

**Wake County Board of Commissioners
Public Safety Committee
July 8, 2019
10:00 a.m.
Wake County Justice Center Room 2800**

Commissioners Present:

Matt Calabria, Chair
Jessica Holmes, Vice-Chair

Commissioners Absent:

Greg Ford

Other Commissioners Present:

Vickie Adamson
Susan Evans

Wake County Staff Present:

David Ellis, County Manager; Chris Dillon, Assistant County Manager; Denise Foreman, Assistant County Manager; Ben Canada, Assistant to the County Manager; Nicole Kreiser, Assistant County Manager; Derwick Paige, Chief Community Vitality Officer; Jason Horton, Strategic Performance Director; Dr. Jose Cabanas, Medical Director; Demetric Potts, Emergency Services Manager; Major Jared Ollison, Director of Detention Services; Barry Jones, Internal Affairs Coordinator; Ms. Pat Sturdivant, Workforce Development Director; Sonya Reid, Human Services Program Manager; Nicole Singletary, Human Services Program Consultant; Jason Mahoney, Human Services Program Manager; Vanessa Duncan, Deputy County Attorney; Angela Smith, Business Officer; Melinda Todd, Administrative Services Coordinator II; Michael McDowell, Career Coach; Abbie Boecher, Intern; Denise Hogan, Clerk to the Board; Yvonne Gilyard, Deputy Clerk to the Board; and Michelle Cerett, Executive Assistant to the Board.

Others Present: Leigh Duque, Executive Director, InterAct; Rachel Gonwa; Director of Planning & Strategic Initiatives, InterAct; Allison Strickland, Chief Development Officer, InterAct.

Meeting Called to Order: Commissioner Calabria called the meeting to order at 10:00 a.m. and welcomed everyone to the meeting.

Approval of the Minutes

Commissioner Calabria moved, seconded by Commissioner Holmes, to approve the minutes of the April 22, 2019, Public Safety Committee meeting.

Commissioner Calabria shared the agenda for today's meeting.

Today's Agenda

- Second Chances Jail Education and Job Training Program
- Interact: Family Justice Center Model
- Recovery Court
- Upcoming Meetings and Topics

Second Chances Jail Education and Job Training Program.

Ms. Pat Sturdivant, Director, Capital Area Workforce Development, shared an overview of the program. Commissioner Calabria said this program started two years ago as a pilot program.



She shared the background of the program.

Background

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- ▶ 2 year pilot funded by Wake County
- ▶ Client management awarded to Eckerd Connects, a nation-wide non-profit with 50+ years of experience
- ▶ First cohort started in March 2018
- ▶ Key partners include Wake County Sherriff's Office Department of Detention, Capital Area Workforce Board, Wake Technical Community College, and Community Success Initiative

She shared the partners of the program.

Partners

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- ▶ Eckerd provides program management, career and education advising, and client tracking
- ▶ WTCC provides High School Equivalency and technical training: customer service, ServeSafe, Microsoft Office
- ▶ Wake County Sherriff's Office Department of Detention manages the service provider contract and coordinates all Detention Center activities
- ▶ Community Success Initiative provides leadership training and mentoring in the Detention Center and mentoring and reentry assistance upon exit
- ▶ Capital Area Workforce Board provides follow-up support at the NCWorks Career Center, manages CSI contract, and provides general program support and oversight

Ms. Sturdivant said Capital Area Workforce Development recently received \$1.5 million in federal funding to continue the program. She said it will be presented at the August regular meeting for the board.

Commissioner Adamson asked who the typical client is that is selected for the program. Ms. Sturdivant said inmates are eligible for the program when they have six months left on their sentence. She said the inmates are not expected to finish the program but are encouraged to continue their own.

Ms. Sturdivant said some employers are not willing to work with individuals who have a criminal record.

She shared the process of the reentry program.



Ms. Melinda Todd, Administrative Services Coordinator II, shared the projected outcomes of the program.

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Projected Outcomes

Metric	Baseline	Expected Outcome	Expected Number	Actual Outcome
Enrollment= number of participants enrolled	120	100%	120	134
Participation= ongoing participants, pre-release	120	90%	108	94
Pre-release Mentoring= create mentoring relationship focuses on life skills development	120	100%	120	94
Post-Release Enrollment= number who complete a NCWorks Online profile	120	80%	96	24
Post-release Mentoring= continue mentoring relationship focused on life skills	120	80%	96	49
Placement= number placed in employment or education	120	60%	72	18
Completion Rate= participants successful completing all program activities, including 3 months of mentoring	120	60%	72	32

Commissioner Holmes asked how individuals get connected with housing services. Mr. Michael McDowell, Career Coach, Wake County Detention Center, said newly released inmates often go to transitional housing. He said there is also funding available to pay for hotel stays if necessary.

Ms. Todd shared a breakdown of the annual budget.

Annual Budgets

Line Item	2018	2019	2020
Contractual Services- Eckerd Connects, WTCC	\$107,099	\$182,560	\$182,560
Supplies/Materials	\$12,836	\$7,521	\$7,521
Travel/Training	\$14,432	\$14,000	\$14,000
Contracted Mentorship Provider- Community Success Initiative	\$50,000	\$50,000	\$50,000
Totals	\$184,367	\$254,081	\$254,081

She shared a snapshot of participants in the program.

Snap Shot of Participants

- ▶ 9 Cohorts with a maximum of 20 people
- ▶ 134 enrolled, 94 completed- 70% completion rate
- ▶ 42 Females/ 91 Males
- ▶ 60 Completed and Released

Commissioner Adamson commented on the cost per person spent on the program. Ms. Todd said the cost includes various services that aren't all county funded. Ms. Sturdivant said the average cost of the program is \$18,000 per person.

Commissioner Holmes said she is interested in the outcomes and asked to see data showing the number of individuals who do not return to incarceration after completion of the program. Ms. Todd said that is difficult to track, but they are working on a system that will track that information.

Commissioner Calabria said recidivism numbers are difficult to measure. Mr. McDowell said recidivism is hard to track due to repeated incarcerations due to probation violations.

Ms. Todd shared the breakdown of the cohorts in the program.

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Breakdown By Cohort

Cohort	# of Participants	Completed		# Completed & Released		Attended Post-Release Appt. (% of released)	
1 (M)	13	11	85%	10	77%	2	20%
2 (F)	16	10	63%	10	63%	2	20%
3 (M)	12	8	67%	6	50%	1	17%
4 (M)	13	8	62%	7	54%	4	57%
5 (M)	15	10	67%	10	67%	8	80%
6 (F)	8	7	88%	5	63%	3	60%
7 (M)	20	17	85%	7	35%	2	29%
8 (M)	19	10	53%	4	21%	1	25%
9 (F)	18	13	72%	1	5%	1	100%
TOTALS	134	94	70%	60	45%	24	40%

She shared the education outcomes for the program.

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Education Outcomes

High School Equivalency

	# of Students
Students Enrolled	67
Tests Administered	33
Tests Passed	27
GED Completions	2* (one completed final test at WTCC after release and has enrolled in college courses)

Vocational Courses

Course Title	# of Students
Microsoft Office Word	36
Customer Service Training	42
Certified Restaurant Server	37- Certified AH & LA
ServSafe	28
TOTAL	143

She shared employment information. She said the employment information is difficult to track due to the volume of clients and job changes.

- ▶ 24 of the 60 participants that have completed and released attended a follow-up meeting at the NCWorks Career Center
- ▶ 18 participants have found employment with an average of \$10 an hour
- ▶ Positions include line cook, wait staff, sales associate, cabinet maker, painter, landscaper, truck driver, and glass installer
- ▶ Continuing to develop strategies to track employment of all participants that have completed and been released

Commissioner Calabria asked if there is data showing why clients do not complete the program. Mr. McDowell said there is no specific data, but it is mostly due to them getting transferred to another facility or due to disciplinary problems.

Mr. McDowell shared comments from participants of the program.

Words from Participants

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"It has changed my life around positively, making me focus on important life priorities. I have set new positive short and long term goals."

"I have real life goals and I'm so excited and anxious to complete (them). To know that there is help after this chapter in my life motivates me to take each day one day at a time"

"These classes have meant a lot for me. Not just because it gives me something to do, but because even though I have made an error, I was able to redeem myself. These certifications that I have acquired by being here will allow me to get out of jail and get a job while I still work on my career."

"Every class offers you a new challenge to overcome and once completed, a new outlook for the future."

Mr. McDowell shared challenges of the program. He shared what steps are being taken to address the challenges. He said clients are given gift cards as incentives, as well as assistance with transportation and communication if necessary.

Challenges

- ▶ Maintaining contact upon release
- ▶ Tracking progress after release
- ▶ Residents being moved to prison or other facilities before completion
- ▶ Substance abuse creating barriers to employment
- ▶ Difficulty finding affordable housing for males
- ▶ GED training difficult with different levels of skills and one instructor

Commissioner Calabria asked about the criteria to enter the program. Mr. McDowell said they often choose inmates that are going to be incarcerated long enough to complete the program.

Commissioner Adamson recognized Major Jared Ollison, Director of Detention Services and thanked him for attending the meeting. Major Ollison introduced the following members of his staff; Mr. Barry Jones, Internal Affairs Coordinator; Ms. Vanessa Duncan, Deputy County Attorney; and Ms. Angela Smith, Business Officer.

Responses to Challenges

- ▶ Completing NCWorks Online in detention center since internet was installed in Spring 2019
- ▶ Transportation assistance (Transit passes, Uber gift cards)
- ▶ Provide cell phones to help with follow-up and job search
- ▶ Goal-based incentive program
- ▶ Temporary hotel stays
- ▶ Sharing of follow-up information between CSI and Eckerd
- ▶ Joint post-release meetings that include Eckerd and NCWorks Career Center to create smoother handoffs
- ▶ Self-paced, computer-based GED training

Mr. McDowell shared program improvements for 2019.

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Program Year 2019 Improvements

- ▶ Will include OSHA 10, and CDL prep based on labor market data and participant feedback. This is in addition to ServeSafe and customer service
- ▶ Continuing to monitor the courses participants want and that lead to family-sustaining wages and will add courses accordingly
- ▶ Inclusion of substance abuse program- AA added to all residents in Spring 2019

He shared strategies done to continuously improve the program.

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Continuous Improvement Strategies

- ▶ Involving family members more intentionally in the reentry plan
- ▶ Offering more classes and possibly longer courses with certifications (would require more education funding)
- ▶ Providing additional reentry support to connect participants with housing, employment, and other needs. Seeking additional funding to support these efforts

Ms. Todd shared performance indicators for 2019 and beyond.

Performance Indicators for 2019 and Beyond	
Indicator	Goal for 2019
Complete # cohorts with an average of 15 participants	7 cohorts, 105 participants
Provide GED and credentials to become more job ready	
# enrolled in GED	31
# of GED subject tests taken	29
# of credentials earned in ServeSafe, CDL Introduction, and other career credentials	41
Post-release career and employment support	
# who attend NCWorks Career Center meeting	36
# employed in 6 months	18
Document recidivism rate of completers compared to non-completers to track impact on recidivism	Develop system, establish baseline

Commissioner Calabria asked Workforce Development staff how they feel the program is performing and what can be done to make improvements. Mr. McDowell said he is pleased with how the program is performing. He said inmates often have no family to help them upon their release from incarceration, so this program provides them skills to make it on their own. Ms. Sturdivant said she is pleased and staff has learned a lot in the past two years.

Commissioner Holmes thanked everyone for working together to reduce recidivism.

Overview of Family Justice Center Model

Commissioner Calabria thanked Ms. Leigh Duque, InterAct Executive Director and her staff for their attendance.

Ms. Duque introduced Ms. Rachel Gonwa, Director of Planning & Strategic Initiatives, InterAct, and said she will participate in the presentation.



Wake County Family Justice Center Initiative: InterAct Presentation

**Wake County Board of Commissioners
Public Safety Committee**

7.8.19

- Leigh Duque, Executive Director
- Rachel Gonwa, Dir. Strategic Planning and Initiatives
- Allison Atkinson, FJC Project Coordinator

Ms. Duque shared why it is necessary to address the issue of domestic violence now.



The Time is Now...

- Nationally, only 4% of abused victims accessed services of a domestic violence service provider in the year prior to being killed by an intimate partner.
- The lifetime economic cost to the U.S. for victims of intimate partner violence is \$3.6 trillion.
- The single best predictor of children becoming either perpetrators or victims of domestic violence later in life is whether or not they grow up in a home where there is domestic violence.

Ms. Duque shared the urgency of addressing the issue of domestic violence.



The Need is Urgent

- 1 in 3 women and 1 in 4 men have experienced sexual violence involving physical contact during their lifetimes. (CDC, 2019)
- In 2012 and again in 2016, Wake County experienced more domestic violence-related homicides than any county in NC.
- In 1/3 of City of Raleigh's Police Districts, domestic-related calls ranked in the top 3 Calls for Service.

Ms. Duque shared why these issues are critical. (Two slides)



Why We Are Here

- Critical Public Safety Issues
- Can only be addressed through deep partnerships and integration of services
- Can best be addressed through a public/private partnership: InterAct, key stakeholders, and Wake County
- Building on Wake County's track record of success
- We are a community with solutions!



Why We Are Here

- Wake County Domestic Violence Fatality Review Recommendations
 - Increased Communication Across Agencies
 - Management of High Risk Offenders
 - Expansion of Lethality Assessment Program (LAP)
 - Increased Community Awareness, Focus on Friends and Family
 - **Family Justice Center/Multi-Agency Model**

Ms. Gonwa shared the Family Justice Center/Multi-Agency model.



Family Justice Center/Multi-Agency Model

- Family Justice Centers and Multi-Agency Centers are:
 - multi-agency, multi-disciplinary
 - co-located service centers
 - that provide services to victims of inter-personal violence including:
 - intimate partner violence
 - sexual assault
 - child abuse
 - elder or dependent adult abuse
 - human trafficking

She said they have been working with HOPE International on developing the Wake County model.



Engagement with Alliance for HOPE International

- One size does not fit all
- Community-driven and community-led
- Family Justice Center model identified as best practice by the US Department of Justice
- Draws on experience of more than 100 existing models here in the US and internationally

Ms. Duque shared the ways InterAct partners with Wake County. (two slides) She said staff are stationed in various county offices to assist those in need.



Partnership with Wake County

- Wake County Fatality Review Team
 - InterAct appointed as lead agency by Wake County Board of Commissioners
- Ongoing partnerships:
 - Wake County Human Services (Work First, Child Welfare, Regional Centers)
 - District Attorney's Office (Victim Witness Assistance)
 - Sheriff's Office: Lethality Assessment Program (LAP)
 - Clerk of Court and Judiciary (Electronic Filing for DVPO Petitions, Court Advocacy and Navigator Programs)
 - Wake County EMS



Partnership with Wake County (continued)

- MOUs with Wake County for Office of Violence Against Women (OVW) and Governor's Crime Commission grants
- Meetings with County Staff
- County engagement:
 - November 2018: Community Meeting and Study Tour
 - February 2019: Strategic Visioning
 - June 2019: Convening of Steering Committee and Work Group

Ms. Gonwa shared the impacts of a Family Justice Center/Multi-Agency model.



Impact of a Family Justice Center/ Multi-Agency Model of Services

Documented outcomes nationally include:

- Reduced Homicides
- Increased Victim Safety
- Increased Autonomy and Empowerment
- Reduced Fear and Anxiety
- Reduced Recantation and Minimization
- Increased Prosecution of Offenders
- Increased Community Support
- Increased Efficiency and Coordination

She shared how InterAct makes a difference in Wake County. (Three slides)



Making a Difference in Wake County

- Different way of delivering services
 - One safe place to access kind-hearted support and care along a survivor's pathway to hope
 - Deepening relationships – with survivors and their families across the lifespan...and with each other
- Evaluation and Outcomes: Not just what services we will provide but the difference they will make
 - Role of UNC-CH and NC State researchers
 - Evaluation and Outcomes Work Group



Making a Difference in Wake County (continued...)

- Benchmarking against national and state-wide outcomes:
 - Reduced Homicides
 - Increased Victim Safety
 - Increased Autonomy and Empowerment
 - Reduced Fear and Anxiety
 - Reduced Recantation and Minimization
 - Increased Prosecution of Offenders
 - Increased Community Support
 - Increased Efficiency and Coordination



Making a Difference in Wake County (continued...)

- Greater Reach in Community
 - Meeting needs of underserved populations
 - Increasing geographical reach and access
 - Expanding Lethality Assessment Program (LAP) training
 - Involving key stakeholders from municipalities and unincorporated areas of the county

Ms. Duque shared the recommendation from the InterAct staff.



Recommendation

- Phase 1:
 - Deepen partnerships and collaborations
 - Expand InterAct's co-location model of service delivery at InterAct's Family Safety and Empowerment Center
 - 6,000 sf on top floor
 - InterAct continues as backbone organization
 - Funding has been secured for next 3 years with InterAct as fiscal agent
 - Dream Big. Start Small
 - Working together in new, different, and more impactful ways can start now.
- Phase 2: Just Imagine!

Ms. Allison Strickland, Chief Development Officer, InterAct, invited the Board of Commissioners to an event being held on August 8th from 4:00 p.m. to 6:00 p.m. at InterAct. She said an invitation will be mailed to board members soon.

Ms. Duque shared the next steps. She said there are four family Justice Centers in the state and she will be visiting each of them. She said these centers are county operated and have had great success.



Next Steps

- Mobilize Steering Committee and Work Groups
- Road Trips
- Systems-Level Training:
 - Trauma-informed Care
 - Confidentiality
 - OVW Training
- Office Space

Commissioner Holmes asked what InterAct needs from the county. Ms. Duque said funding is not an issue right now, but support and involvement is always important. Ms. Duque said the first phase of the new center is expected to happen over a two to three-year period and additional space may be requested from the county.

Commissioner Holmes said the county is currently working on a Human Services Master Plan and suggested incorporating the new center into it.

Commissioner Calabria asked about the immigrant community and how they will be served at the new center. Ms. Duque said the goal is to make it available to anyone who needs services.

Commissioner Calabria said he is pleased with the presentation and glad to see the project moving forward.

Commissioner Adamson said she is very supportive of this initiative and thanked InterAct for what they do for county residents.

Ms. Duque thanked Mr. Ellis and the county staff for their help and support.

Recovery Court Program update.

Ms. Sonya Reid, Human Services Program Manager, and Ms. Nicole Singletary, Human Services Program Consultant, presented an update on the Recovery Court Program.



Ms. Reid shared the outline for today's presentation.

Presentation Outline

- Program Purpose
- Eligibility Criteria
- Services Offered
- Roles and Responsibilities (State & County)
- Program Resources (Staff & Partners)
- Program Outcomes
- Program Challenges
- Program Opportunities

She shared the purpose of the program.

Program Purpose



Wake County Recovery Court (RC) is a drug treatment court program designed to assist court involved high-risk/high-need individuals who have been diagnosed with a substance use disorder. The ultimate goal is to empower individuals to become drug free and enter long term recovery.

She shared the eligibility criteria for the program.

Eligibility Criteria

- Resident of Wake County
- Misdemeanor or Felony class F, G, H or I cases
- Must have a substance use disorder diagnosis (determined during assessment)
- Be willing to reside in a sober living environment, if court ordered



She shared the services offered by the program.

Services Offered

- Behavioral health assessments, counseling & medication prescribing
- Referrals for: housing, transportation, employment & vocational services
- Medication Assisted Treatment (MAT) - funding for uninsured
- Bi-monthly court sessions (lead by a Judge)
- Substance use disorder treatment
- Multi-disciplinary team oversight
- Drug & alcohol testing
- Case management
- STI testing



Commissioner Adamson asked how clients are referred to the program. Ms. Singletary said the most common referral is probation and the court system, but individuals can self-refer.

Ms. Singletary shared the roles and responsibilities the state and the county have for the operation of the program.

Roles and Responsibilities

State:

Administrative Office of the Courts provide technical assistance and support to all operational drug treatment courts.

County:

To offer services for court involved citizens struggling with substance use disorder; provides oversight for budgets, grants administration, and contractual agreements.

She shared county staff and contracted partners who support recovery court.

Wake County Program Staff	Contracted Partners
Kamesha Falana , Human Services Program Supervisor (funded by Substance Abuse and Mental Health Services Administration-SAMHSA)	Fellowship Health Resources* > Provides treatment for mental health and substance use
Ashley Frazier , Human Services Case Manager (funded by SAMHSA)	
Phyllis Vaughn , Human Services Case Manager (funded by County/ABC Funds)	Smart Start, Inc.* > Provides daily alcohol monitoring
Nicole Singletary , Injury and Drug Prevention Consultant (funded by the Drug Overdose Prevention and Tobacco Use Initiative)	* SAMHSA funded

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She shared program outcomes.

Program Outcomes (FY 2018/2019)

- Total participants served: 116
 - > approximately 63 (55%) are opioid dependent
 - > approximately 75 (65%) have at least one mental health disorder
- Graduation Rate: 36%
- Number of participants who received Medication Assisted Treatment (MAT): 18
- Number of drug-free babies born: 1
- Number of participants tested for Sexually Transmitted Infection (STI) since November 2018: 5



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Commissioner Calabria asked staff for their thoughts on mental health court and if it would be beneficial. Ms. Singletary said mental health court would be a great benefit for Wake County, but said existing programs must be supported before new programs are started.

Commissioner Holmes agreed and said while she supports additional courts, existing programs should take priority.

Ms. Denise Foreman, Assistant County Manager, said there is a pilot program for mental health court, but it is informal and very small.

Ms. Singletary shared program challenges. She said the Medication Assisted Treatment (MAT) medications are not an option for some people due to the cost of the medication.

Program Challenges

- Lack of funding for Medication Assisted Treatment (MAT) post Recovery Court enrollment
- Need for funding for affordable housing



She shared additional opportunities they have benefitted from that will reduce the cost of operating the program.

Program Opportunities

- Partnership with the Wake County Human Services' Pharmacy to provide Buprenorphine (Suboxone) for uninsured participants using federal SAMHSA grant funds
- Partnership with the Wake County HIV/STI Non-Traditional Site Testing Program



She shared contact information for anyone who has questions regarding recovery court.

For More Information:

Nicole Singletary

919-250-1187

Nicole.Singletary@wakegov.com

Kamesha Falana

919-856-2773

Kamesha.Falana@wakegov.com

Ms. Singletary invited the commissioners to attend upcoming program graduations. Commissioner Holmes asked that the dates, times, and locations be shared with the board.

Upcoming meeting topics.

Mr. Ben Canada, Assistant to the County Manager, shared the tentative agenda for upcoming meetings.

Upcoming Meeting Schedule

- Tentative October 7 Agenda
 - Juvenile Crime Prevention Council – General briefing and Raise the Age
 - Uniform standards for fire service
 - Conversation with District Attorney
 - Mental health courts
 - Diversion programs
 - Vulnerable populations within the justice system

Commissioner Holmes requested more information on diversion courts.

Commissioner Calabria suggested adding a meeting before the October meeting due to outstanding items.

Commissioner Adamson said there is an Arts and Culture meeting scheduled in August that she feels may not be necessary. She suggested using that time for another Public Safety Meeting.

Mr. Canada said he will work out the details and send the information to board members.

Mr. Ellis provided an update on the senior citizens Well-Check Program. He has been working with Sheriff Baker on a new program that will replace the old system. He said the new system will not have a maximum capacity and will serve all 91,000 senior citizens in the county. He will provide the board with updates as they become available.

There being no further business, Commissioner Calabria adjourned the meeting at 12:12 p.m.

Respectfully submitted,

Michelle L. Cerett, Executive Assistant
Wake County Board of Commissioners