

1. **Service Area and Frequency**
 - Which jails in Contra Costa County do you visit?
 - How often do you visit?
2. **In-Jail Services**
 - As case managers working with clients who aspire to be sober and clean, what specific services do you provide to women while they are incarcerated?
3. **Post-Release Services**
 - What services do you offer to women once they are released?
4. **Duration of Support**
 - On average, how long do you work with a client from start to finish?
5. **Collaboration with Other Agencies**
 - What other agencies do you work with or refer clients to for additional support and services?
6. **Geographical Coverage**
 - What parts of Contra Costa County do you cover with your services?
 - For areas outside of your service coverage, which agencies or organizations do you refer clients?

In-Jail Services

1. **Program Details**
 - Could you provide more details about the in-jail programs you offer? Are there specific programs for substance abuse?
 - How do you address the unique needs of women who have experienced trauma or abuse and suppressing it with control substances?
2. **Counseling and Support**
 - What type of mentor/coaching/counseling services are available to inmates? Are these services one-on-one or group sessions?
 - How do you measure the effectiveness of these programs?
3. **Programs**
 - Do you offer in-custody programs? If so, what subjects or skills are covered?
 - Are there opportunities for inmates to earn certifications or qualifications that can assist them post-release?

Post-Release Services

1. Reentry Support

- What kind of reentry support do you provide to help clients transition back into the community?
- Do you offer assistance with finding housing, employment, or educational opportunities?

2. Continued Counseling and Support

- Are there continued counseling or support groups available to clients once they are released?
- How do you ensure that clients maintain sobriety and mental well-being after their release?

3. Follow-Up and Monitoring

- How do you monitor the progress of clients post-release? Is there a structured follow-up program?
- What steps do you take if a client begins to struggle or relapse?

4. Family and Community Integration

- Do you provide services aimed at helping clients reconnect with their families and communities?
- How do you involve families in the post-release support process?

Housing Services

1. Housing Options and Resources

- What types of housing options do you provide for clients? Are there single beds, rooms, or shared living spaces available?
- Are your housing services tailored for individuals, or do you also support families, including single mothers with children?

2. Basic Living Skills Programs

- Do you offer in-services or post-services programs that teach basic living skills to ensure clients are set up for success?
- What specific skills are covered in these programs (e.g., budgeting, cooking, scheduling medical/dental appointments)?

3. Income Requirements

- What source of income will clients need to have to qualify for housing support?
- Do you work with clients who are low-income or without any income initially? If so, how do you support them in finding stable income?

4. Support for Different Demographics

- Are there specific programs or resources for male clients versus female clients?
- How do you address the unique needs of single mothers or parents with children seeking housing?

5. Duration and Stability of Housing Support

- How long can clients typically stay in the provided housing?
- What measures do you take to ensure long-term housing stability for your clients?

6. Collaboration with Other Agencies

- Do you collaborate with other housing agencies or organizations to expand your housing options?
- Are there specific partnerships in place to assist with housing for clients who may need specialized support (e.g., those with disabilities, mental health conditions)?

7. Affordability and Financial Assistance

- What financial assistance or subsidies are available to help clients afford their housing?
- Do you provide guidance or resources for clients to apply for government or community-based financial aid?

8. Follow-Up and Continued Support

- What kind of follow-up support do you offer to clients after they have been housed?
- How do you address potential issues that may arise once clients are settled in their new living arrangements?

9. Impact Measurement

- How do you measure the success of your housing programs?
- Are there any success stories or metrics you can share that demonstrate the impact of your housing services on clients' lives?

In-Service Programs for Women

1. Reunification Programs

- Do you offer programs or classes aimed at family reunification? If so, what do these programs entail?
- How do you prepare women for the emotional and practical aspects of reuniting with their families?

2. Parenting Classes

- What specific parenting classes do you offer to women who have been separated from their children?
- How do these classes address the challenges of rebuilding relationships with their children after separation?

3. Child Support and Custody Assistance

- Do you provide assistance or resources for dealing with child support and custody issues?
- Are there legal aid services available to help women navigate family court and custody arrangements?

4. Anger Management

- Are there anger management programs available to help women cope with anger and frustration in a healthy way?
- What techniques or methods are taught in these programs to manage anger and improve emotional regulation?

5. Trauma and Abuse Counseling

- Do you offer counseling services for women who have experienced trauma or abuse, either before or during their separation from their families?
- How are these services integrated into the overall support plan for the clients?

Post-Service Programs for Reintegrating with Family

1. Continued Reunification Support

- What ongoing support do you provide to women after they have been reunited with their families?
- Are there follow-up programs to help with the transition and address any emerging challenges?

2. Family Therapy and Counseling

- Do you offer family therapy sessions to help rebuild relationships and improve communication within the family?
- How do you involve family members in the counseling process to ensure a holistic approach to reunification?

3. Parenting and Co-Parenting Support

- What continued parenting support or education do you offer post-release?
- Are there resources or classes available to help with co-parenting arrangements?

4. Life Skills and Emotional Support

- Do you provide life skills training that addresses emotional resilience, stress management, and conflict resolution?
- What support systems are in place to help women handle the pressures of reuniting with their families and rebuilding their lives?

5. Community Resources and Referrals

- What community resources do you connect women with to support their reintegration into family life?
- Are there specific organizations or programs you refer clients to for additional help with family reunification, parenting, or anger management?

6. Success Metrics and Follow-Up

- How do you measure the success of your reunification and parenting programs?
- What follow-up procedures are in place to ensure that clients are continuing to progress and maintain healthy family relationships?

In-Service Mentor Program

1. Program Structure and Content

- What does the in-service mentor program include? Could you provide an overview of its structure and key components?
- What specific areas or topics do you cover in the mentor program?

2. Duration and Certification

- How long are your classes or programs within the mentor program?
- Do participants receive a certificate of completion or success upon finishing the program?

3. Cognitive Behavioral Therapy and Mindset Training

- Does your course handle or deal with cognitive behavior, mindset, and beliefs?
- What techniques or methods do you use to address these areas?

4. Addressing Unresolved Issues and Trauma

- How do you help participants deal with unresolved issues and trauma?
- Are there specialized coaching or counseling services included in the mentor program?

5. Mentor-Mentee Relationship

- How are mentors selected and matched with mentees?
- What is the frequency and nature of interactions between mentors and mentees?

Post-Service Mentor Program

1. Continued Support and Follow-Up

- What post-service support do you provide to participants after they are released from jail?
- How do you ensure the continuity of the mentor-mentee relationship post-release?

2. Reintegration and Life Skills

- What reintegration support do you offer to help participants transition back into the community?
- Do you provide life skills training, such as job searching, financial planning, and independent living?

3. Employment and Education Support

- Are there specific programs or resources to help participants find employment or continue their education?
- Do you assist with job placement or provide connections to vocational training programs?

4. Measuring Program Success

- How do you measure the success of the mentor program, both in-service and post-service?
- Are there specific metrics or outcomes you track to evaluate the program's impact?

5. Dealing with Relapse and Setbacks

- What steps do you take if a participant faces setbacks or relapses into old behaviors?
- How do you provide ongoing support to help them overcome these challenges?

6. Family and Community Involvement

- Do you involve the participants' families or communities in the mentoring process? If so, how?
- What role do family and community support play in the success of your mentor program?

7. Success Stories and Testimonials

- Can you share any success stories or testimonials from past participants of the mentor program?
- How have past participants benefited from the program in the long term?

8. Collaboration with Other Organizations

- Do you collaborate with other organizations or agencies to enhance the mentor program?
- What partnerships or resources do you leverage to provide comprehensive support to participants?

General Services

1. Service Range

- Besides housing, what other legal services do you provide?
- Are there specific areas of law that you specialize in, such as family law, employment law, or immigration law?

Assistance for Incarcerated Individuals

2. Support for Incarcerated Individuals

- Are you able to help someone who is currently in jail? If yes, what specific legal services do you provide to them or their families?
- How do you assist families of incarcerated individuals facing legal issues such as illegal eviction?

Housing Services

3. Eviction and Housing Stability

- What services do you provide for clients facing eviction? Can you help with both legal representation and advisory services?
- Do you offer assistance with illegal eviction cases? How do you support clients in such situations?

4. Rent Control and Tenant Rights

- What services do you offer related to rent control and tenant rights?
- How do you help tenants understand and enforce their rights under local and state rent control laws?

5. Financial Assistance for Housing

- Do you provide help or assistance with rent deposits, ongoing rent payments, or other housing-related financial needs?
- Are there programs or partnerships you work with to provide financial support for housing stability?

Legal Representation and Advocacy

6. Legal Representation

- Do you offer direct legal representation for court cases? If so, what types of cases do you typically handle?
- How do you decide which cases to take on for legal representation?

7. Advocacy and Education

- What kind of advocacy work do you do to support tenants' rights and housing stability in Contra Costa?
- Do you provide educational workshops or resources to inform the community about their legal rights and options?

Specific Programs and Partnerships

8. Special Programs

- Are there specific programs you offer for vulnerable populations, such as low-income families, the elderly, or individuals with disabilities?
- How do you tailor your services to meet the unique needs of these groups?

9. Collaboration with Other Organizations

- Do you collaborate with other organizations or agencies to provide comprehensive support to your clients?
- Can you provide examples of partnerships that enhance your ability to offer housing and other legal services?

Access and Eligibility

10. Accessing Services

- How can individuals access your services? What is the process for getting legal help from your organization?
- Are there eligibility criteria that clients need to meet to receive your services?

11. Support for Low-Income Individuals

- Do you offer services specifically for low-income individuals and families? If so, what kind of support do you provide?
- How do you assist clients who may have limited financial resources?

Career Building and Education Support

1. Post-Release Career Programs

- What programs and services do you offer to individuals post-release to help them build or rebuild their careers?
- How do you address the challenges of individuals who have not worked for years or lack a GED or high school diploma?

2. Educational Support

- Do you offer or facilitate GED or high school diploma programs? If so, what is the process for enrolling in these programs?
- Are there other educational opportunities or academic support services available?

Skills Training and Development

3. Skills and Vocational Training

- What training programs do you provide to enhance job skills and employability?
- Do you have partnerships with vocational schools, trade schools, or apprenticeship programs?

4. Industry-Specific Training

- Are there industry-specific training programs available? If so, what industries do you focus on?
- How do you help clients identify and pursue career paths that suit their skills and interests?

Confidence and Self-Esteem Building

5. Confidence and Self-Esteem Programs

- Do you offer classes or programs specifically designed to build confidence and self-esteem?
- How do you help clients prepare mentally and emotionally for re-entering the workforce?

Re-Entry Support

6. Workforce Re-Entry Programs

- What specific programs do you have to support individuals re-entering the workforce after a long absence?
- Are there re-entry programs that focus on addressing gaps in employment history?

7. Resume and Job Search Assistance

- What services do you provide for resume building and job searching?
- Do you offer one-on-one coaching or workshops on job search strategies, interviewing skills, and networking?

Partnerships and Collaboration

8. Training Program Partnerships

- Do you collaborate with any vocational schools, trade schools, or apprenticeship programs to offer training opportunities?
- Can you provide examples of these partnerships and the opportunities they provide for your clients?

9. Employer Partnerships

- Do you have partnerships with local employers or industries to facilitate job placements?
- How do you work with employers to create job opportunities for your clients?

Ongoing Support and Success Tracking

10. Ongoing Support Services

- What ongoing support services do you offer to ensure clients maintain employment and continue to develop their careers?
- Do you have follow-up programs to monitor and support clients' progress after they find employment?

11. Success Metrics and Impact

- How do you measure the success of your career and training programs?
- Can you share any success stories or metrics that highlight the impact of your services on clients' lives?

Special Programs for Vulnerable Populations

12. Specialized Support

- Do you offer specialized programs for specific populations, such as women, veterans, or individuals with disabilities?
- How do you tailor your services to meet the unique needs of these groups?

13. Holistic Support Services

- Do you provide or refer clients to additional support services, such as housing, mental health counseling, or substance abuse treatment?
- How do you ensure a holistic approach to client support, addressing both employment and other critical needs?