

Client Feedback Process - DRAFT Purpose: The purpose of the client feedback process is to gather input from the county's justice-involved population regarding their knowledge of and access to available reentry services, as well as to better understand their needs to inform CAB's future recommendations.

Date (Month/Year)	Activities		
	General	Program & Services	Policy & Budget
November 2025		Distribute In-custody survey (ORJ)	
January 2026		Receive & analyze In-Custody Survey results. (ORJ)	
February 2026		Presentation of In-Custody Survey results to CAB Programs & Services	Presentation of In-Custody Survey results to CAB Policy & Budget Subcommittees.
March 2026	Presentation of In-Custody Survey results at CAB General Meeting	Programs & Services begin developing post-release survey and focus group questions.	
April 2026		Distribute post-release survey and/or conduct post-release focus group(s).	
May 2026		Analyze survey/focus group findings.	
June 2026	Presentation of post-release results and a discussion of the comparison between in-custody and post-release results will take place at the CAB General Meeting.	Programs & Services Subcommittee will review comparative survey information and develop preliminary ideas for recommendations	Policy & Budget Subcommittee will review comparative survey information and develop preliminary ideas for recommendations
July 2026	CAB receives update on Subcommittees' initial ideas for recommendations at the General Meeting	Programs & Services Subcommittee continue refining initial ideas for recommendations based on comparative client feedback information and invite service providers to give input.	Policy & Budget Subcommittee continue refining initial ideas for recommendations based on comparative client feedback information and invite service providers to give input.

August 2026	CAB discusses and prioritizes Subcommittees' ideas for recommendations at the General Meeting	Programs & Services discusses lessons learned from the Client Feedback Process.	Policy & Budget begins drafting CAB recommendations.
September 2026			Policy & Budget Subcommittee presents proposed recommendations at the General Meeting and will revise them based on member feedback.
October 2026	CAB approves revised recommendations and budget request at the General Meeting.		
November 2026	CAB presents recommendations during the Community Corrections Partnership (CCP) Budget Workshop.		
December 2026	CAB presents any follow-up information as requested by the CCP.		