

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.

Month/Year	Activity
December 2025	Distribute In-Custody Survey.
January 2025	Receive & analyze In-Custody Survey results.
February 2025	Presentation of In-Custody Survey results to CAB Programs & Services and Policy & Budget Subcommittees.
March 2025	Presentation of In-Custody Survey results at CAB General Meeting; Programs & Services begin developing post-release survey and focus group questions.
April 2025	Distribute post-release survey and/or conduct post-release focus group(s).
May 2025	Analyze survey/focus group findings.
June 2025	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. The Programs & Services and Policy & Budget Subcommittees will review comparative survey information and develop preliminary ideas for recommendations.
July 2025	CAB receives update on Subcommittees' initial ideas for recommendations at the General Meeting; Programs & Services and Policy & Budget Subcommittees continue refining initial ideas for recommendations based on comparative client feedback information and invite service providers to give input.
August 2025	CAB discusses and prioritizes Subcommittees' ideas for recommendations at the General Meeting; Policy & Budget begins drafting CAB recommendations; Programs & Services discusses lessons learned from the Client Feedback Process.
September 2025	Policy & Budget Subcommittee presents proposed recommendations at the General Meeting and will revise them based on member feedback.
October 2025	CAB approves revised recommendations and budget request at the General Meeting.
November 2025	CAB presents recommendations during the Community Corrections Partnership (CCP) Budget Workshop.
December 2026	CAB presents any follow-up information as requested by the CCP.