

# Q & A MINUTES

## **Santa Barbara Criminal Justice Quality Assurance Committee**

*May 17, 2018*

Santa Barbara County Probation Department  
117 E. Carrillo Street, Santa Barbara, California  
and via video at:  
Santa Barbara County Probation Department  
2121 S. Centerpointe Parkway, Santa Maria, California

In Attendance:

Karyn Milligan, Probation  
James Friedrich, Probation  
Brian Swanson, Probation  
Sarah Miller, Probation  
Amy Lopez, Department of Behavioral Wellness (Behavioral Wellness)  
Christina Grabowsky, Sanctuary Centers  
Diane Esparza, Council on Alcoholism and Drug Abuse (CADA)  
Bret Reynolds, Good Samaritan  
Don Deming, Good Samaritan  
Jennifer Barretto, Community Solutions

### **I. Call to Order/Introductions**

- The meeting was called to order at 11:02 a.m. and attendees provided self-introductions.

### **II. Updates from the Chair – Karyn Milligan**

- Karyn Milligan shared the updated QA Contact Sheet and encouraged the group to review and provide updates if needed.
- Karyn announced the distribution of a survey to all committee members to elicit feedback on the goals and direction of the committee for the coming fiscal year.

### **III. Review and approval of March 15, 2018, Minutes – All**

- Diane Esparza requested revision of the March 15, 2018 to reflect the correct number of missed classes from 4 to 3.

### **IV. Juvenile Program Inventory Update – Karyn Milligan**

- Karyn Milligan distributed a copy of the Adult Program Inventory, and provided an overview of the Results First Initiative. A similar effort has been undertaken within the Juvenile Division.
- Karyn informed she would provide a draft of the Juvenile Inventory at the July 19, 2018 meeting.

### **V. Expansion of Quality Assurance (QA) Efforts to Juvenile Arena – Brian Swanson**

- JJCPA and YOBG monies will be refocused on evidence based curriculum in the new fiscal year. Amy Lopez requested that the new Juvenile programs be added to the Juvenile Program Inventory.
- Amy Lopez shared that Strengthening Families utilized by Behavioral Wellness was a highly successful program.

- Karyn Milligan reminded the group that the Probation Department is exploring a new juvenile risk assessment tool to consistently and reliably measure risk of re-offense and assesses criminogenic needs.

#### **VI. ADP Update – Amy Lopez**

- Amy announced that Gabriella Grant, Director of the California Center of Excellence for Trauma Informed Care, will provide training on June 26, 2018 on Trauma Informed Services.,
- Amy Lopez encouraged committee members to participate in the training. Amy will share the registration information to the committee for those interested in attending.
- Amy Lopez provided an overview of the ODS, (Drug Medi-Cal Organized Delivery System) or (DMC-ODS). All services of ODS will go through a centralized call center.
- Behavioral Wellness is developing a pre-screening for referral and authorization.
- Contracts will be out May 18<sup>th</sup> and will include those for Adult and Narcotic outpatient programs. Contracts awarded to residential treatments include the Santa Barbara Salvation Army, CADA, and the Tarzana Treatment Center.
- Amy Lopez reminded the group that clients must receive services in the county they reside.
- New ODF waiver proposals will be implemented October 1, 2018 at the earliest, at which time residential services will take effect.
- James Friedrich noted that once ODF is implemented, there will be no change for PRRC clients as services through ADP or Behavioral Wellness will continue to go through the access line.
- Amy Lopez noted the rising costs of Drug Testing. Probation will be responsible for paying drug testing for clients that are no longer an ADP client but still on Probation. Karyn Milligan will include Amy Lopez on the Agenda in July for further updates on this topic.

#### **VII. Brown Bag Sessions – Diane Esparza and Karyn Milligan**

- Diane Esparza provided an overview of the Trauma Informed Care session that occurred on April 5<sup>th</sup> at CADA. The session included a discussion about the “ACES” study which focuses on adverse childhood experiences and their correlation to alcoholism, drug abuse, smoking, mental health and mortality rates.
- Karyn Milligan reminded the group of the June 7<sup>th</sup> FY 2018-19 Brown Bag planning session to be held in Santa Barbara and encouraged all to attend.

#### **VIII. Overview of Public Safety Realignment Plan for FY 18/19 – Karyn Milligan**

- Karyn Milligan provided an overview of the FY 2018-19 Public Safety Realignment Plan and highlighted the trends, and goals for the upcoming year.
- Karyn Milligan shared the expansion programs for the coming year including the hiring of a Department Business Specialist who will be responsible for contract and fidelity monitoring, and state reporting requirements. Additional enhancements highlighted included the addition of 180 Edovo tablets to serve the hard to reach populations and increase the delivery of targeted CBT interventions.
- Also highlighted was the addition of a part-time Community Engagement specialist to educate and mobilize the community and around the Realignment and the broader issues of restorative justice.

## **IX. PRRC Utilization – Sarah Miller**

- Sarah Miller provided an overview of the PRRC Utilization Report created for improving client attendance rates in PRRC courses. She noted it measures the number of clients enrolled in PRRC courses against those actually attending those courses.
- Sarah Miller shared that currently the PRRC has an actual 30-50% attendance rate and a goal to achieve a 70% attendance rate by the end of the year. To achieve this goal, Sarah noted that the PRRC is working with community based treatment providers to help improve attendance rates. One of the strategies implemented was the “3 consecutive absences” policy similar to what is used by CSI and CADA to hold the clients accountable.
- Karyn Milligan questioned if anyone in the group had noticed any changes since the last meeting as far as improved communication between treatment providers and Probation.
- James Friedrich has noticed a slight uptick of improvement in attendance and that numbers were moving up in small increments.
- Sarah Miller noted that once a client misses a scheduled class an email automatically goes to the client’s Probation officer to let them know about their client absence. The treatment providers have also been asked to immediately call a client if they miss their scheduled class, to record a better reason for the absence.
- The Utilization Report will assess unexcused, absences which hurt the attendance rates as well as the client’s success.
- Additional PRRC efforts include working with the treatment providers to follow up with the clients that are missing to get them reengaged in program before they are dropped. Sarah highlighted that the PRRC is creating a positive environment and encouraging the clients to stay enrolled by recognizing them for their perfect attendance even at a class a time.
- Diane Esparza agreed that there has been an increase in communication between the officers and providers.
- Sarah Miller stated that officers and CBO’s have been pre-calling their clients to remind them of their scheduled class.
- Brett Reynolds shared that clients are warned if they miss a scheduled course and noted that the approach has decreased absences
- The group discussed who should be tasked with notifying clients who have been dropped from the program after 3 no-shows, the provider or the officer.
- Diane Esparza stated that CADA contacts the client with excessive no-shows and reminds them they will be discharged for their excessive absences.
- Sarah Miller suggested that providers notify clients they will be dropped if they have 3 no-shows and acknowledged the officers responsibility to make sure clients attend classes.

## **X. Self-Assessment and Peer Review Update –Karyn Milligan**

- Due to time, this topic was tabled for the next agenda.

## **XI. Emerging Issues & Agenda Items for Next Meeting – Karyn Milligan**

- Due to time, this topic was tabled for the next agenda.

## **XII. Roundtable – All**

- Sarah Miller suggested adding PRRC referrals to the next agenda and for the next meeting
- Christina Grabowsky noted the MRT group is up and running and has been well received. Spanish language group is also up and running.
- The next QA Committee meeting will be held on July 19, 2018 at 11:00 a.m. via videoconference at the Probation Department's Santa Barbara and Santa Maria offices.

The meeting was adjourned at 12:06 p.m.

KM: PW