shared housing.

Mountain View Community Services • (650) 968-0836
9-12 and 1:30-4 Mon-Fri
204 Sterlin Road, Mountain View
Emergency food. Serves zip code: 94022, 94024, 94035, 94040-94041, 94043

Senior Housing Solutions • (408) 416-0271
8-4:30 Mon-Fri. Call for Appointment
512 Valley Way, Milpitas
Shared housing for seniors

St. Joseph's Family Center • (408) 842-6662 • 9-4 Mon-Fri (closed daily 12-1)
7959 Church Street, Suite A, Gilroy
Food service in San Martin and Gilroy areas and rental assistance.

MENTAL HEALTH AND RECOVERY PROGRAMS

Adult Protective Services • (408) 975-4900 or 1-800-414-2002
24 Hours, 7 days a week
333 W. Julian Street, San Jose
Provides assistance to the elderly and adults who are functionally impaired over 65 years of age.

County of Santa Clara Alcohol & Drug • (408) 792-5670 • 8-5 Mon-Fri
333 W. Julian Street, San Jose
Provides assessments, detoxification, outpatient, residential, transitional housing, ancillary and prevention services to adults (at least 18 years old) at sites located through Santa Clara County.

Downtown Mental Health Center • 1-800-704-0900 • 8-5 Mon-Fri
Mental health services. Call for appointment, no walk-ins

Mental Health Center • (408) 294-9730
9-12 and 1-5 Mon-Fri (except holidays)
111 W. Saint John Street, Suite 315, San Jose

National Alliance for the Mentally Ill (NAMI) • (408) 583-0001
10-2 Mon-Fri
307 Orchard City Drive, Suite 205, Campbell
Education community-based self-help services for individuals and their families with psychiatric disabilities.

Pathway Society, Inc. • (408) 244-1834 • 9-5 Mon-Fri
11659 Scott Blvd., Suite 31, Santa Clara
Information and referrals to drug and alcohol treatment programs.

Gateway (DADS) • 1-800-488-9919 • 24-Hour Hotline
Information and referral to drugs and alcohol treatment programs. Assess individuals for treatment in Santa Clara County.

Gardner Healthcare for the Homeless • (408) 283-8140
80 S. Market Street, San Jose
Free medical case management, substance abuse counseling/referral and health education.

Valley Medical Call Center Appts: 1-888-334-1000
Homeless Program • (408) 885-3321
General Information • (408) 885-5000
Crisis outreach referral and education center provides walk-in crisis intervention, screening and referrals to community, mental health resources.

YWCA Rape Crisis Center • (408) 295-4011 • 9-5 Mon-Fri
(408) 287-3000 or (650) 617-7273 24-Hr. Crisis Hotlines
375 S. Third Street, San Jose
Information, appointment to the hospital, advocacy services, referrals, certified staff and volunteers are available. All calls are confidential.

VETERANS SERVICES

County of Santa Clara Veteran's Services Office • (408) 553-6000
8-12 and 1-4 Mon-Fri
68 N. Winchester Boulevard, Santa Clara
Provides veterans and their dependent with assistance in filling claims for disability compensation, person, burial benefits, and request for copies of discharges from national Personnel Records. Refer veterans to other sources for VA medical and housing assistance.

Veterans Services • (408) 539-2183 • 8-5 Mon-Fri
2011 Little Orchard Street, Boccardo Reception Center
Money management; communication and resolution workshops, job placement training and referrals to employment agencies.

Veterans Emergency Housing Facility • (650) 324-3642 24-Hours
795 Willow Avenue, Building 323-B, Menlo Park
Short-term housing for veterans entering recovery program for substance abuse.

Vet Center • (408) 993-0729 • 8-4:30 Mon-Fri
278 N. Second Street, San Jose
Psychotherapy group, military, sexual trauma and bereavement counseling.

LEGAL REFERRALS

Bay Area Legal Aid • (408) 283-3700

Legal Advice • (408) 850-7066 • 9-5 Mon-Fri
2 W. Santa Clara Street, 8th Floor
Legal counseling and benefits, tenant rights, and eviction.

Legal Aid Society of Santa Clara County • (408) 283-1535 • (408) 283-1540
9:30-12 and 1:30-4 Mon-Fri
480 N. First Street (Housing Counseling Program)
Spanish and English eviction clinics and help with other housing related issues.

Pro-Bono Project of Silicon Valley • (408) 998-5298
480 N. First Street, Suite 219
Legal Assistance in Spanish and English

FOOD AND MEALS**Meals Served**

Martha's Kitchen • (408) 293-6111 • 311 Willow Street

Loaves & Fishes – St. Patrick's School • (408) 934-4990 • 389 E. Santa Clara St.

Loaves & Fishes – St. Maria Goretti • (408) 934-4990 • 2980 Senter Road

St. Maria Goretti • (408) 363-2300 • 2980 Senter Road • (Wed & Fri 4:30)

Homeless Care Force • (408) 982-0181 • Call for location and schedules. Hot meals, bag lunches at 10 am on Monday and Wednesday at Stockton and Julian St., and 11:30 am on Monday and Wednesday at St. Joseph's Work Center. Request for clothing and personal care items are accepted and filled on Wednesday.

Second Harvest Food Bank • (408) 266-8866 • 8-5 Mon-Fri
750 Curtner Avenue
Distribution of food to agencies and sites.
Food to individuals in exchange for work.

This report was **PASSED** and **ADOPTED** with a concurrence of at least 12 grand jurors on this 17th day of May, 2012.

Kathryn G. Janoff
Foreperson

Alfred P. Bicho
Foreperson pro tem

James T. Messano
Secretary