

**CAB**  
**AMBASSADOR PROGRAM**  
**GUIDE**  
**2024**

# **CAB Ambassador Program Guide**

(Steps for Preparing for A Meeting)

## **Guide Overview**

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## **CAB AMBASSADOR PROGRAM**

### **EXECUTIVE SUMMARY**

**PROGRAM OVERVIEW:** The CAB Ambassadors Program (CAP) was originally initiated in 2016 as a mechanism to increase receptiveness to CAB's proposal for the establishment of an Office of Reentry & Justice (ORI). The purpose of the establishment of the CAP is twofold:

- First, it creates a conduit between CAB and those that will ultimately vote on CAB's proposals. Through the Ambassadors' communication with the delegation, there is time to engage with stakeholders so that CAB can learn about what departments and elected officials are working on, while informing them of what CAB's areas of focus for the year are.
- The second function of the CAP is to mobilize support for an important or potentially controversial issue that the CAB recommends to address. CAB Ambassadors would meet with each delegate at least one time annually in preparation for critical end-of year voting.

The CAB's Members assist in developing a set of recommended talking points as a guide in discussion with members of the Community Corrections Partnership and County Board of Supervisors.

Our CAB Ambassador Program seeks to pair up CAB Members, one being the "Lead", and the other being the "Second". The main goal is for these individuals to function as a team. ORI will review assignments for compliance with the "Brown Act".

# 2024 CAB Ambassadors Program Member Assignments

Community Corrections Partnership (CCP) Select Members											Board of Supervisors- District				
CAB Member	CAO	Court	H3	Behavioral Health	District Attorney	EHSD	LEA	Probation	Sheriff's Office	Public Defender	1 Gioia	2 Andersen	3 Burgis	4 Carlson	5 Glover
Nicole	1st	1st		1st											
Brenda		2nd				1st	1st		1st		1st				
Rena H.			1st	2nd						1st					
Marcus					1st			1st				1st	1st		
Justin			2nd		2nd									1st	2nd
Jeffrey															
Rena M.															
Traci		3rd								2nd					
Alexandria									3rd			2nd	2nd		
Demetria							2nd							2nd	3rd
Tiffany									2nd		2nd				1st
Wilanda	2nd			3rd				2nd							

1<sup>st</sup> = Lead  
2<sup>nd</sup> = Second

## Standing Committee Assignments

**POLICY & BUDGET**  
Nicole  
Jeffrey  
Justin

**PROGRAMS & SERVICES**  
Rena M.  
Rena H.

**OCEC**  
Marcus  
Brenda

**CAB Ambassadors Program Contact List**

<b><u>BOS/CCP Exe Members</u></b>	<b><u>Member's Name</u></b>	<b><u>Email &amp; Phone</u></b>	<b><u>Staff</u></b>	<b><u>Staff's Email &amp; Phone</u></b>
Supervisor John Gioia	Supervisor John Gioia	<u>John.Gioia@bos.cccounty.us</u> 510-942-2220	Cynthia Harvey Patton	<u>cynthia.patton@bos.cccounty.us</u> 510-942-2221
Supervisor Candace Andersen	Supervisor Candace Andersen	<u>Candace.Andersen@bos.cccounty.us</u> 925-655-2300	Jill Ray	<u>jill.ray@bos.cccounty.us</u> 925-655-2300
Supervisor Diane Burgis	Supervisor Diane Burgis	<u>Diane.Burgis@bos.cccounty.us</u> 925-655-2330	Melissa Van Ruiten	<u>Melissa.VanRuiten@bos.cccounty.us</u> 925-655-2333
Supervisor Ken Carlson	Supervisor Ken Carlson	<u>SupervisorCarlson@bos.cccounty.us</u> 925-521-7100	Manny Bowlby	<u>Manny.Bowlby@bos.cccounty.us</u> 925-655-2350
Supervisor Federal Glover	Supervisor Federal Glover	<u>Federal.Glover@bos.cccounty.us</u> 925-608-4200	Vivian Lee	<u>Vivian.Lee@bos.cccounty.us</u> 925-608-4201
CAO	Monica Nino	<u>Monica.Nino@cao.cccounty.us</u>	925-655-2075	Paula Webb
District Attorney	Diana Becton	<u>Diana.Becton@contracostada.org</u>	925-957-2218	Bobbi Mauler

Superior Court Exe. Officer	Matthew Malone	<a href="mailto:mmalo1@contracosta.courts.ca.gov">mmalo1@contracosta.courts.ca.gov</a>	925-608-2700	N/A
Public Defender	Ellen McDonnell	<a href="mailto:Ellen.McDonnell@pd.cccounty.us">Ellen.McDonnell@pd.cccounty.us</a>	925-335-8075	N/A
Concord Police Chief	Mark Bustillos	<a href="mailto:mark.bustillos@cityofconcord.org">mark.bustillos@cityofconcord.org</a>	925-671-3220	Sarah Weller
Probation	Esa Ehmen-Krause	<a href="mailto:Esa.Ehmen@prob.cccounty.us">Esa.Ehmen@prob.cccounty.us</a>	925-313-4188	Deborah Caldwell
EHSD	Marla Stuart	<a href="mailto:mstuart@ehsd.cccounty.us">mstuart@ehsd.cccounty.us</a>	925-608-4801	Paige Lewis-Villa
Sheriff's Office	David O. Livingston	<a href="mailto:dliivi@so.cccounty.us">dliivi@so.cccounty.us</a>	510-262-4204	Jody Sicheneder
Behavioral Health	Dr. Suzanne Tavano	<a href="mailto:Suzanne.Tavano@cchealth.org">Suzanne.Tavano@cchealth.org</a>	925-957-5169	
Health, Housing and Homeless (H3)	Cristy Saxton	<a href="mailto:Christy.Saxton@cchealth.org">Christy.Saxton@cchealth.org</a>	925-608-6709	Betsy Cajina
<b>*List updated June 2023</b> <b>*Meetings to be scheduled for Aug-Oct 2023</b>				

**SAMPLE CONTACT EMAIL**

**REQUESTING & CONFIRMING AMBASSADOR MEETING**

Dear:

My colleague(s) and I would like to schedule a meeting to discuss the Community Advisory Board (CAB) Ambassador program and its work on the AB109 Access Funding.

We want to provide an overview of the program and request your feedback on four key priority areas: housing, behavioral health, employment, and pre/post-release services.

Please provide a time and date of your availability within the next several weeks. If there is another individual you would prefer to represent you, please let us know, and we will reach out to them to schedule the meeting

Thank you for your assistance. I look forward to hearing from you soon.

XXXXXXXXXX (Name of Sender)  
CAB Member

**EMAIL CONFIRMING MEETING**

**Dear :**

**My** associate XXXXXXXXXXXXXXX and I are looking forward to hearing your perspectives on public safety issues. We want to provide an overview of the program and request your feedback on the four key priority areas:

1. housing,
2. behavioral health,
3. employment, and
4. pre/post-release services.

We look forward to this opportunity to strengthen the partnership between the CAB and your office

Respectfully,

XXXXXXXXXXXXXXXXXX

CAB Member

# Tips for Effective Ambassador Meeting

- The two interviewers should meet prior to their Ambassador Call to layout their joint approach!!! This is crucial for the comfort of new CAB Members engaged in the Ambassador Program & to provide a professional approach.
- Be...
  - Punctual (i.e.. arrive 10-15 minutes early)
  - Polite
  - Professional
  - Personable
  - Engaging
- Focus on “Active Listening”
- Clearly define why we are here
- Prepare some questions
- Most Important... STAY POSITIVE and speak with an affirmative tone
- Review Interviewee's web page
- Take notes

## **EXAMPLE: SUMMARY OF MEETING NOTES (SUPERVISOR BURGIS) Nov 3, 2021 @ 3:15 PM**

- Her assignments as a County Supervisor have not been in the Criminal Justice arena. They are learning about this area.
- Develop a relationship with Alicia Nuchols (925 655 2335) in her office who watches various areas such as this. She can assist us with priorities for the Supervisor’s District
- We should look into Measure X money. It allows receiving agencies to be creative with the use of that money. It would be most helpful if we could assist the county in finding funding for various initiatives.
- Public Safety is a key issue for her District. We should frame our messaging to those we are seeking assistance from stressing that our programs save considerable money by not investing it in the prison system
- She feels we can give people HOPE by stressing accountability
- As far as transparency, it would be helpful to provide a model from a county that’s engaging in transparency in a effective manner. We should keep in mind that there are limits as to what can be reasonably accomplished. Our emphasis should not



# Sample Outline For Framing an Interview / Conversation

## (LEAD)

Greeting and introduction of Community Advisory Board (CAB ) attendees.

- Give lead/Co-lead(s) an opportunity to introduce themselves.
- Provide opportunity to introduce themselves and other attendees.

Establish purpose of the meeting.

- Establish a line of communication between the CAB and their respective office.
- We would like to hear your priorities and receive input from you on how the CAB could support your initiatives and priorities.
- Please feel free to chime-in as appropriate.
- Before we move along are there any priorities or issues that you would like to discuss and bring to our attention?

- **(CO-LEAD)**

- Introduction to CAB's Policy Statement & Pillars
  - Over the last several years, the CAB has worked diligently to realize the intention of AB 109 Public Realignment by advocating for increased community-based reentry services, supporting the expansion of our reentry system, ensuring our criminal justice partners and the broader community work together to end the cycle of recidivism and mass incarceration.
  - Some of our accomplishments include successful increases in funding for community-based housing resources, legal aid, and employment services; new expense reporting templates; strengthening pre-release transition planning; and the permanent creation and expansion of the Office of Reentry and Justice.

- Over the last year, CAB members and members of the community have come together to “make real” a set of values that we believe MUST be at the center of ALL justice-system related decision-making and policies enacted by the County.
- As County residents and representatives of the community, **we want a fair and effective justice system in Contra Costa County. Our approach to policy rests on four (4) pillars:**
  - **We want to invest in what works.**
  - **We believe that true justice requires social justice.**
  - **We believe that incarceration should serve as a last resort.**
  - **We believe that safety for all depends on justice for all.**

(LEAD)

- **Discuss CAB’s recent accomplishments:**

- This year CAB’s Policy & Budget Subcommittee was tasked by the Community Corrections Partnership (CCP), and supported by the Public Protections Committee (PPC) of the Board of Supervisors, to develop recommendations for utilizing a one-time allocation of \$15M in excess funds from the AB 109 fund balance on CAB’s four priorities:
  - (1) expanding housing services for justice-involved individuals;
  - (2) expanding behavioral health support for justice-involved individuals;
  - (3) increasing employment opportunities for reentry population; and
  - (4) enhancing pre-release engagement services.
- During this time, departments and organizations serving AB109 individuals across the county provided written responses to questions, presented at CAB subcommittee meetings, and made themselves available to discuss this important issue.
- The outcome of the workgroups allowed CAB to make the following recommendation with the excess funds, and we would like share with you the great work CAB has been able to conduct with the support and feedback through workgroups conducted that included H3, Behavioral Health, Rubicon, WIOA, CCC Human Resources, Sheriff’s Office, Contra Costa Office of Education, DA, Public Defenders Office, Detention Health, LAO, Hope Solutions who participated in the round table discussions.
- This work cannot be completed without the trust installed in CAB from the BOS, CCP and county programs. With the ongoing dedication and commitment to serving the AB109 population in Contra Costa County, we, CAB, would have been unable to retrieve the results.

**(CO-LEAD)**

**Review CAB Recommendations:**

- We would like to share our results with you around four (4) key Priority Areas and open it up for discussion and feedback.

Priority Area # 1 is Housing.

<i>Priority Area # 1 Housing</i>
Funding is needed to establish an additional countywide CORE team(s) to focus on homeless reentry population in the community and at the point of immediate release from the county's detention facilities. The estimated funding would be for the creation of Reentry/Justice CORE position(s).
RFP: In collaboration with H3 & Probation, funding is needed to expand our county's housing supports specific to the AB109/Reentry population by following H3 and the CoC's 1-2-4 housing services framework for interim, permanent, and homelessness prevention.

**Discussion/Feedback**

Move to the area of Priority Area # 2 Behavior Health

**(LEAD)**

Priority Area # 2...BEHAVIORAL HEALTH is our second area of focus

Priority Area # 2 Behavioral Health
Funding is needed to pilot a countywide on-demand mobile outreach service for behavioral health resources that can be accessed anywhere in the community, affording current reentry providers and reentry clients with on-demand supports for behavioral health needs while reducing wait times and system navigation challenges.
Funding is needed to hire additional Community Support Workers (CSWs) to provide field based mental health services in the community in partnership with CBO providers. CSWs are typically trained and qualified peer support specialists.

**Discussion/Feedback**

Move to the area of Priority Area # 3 – Employment Services

**(CO-LEAD)**

**Priority Area # 3...EMPLOYMENT SERVICES** is our third area of focus.

Priority Area # 3 Employment
Funding is needed to pilot a countywide employment pathway for reentry participants to fill vacant county positions. To prepare reentry clients for such opportunities, the pilot program would include: a. Job training workshops and on-the-job training for preparation into County roles. b. Establish internships and transitional employment opportunities with county departments and CBO providers for job-specific roles. c. Increase and enhance pre-release employment service offerings, including identification of immediate employment opportunities prior to release and support job placement. d. A clean slate program designed to help clients clear their prior record. Program services would be procured through a competitive bidding process (RFP).

**Discussion/Feedback**

Move to the area of Priority Area # 4 – Pre/Post Release Services

**(Lead)**

**Priority # 4...PRE/POST RELEASE SERVICES** is our fourth & final area of focus.

Priority Area # 4 Pre/Post-Release Engagement
Funding is needed to pilot a Guaranteed Income program for justice-involved individuals. These additional resources, on a time-limited basis, provide basic needs assistance and offer opportunities toward greater economic security.

Program design and service delivery would be procured through a competitive bidding process (RFP).

Funding is needed for a variety of pre and post release services to be utilized as system “gap – fillers” to increase client connections to reentry programming while in-custody and upon those critical first few weeks following release. The following are recommendations for expansion of existing services based on provider staff feedback and CAB’s in-custody survey findings.

1. Expand transportation and increase mentoring services upon release-24 HR/after hours and weekends countywide.
2. Expanding existing service hours for after hours and weekends.
3. Expand language services for in-custody and post-release service provision.
4. Expansion of in-custody and post-release services for women.

Previously accounted for in Priority Area #1 Housing Services, funding is needed to provide Interim Bridge Housing placement for individuals released from the county’s jails facilitated and coordinated by a Reentry-focused CORE Team (see above). For the Pre/Post-Release Engagement Priority Area, CORE team members should have the ability to conduct assessments, arrange housing placements and schedule transportation from the detention facility to the Bridge Housing Program at any time of release. An additional set-aside is recommended to account for expenses related to assessing, service coordination and placement beyond business hours.

## Discussion/Feedback

### (LEAD)

We would like to note that our Priorities are aligned with our 2023 recommendations and the Programs &

Services AB 109 Survey that we asked our County agencies & CBOs to participate complete. It is our

understanding that CAB’s recommendations will be going before the Board of Supervisors for

consideration at a future meeting.

## CONCLUSION

### (CO-LEAD)

- We appreciate you taking the time to meet with us. It has been an absolute pleasure. We believe it has been time well spent.

### (LEAD)

- Thank you for providing this opportunity to meet and hear about the work being done by the CAB.
- Please have your office reach out to us if there is ever a need for clarification or an opportunity for the CAB to provide support.
- The fact that this meeting has taken place says a great deal about your commitment to this important work.
- We are so pleased to have the opportunity to see first-hand the role that you play in making Contra Costa County a better place to live & I thank you for providing this opportunity to meet.

## EXAMPLE SUMMARY OF MEETING NOTES

- Applauded CAB work in strength ties across county departments and CBOs
- Recommend bringing law enforcement into some conversations so we can address issues that lead to incarceration that may be preventable.
- One area would like to see us learn more about its pathways for AB109 individuals to get connected back to education pipeline.
- Supervisor Carlson explored the idea of supporting the families of AB109 individuals.
- One recommendation was to develop training or interactive videos for county staff to walk a day in the shoes of those they serve.

## External Meeting Report - Key Results

### Report to CAB After Member Participation in an External Meeting

#### SAMPLE REPORT OUT – CAB AMBASSADOR MEETING:

Group Name	Supervisor Burgis	Date	November 3, 2021
Location	Zoom Call	Time	3:15 PM
Purpose	Update Supervisor of CAB's Proposals & Activities		

#### MEETING HIGHLIGHTS

- In attendance were Jon'Ta Davenport (Lead) & Crawford Carpenter (Second)
- Her assignments as a County Supervisor have not been in the Criminal Justice arena. They are learning about this area.
- Develop a relationship with Alicia Nuchols (925 655 2335) in her office who watches various areas such as this. She can assist us with priorities for the Supervisor's District
- We should look into Measure X money. It allows receiving agencies to be creative with the use of that money. It would be most helpful if we could assist the county in finding funding for various initiatives.
- Public Safety is a key issue for her District. We should frame our messaging to those we are seeking assistance from stressing that our programs save considerable money by not investing it in the prison system
- She feels we can give people HOPE by stressing accountability
- As far as transparency, it would be helpful to provide a model from a county that's engaging in transparency in an effective manner. We should keep in mind that there are limits as to what can be reasonably accomplished. Our emphasis should not be on coming in after the fact, but on being proactive with measures that can be adequately planned for
- Three areas that are priorities for her District are:
  - Housing
  - Mental Health
  - Homelessness

#### ACTION REQUESTED OF FULL CAB



- Note comments above regarding providing a model of successes

#### IMPORTANT DATES

- N/A

#### ATTACHMENTS

- N/A

SAMPLE CAB THANK YOU EMAIL

We appreciate you taking the time to meet with us. The opportunity you provided allowed us to establish a line of communication and share with you about the Community Advisory Board's work and our commitment to Contra Costa County.

We look forward to collaborating with your Office and other stakeholders to ensure the CAB's work is understood and considered while addressing the needs of the reentry population in Contra Costa County.

Thank you,

CAB Member

## CAB Ambassador Talking Points:

### 1. Introduction to CAB's Policy Statement & Pillars

- Over the last several years, the Community Advisory Board (CAB) has worked diligently to realize the intention of AB 109 Public Realignment by advocating for increased community-based reentry services, supporting the expansion of our reentry system, ensuring our criminal justice partners and the broader community work together to end the cycle of recidivism and mass incarceration.
- Some of our accomplishments include successful increases in funding for community-based housing resources, legal aid, and employment services overtime; new expense reporting templates; strengthening pre-release transition planning; and the permanent creation and expansion of the Office of Reentry and Justice.
- Over the last year, CAB members and members of the community have come together to “make real” a set of values that we believe **MUST** be at the center of **ALL** justice-system related decision-making and policies enacted by the County.
- As County residents and representatives of the community, **we want a fair and effective justice system in Contra Costa County. Our approach to policy rests on four pillars:**
  - **We want to invest in what works.**
  - **We believe that true justice requires social justice.**
  - **We believe that incarceration should serve as a last resort.**
  - **We believe that safety for all depends on justice for all.**
- We hope you agree with this statement and join us in realizing this vision and mission for the whole County.

### 2. Continue to Enhance AB 109 Budget Transparency & Accountability

- We commend CCP and CAO for their timely responses to CAB's previous requests to establish a process and policies that will improve budget transparency.
- To continue to foster public trust by ensuring AB 109 funding is applied with the same objectives in mind as articulated in the AB 109 Public Realignment legislation, CAB encourages ongoing review, analysis and public discussion of AB 109 fund uses. CAB will continue to support enhancing transparency by

identifying instances of over and under spending, supplantation, and inconsistent financial reporting of AB 109 funding requests and approved allocations.

- CAB recognizes the importance of linking outcomes and impacts of AB 109 funded programs and services to annual budgetary decision-making. CAB recommends that ongoing discussions relating to the impact of AB 109 spending should take place throughout CCP's budgetary review process.
- CAB recognizes that as agencies become more responsive to the calls for greater transparency, it's critically important that the County also commits to rigorous and meaningful analysis of use of funds to determine their effectiveness and alignment with the intent of AB 109 Public Realignment, the County's overall goals and objectives for reducing recidivism cited in the guiding strategies and goals outlined in the County's Reentry Strategic Plan, the County's AB109 Implementation Plan, the County's AB109 Operations Plan, the County's Racial Justice Taskforce Recommendations, and other relevant guiding documents that may exist now or in the future.

**3. Support CAB's Policy and Budget Recommendations for FY23-24 and AB109 Excess Funds Recommendations to:**

- Each year, CAB develops and presents a variety of policy and budget recommendations to the CCP with a commitment to strengthen the implementation of AB 109 public safety realignment and enhance local efforts to improve the County's criminal justice system. CAB key focus as been to:
  - Continue investments in housing to expand the pool of reentry-specific housing
  - Expand the use of alternatives to incarceration, including diversion and restorative justice, and ensure equitable access to these programs.
  - Ensure all reentry programs and services are adaptable to a racial equity lens, trauma-informed, culturally component, and responsive to the communities being served.
  - Expand investments in employment resources.
  - Support the development of a data strategy coordinated by the Office of Reentry and Justice to improve data collection, analysis, and evaluation of

Programs and services, and the impact of AB 109 funding on the reentry population.

- Increase targeted support and expand community-based resources for individuals with disabilities that are also justice-system involved to include persons with physical and developmental disabilities, as well as those experiencing co-occurring mental health and substance use disorders.

**Talking Points to Explain Excess Funding Recommendations & Planning Process**

This year CAB Policy & Budget Subcommittee was tasked by the Community Corrections Partnership (CCP), and supported by the Public Protections Committee (PPC) of the Board of Supervisors, to develop recommendations for utilizing a one-time allocation of \$15M from the AB 109 fund balance on CAB’s four priorities related to (1) expanding housing services for justice-involved individuals; (2) expanding behavioral health support for justice-involved individuals; (3) increasing employment opportunities for reentry population; and (4) enhancing pre-release engagement services. During this time, departments and organizations serving AB109 individuals across the county provided written responses to questions, presented at CAB subcommittee meetings, and made themselves available to discuss this important issue.

The outcome of the workgroups allowed for CAB to make the following recommendation with the excess funds.

<b>Priority Area # 1 Housing</b>
Funding is needed to establish an additional countywide CORE team(s) to focus on homeless reentry population in the community and at the point of immediate release from the county’s detention facilities. The estimated funding would be for the creation of Reentry/Justice CORE position(s).
RFP: In collaboration with H3 & Probation, funding is needed to expand our county’s housing supports specific to the AB109/Reentry population by following H3 and the CoC’s 1-2-4 housing services framework for interim, permanent, and homelessness prevention.
<b>Priority Area # 2 Behavioral Health</b>
Funding is needed to pilot a countywide on-demand mobile outreach service for behavioral health resources that can be accessed anywhere in the community, affording current reentry providers and reentry clients with on-demand supports for behavioral health needs while reducing wait times and system navigation challenges.
Funding is needed to hire additional Community Support Workers (CSWs) to provide field based mental health services in the community in partnership with CBO providers. CSWs are typically trained and qualified peer support specialists.
<b>Priority Area # 3 Employment</b>
Funding is needed to pilot a countywide employment pathway for reentry participants to fill vacant county positions. To prepare reentry clients for such opportunities, the pilot program would include:
a. Job training workshops and on-the-job training for preparation into County roles.

- b. Establish internships and transitional employment opportunities with county departments and CBO providers for job-specific roles.
  - c. Increase and enhance pre-release employment service offerings, including identification of immediate employment opportunities prior to release and support job placement.
  - d. A clean slate program designed to help clients clear their prior record.
- Program services would be procured through a competitive bidding process (RFP).

**Priority Area # 4 Pre/Post-Release Engagement**

Funding is needed to pilot a Guaranteed Income program for justice-involved individuals. These additional resources, on a time-limited basis, provide basic needs assistance and offer opportunities toward greater economic security.

Program design and service delivery would be procured through a competitive bidding process (RFP).

Funding is needed for a variety of pre and post release services to be utilized as system “gap – fillers” to increase client connections to reentry programming while in-custody and upon those critical first few weeks following release. The following are recommendations for expansion of existing services based on provider staff feedback and CAB’s in-custody survey findings.

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We are happy to answer any questions you may have.