DATE: June 6, 2019, Regular Meeting
TIME: 2:00 PM
PLACE: Board of Supervisors’ Chambers

**AGENDA**

-- The recommended actions appearing on the agenda are those recommended by staff. The Committee may take other actions relating to the issues as may be determined following consideration of the matter and discussion of the recommended actions.

-- Items that will require action by the Board of Supervisors may be forwarded to a future Board of Supervisors meeting for consideration.

-- Language interpretation services are available. Please contact the Office of the Clerk of the Board at (408) 299-5001 no less than three business days prior to the meeting to request an interpreter.

-- Persons wishing to address the Committee on any item on the agenda are requested to complete a Request to Speak Form and give it to the Deputy Clerk so the Chairperson may call speakers to the podium when the item is considered. Request to Speak Forms must be submitted prior to the start of public comment for the desired item, and for items on the Consent Calendar or added to the Consent Calendar, prior to the call for public comment on the Consent Calendar.

-- In compliance with the Americans with Disabilities Act and the Brown Act, those requiring accommodations in this meeting should notify the Clerk of the Board's Office 24 hours prior to the meeting at (408) 299-5001, or TDD (408) 993-8272.

-- To obtain a copy of any supporting document that is available, contact the Office of the Clerk of the Board at (408) 299-5001.

-- Any disclosable public records related to an open session item on a regular meeting agenda and distributed by the County to all or a majority of the Board of Supervisors (or any other commission, or board or committee) less than 72 hours prior to that meeting are available for public inspection at the Office of the Clerk of the Board, 70 West Hedding Street, 10th Floor, during normal business hours.

-- Persons wishing to use the County’s systems to present audio/video materials when addressing the Committee must provide the materials to the Office of the Clerk of the Board at least two business days in advance of the meeting. Speakers with audio/video materials must adhere to the same time limits as other speakers and will not be granted additional time to address the Committee. The County does not guarantee the ability to present audio/video material, and the Chairperson may limit or prohibit the use of the County’s systems for the presentation of such material.

COMMUTE ALTERNATIVES: The Board of Supervisors encourages the use of commute alternatives including bicycles, carpooling, and hybrid vehicles. Public transit access is available to and from the County Government Center, 70 West Hedding St., San Jose, California by VTA bus lines 61, 62, 66, 181 and Light Rail. For trip planning information, visit [www.vta.org](http://www.vta.org) or contact the VTA Customer Service Department at (408) 321-2300.

### Opening

1. Call to Order.

2. Public Comment.

   This item is reserved for persons desiring to address the Committee on any matter not on this agenda. Members of the public who wish to address the Committee on any item not listed on the agenda should complete a Request to Speak Form and place it in the tray near the podium. The Chairperson will call individuals to the podium in turn.
Speakers are limited to the following: three minutes if the Chairperson or designee determines that five or fewer persons wish to address the Committee; two minutes if the Chairperson or designee determines that between six and fourteen persons wish to address the Committee; and one minute if the Chairperson or designee determines that fifteen or more person wish to address the Committee. All Request to Speak Forms must be submitted prior to the start of Public Comment.

The law does not permit Committee action or extended discussion of any item not on the agenda except under special circumstances. If Committee action is requested, the Committee may place the matter on a future agenda. Statements that require a response may be referred to staff for reply in writing.

3. Approve Consent Calendar and changes to the Committee's Agenda.

Items removed from the Consent Calendar will be considered at the end of the regular agenda for discussion. The Committee may also add items on the regular agenda to the Consent Calendar.

Notice to the public: there is no separate discussion of Consent Calendar items, and the recommended actions are voted on in one motion. If an item is approved on the consent vote, the specific action recommended by staff is adopted. Members of the public who wish to address the Committee on Consent Calendar items should comment under this item. Each speaker is limited to two minutes total.

**Regular Agenda - Items for Discussion**

4. Receive report from County Communications Department relating to vacant positions. (ID# 96884)

**Study Session**

5. Receive report from the Office of Reentry Services, the Behavioral Health Services Department, the Office of the Public Defender, the Office of Pretrial Services, and the Probation Department relating to jail diversion initiatives. (ID# 96717)

**Consent Calendar**

6. Approve minutes of the May 2, 2019 Regular Meeting.
7. Approve minutes of the May 9, 2019 Regular Meeting.

**Adjourn**

8. Adjourn to the next regular meeting on Thursday, August 8, 2019 at 2:00 p.m., in the Board of Supervisors' Chambers, County Government Center, 70 West Hedding Street, San Jose.
DATE: June 6, 2019
TO: Public Safety and Justice Committee
FROM: Heather Plamondon, Communications Director
SUBJECT: Report - County Communications Department Vacant Positions

RECOMMENDED ACTION
Receive report from County Communications Department relating to vacant positions.

FISCAL IMPLICATIONS
There are no fiscal implications associated with receiving this report.

REASONS FOR RECOMMENDATION
This report is in response to a request from the Board of Supervisors to address Department Vacancies. This request was made during the County Communications Budget Workshop on May 13, 2019.

<table>
<thead>
<tr>
<th>Position</th>
<th>FTE</th>
<th>Filled</th>
<th>Vacant</th>
<th>Notes</th>
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<tbody>
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Public Safety Dispatching/Communications Departments nationwide are facing recruitment and retention issues. In Santa Clara County, the County Communications Department, as well as most of the neighboring dispatch centers, are plagued with short staffing, extended leaves, mandatory overtime, poor trainee retention and morale issues.

County Communications has been working to address these issues with pledged support from the Board of Supervisors, the County Executive’s Office and the Santa Clara County Central Fire Protection District for more than three years, unfortunately with little tangible progress.

**Recruitment/Hiring/Training**

In 2016, with assistance from County Fire Chief Tony Bowden, County Communications revamped the recruitment process for Dispatchers. Adjusting the pace of the recruitment, setting an annual recruitment schedule, amending the testing process and working with ESA to establish hiring criteria that was anticipated to bring in a higher caliber applicant.

The statistics show that in 2017 we interviewed 228 applicants, sent 122 to background, made 43 job offers, had 36 begin the academy, 25 made it to the On-the-Job Training (OJT)/Control Room, and 8 were successfully signed off.

In 2018 the Communications Department interviewed 270 applicants, sent 138 to background, made 31 job offers, sent 25 to the Academy, had 5 make it to the OJT/Control Room, and 2 have been successfully signed off and 3 are still in the final phase of training.

In 2017 and 2018 the goal of larger Academy Classes (12 participants) proved to be problematic in a few areas. This is in part due to the existing antiquated technology at the Communications Department, which makes it difficult for new trainees to learn these older systems and adapt to the pace required to be successful. The training program was structured in such a way that the trainee was expected to become proficient in both Call-taking and Law Dispatching through training rotations dependent on the availability of trainers, call volume, and shift activity. That approach put trainees in a learning mode for nearly 15 straight months without giving them an opportunity to gain confidence in call taking, which would have allowed them to become comfortable in the work environment, with their co-workers and to have felt like they were contributing rather than in a constant state of being trained and evaluated.

In 2019, the Communications Department made significant adjustments to the Academy Training Plan. This included the restructuring of timelines with a more focused approach to allow trainees the ability to learn call taking and radio separately within the probationary period, as opposed to simultaneously. Trainees will now be provided a call taking academy.
followed by a Communications Training Officer (CTO) phase where they are only required to demonstrate call taking skills. Upon completion of this phase, a trainee will then be provided a radio academy, and then radio CTO phase of training. This is more consistent with the adult learning style of the trainees.

Overall it is expected that allowing the trainee the ability to learn and then demonstrate one specific job function at a time will allow for greater retention and overall quality within the training process. This process will also allow for greater quality control and management of the Communications Training Officers assigned to the Training Program, positively impacting a trainee’s success.

In order to implement this plan, the Communications Department will be limiting the Academy size to no more than 6 trainees. While this may seem counterproductive given the current staffing shortage, staff believes that this approach will yield more success in retaining the people hired.

In July of 2018, County Communications made a formal request to have the entire dispatcher job series evaluated, with an eye towards reclassifying the Dispatcher I to a Call Taker position, to look at the salary parity among the positions within and outside the County, and to determine if our current structure is sufficient to support our operational need. ESA is still working on this study.

**Technology**

County Communications continues to work with TSS and the Office of the Sheriff on an effort to procure a new Computer Aided Dispatch and Records Management Platform. This has been an area of concern directly related to the success of new hires for many years and continues to have a negative impact on the business operations in each of the communities served. The current system requires trainees to memorize nearly 200 DOS-like commands to operate it. The procurement for the new Computer Aided Dispatch system (CAD) has experienced significant delays and staff is eager to receive Administrative approvals to move forward in the coming weeks. The job of a dispatcher is directly tied to the quality of the technology they use. In 2017, the old 9-1-1 Phone System at County Communications was replaced with a Next-Gen Ready, digital phone system with an Automatic Call Distribution System that streamlined the call answering process for the dispatchers. Prior to this replacement, County Communications was not able to meet the California State Standard of answering 9-1-1 calls within 15 seconds 95% of the time. Since the phone replacement, the Communications Department has met or exceeded the standard in every reporting period, in most cases answering 9-1-1 calls within 15 seconds 97% of the time. This further emphasizes the critical need to maintain up-to-date technology at the Communications Center.

**Staffing Vacancies and Leave Time**

The vacancy rate at County Communications for dispatcher positions has been in the mid to high 20s for years. While it would be assumed that there are many employees resigning or retiring, that is not the case. Since 2017 the department has seen only 9 non-probationary dispatchers resign and 3 retire.
While much of the focus has been on the success of new employees to fill vacancies, it is important to recognize that staffing is impacted on a daily basis by employees’ use of earned leave. Dispatch is a 24/7/365 operation, staffing levels are dictated by workload, call volume, and service areas (Law, Fire, Emergency Medical). Staff has identified in Department Policy that in order to maintain operations in a 24-hour period, the Communications Department must have at minimum 12 people working between 7:00-2:00am (19 hours), and 8 people working between 2:00-7:00am (5 hours). If a position is unfilled for any reason, it must be backfilled to meet the operational need. In addition to the vacant positions, standard leaves such as vacation, comp time accrual limits of 480 hours, and sick leave also cause staff shortages that must be backfilled. In 2018, dispatch staff took 10,028 hours of vacation, and 5,191 hours of compensated (comp) time, which is on trend with the leave usage seen over the past 3 years. Since 2017, 14 employees took extended leaves of greater than 160 hours, 6 of which were greater than 480 hours. As a result of this leave time and the vacant shifts, the Communications Department continues to experience significant overtime. This has a direct nexus to the morale of the department and the ability to create a working environment that is supportive of all employees, most notably the trainees.

**CHILD IMPACT**

The recommended action will have no/neutral impact on children and youth.

**SENIOR IMPACT**

The recommended action will have no/neutral impact on seniors.

**SUSTAINABILITY IMPLICATIONS**

The recommended action will have no/neutral sustainability implications.

**BACKGROUND**

This report is in response to a request that was made during the County Communications Budget Workshop on May 13, 2019, by Supervisor Wasserman.

**CONSEQUENCES OF NEGATIVE ACTION**

The PSJC will not receive this report.

**ATTACHMENTS:**

- Leg File 96884 Vacancies (F) (PDF)
County Communications: Report on Vacancies

Public Safety and Justice Committee

June 6, 2019
### County Communications

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### Recruitment/Hiring Data

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<tr>
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<th>Interviewed</th>
<th>Sent to Background</th>
<th>Offer Accepted</th>
<th>Academy</th>
<th>OJT</th>
<th>Signed Off</th>
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<td>31</td>
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Recruitment Efforts

- Tuesday, 1/30/19 – Instagram & Twitter accounts established
- Tuesday, 2/5/19 – County Parks “Meet the Dispatcher”
- Friday, 2/8/19 – Career Mixer, Andrew Hill HS
- Tuesday, 2/12/19 – Every 15 Minutes, Overfelt HS
- Tuesday, 2/12/19 – County Parks “Meet the Dispatcher”
- Wednesday, 2/13/19 – AOJ Presentation, De Anza College
- Wednesday, 3/27/19 – Career Fair, Broadway HS
- Thursday, 3/28/19 – AOJ Presentation, West Valley College
- Thursday, 4/4/19 – Public Safety Presentation, SVCTE
- Friday, 4/12/19 – MCTE Drill, Andrew Hill HS
- Wednesday, 5/1/19 – Career Fair, Mission College
- Saturday, 5/4/19 – County Parks Trail Watch Academy “Meet the Dispatcher”
- Wednesday, 5/8/19 – Career Fair, Foothill College
- Friday, 5/24/19 – Career Day, Dartmouth Middle School
Training Plan: Revised

<table>
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<tr>
<th>Call Taking Academy 6 weeks</th>
<th>Call Taking CTO Phase 16 weeks</th>
<th>Call Taking Solo 16 weeks</th>
<th>Radio Academy 03 weeks</th>
<th>Radio CTO Phase 16 Weeks</th>
<th>Radio Solo 16 Weeks</th>
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2019 Dispatcher I Academies

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<tr>
<th>19-01</th>
<th>19-02</th>
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<tr>
<td>January 2019</td>
<td>July 2019</td>
<td>October 2019</td>
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</table>
Technology

- Phone Replacement Completed
- Transition to SVRCS/Regional Radio System
- Upgrade Building Network Capability/Disaster Recovery
- Replace CAD/RMS
Leave Time

• Average Vacation used: 10,000 hours

• Average Comp Time used: 5,100 hours
  • Dispatchers can accrue 480 hours of comp time per year.
THANK YOU!
DATE:       June 6, 2019
TO:         Public Safety and Justice Committee
FROM:       Martha Wapenski, Deputy County Executive
SUBJECT:    Special study session on jail diversion initiatives

RECOMMENDED ACTION
Receive report from the Office of Reentry Services, the Behavioral Health Services Department, the Office of the Public Defender, the Office of Pretrial Services, and the Probation Department relating to jail diversion initiatives.

FISCAL IMPLICATIONS
These presentations are informational in nature and accepting this report will result in no impact to the General Fund. Any future funding impacts will come to the Board separately.

REASONS FOR RECOMMENDATION
As part of the March 7, 2019 Public Safety and Justice Committee (PSJC) meeting, Chair Susan Ellenberg presented a proposal to incorporate study sessions into future PSJC meetings to try and “ask big questions, create new partnerships, and explore opportunities for innovation”. This meeting is the first such study session and focuses on efforts on jail diversion initiatives. As part of this study session, there are presentations of about 3-5 minutes from each of these justice partners to present on their initiatives for jail diversion: Office of Reentry Services, the Behavioral Health Services Department, the Office of the Public Defender, the Office of Pretrial Services, and the Probation Department. Other justice partners were invited to submit presentations for the study session, but did not submit by agenda print time. The discussion that follows the presentation will focus on identifying any gaps and potential solutions.

CHILD IMPACT
The recommended action will have no/neutral impact on children and youth.

SENIOR IMPACT
The recommended action will have no/neutral impact on seniors.

SUSTAINABILITY IMPLICATIONS
The recommended action will have no/neutral sustainability implications.

BACKGROUND
In 2019, the PSJC will be holding study sessions with the various justice system partners to be able to have more in-depth discussions about various big and challenging issues. This is the first of the proposed study sessions.

CONSEQUENCES OF NEGATIVE ACTION
By not receiving this report, the Committee will not have the benefit of the information prepared by the justice system partners.

ATTACHMENTS:

- PDO Jail Diversion Initiatives  (PDF)
- BHSD Jail Diversion PPT 6-6-19 PSJC  (PDF)
- Probation 060619 Diversion and Detention Alternatives  (PDF)
- ORS CAPS PSJC Study Session_6-6-19  (PDF)
- PTS PSJC Jail Diversion 060619  (PDF)
MENTAL HEALTH DIVERSION
A PATH TO DE-CARCERATE PERSONS
WITH MENTAL ILLNESS

Office of the Public Defender
Santa Clara County
Gilda Valeros
MENTAL HEALTH DIVERSION
2 TRACKS

Pre-Trial Mental Health Diversion
Requires Agreement

Diagnosis in DSM
Nexus to Charged Offense
Treatment program will address symptoms that gave rise to criminal charges

Incompetent to Stand Trial Community Based Restoration
(IST-CBR)

Incompetent to Stand Trial
• Agreement not a requirement
• Challenge to treatment
• Challenge to collaboration
• Population typically treated in a state hospital setting.
Incompetent to Stand Trial – Meeting the Demand

April 11, 2018
Council on Criminal Justice and Behavioral Health

~ Caring Today for a Safe and Healthy Tomorrow ~
Stephanie Clendinin –
Dept. of State Hospitals (DSH) Presentation to
Council on Criminal Justice and Behavioral Health (CCJBH)

- Now Acting Director of Department of State Hospitals
- This format will designate content from DSH PowerPoint presentation to CCJBH summarizing their study of the increased admissions to DSH and their proposed solutions.
Demand – DSH Napa Triage Study

More Substance Abuse?

Primary Diagnosis by Fiscal Year

- Psychotic Disorders
- Mood Disorders
- Psychosis NOS
- Substance Disorders
- Cognitive Disorders
- PD/Malingering

Fiscal Year:
- FY 09/10
- FY 10/11
- FY 11/12
- FY 12/13
- FY 13/14
- FY 14/15

Percent with Diagnosis
- 0
- 10
- 20
- 30
- 40
- 50
- 60
Demand – DSH Napa Triage Study
More Criminal History?

Percent with 15+ Prior Arrests by Fiscal Year

- Percent with 15+ priors
- FY 09/10, FY 10/11, FY 11/12, FY 12/13, FY 13/14, FY 14/15
Demand – DSH Statewide Incompetent to Stand Trial Admissions Study (Statewide Admissions)

- Added question for this study

**Percent Homeless in California**

<table>
<thead>
<tr>
<th>Percent of population</th>
<th>Homeless</th>
<th>Unsheltered homeless</th>
<th>Unsheltered IST</th>
</tr>
</thead>
<tbody>
<tr>
<td>50</td>
<td>0.3009</td>
<td>0.1997</td>
<td>47.2</td>
</tr>
</tbody>
</table>

Packet Pg. 23
Demand - National IST Trends Study

Rankings (Why is there an increase?)

- Responses ranked high in importance:
  - Inadequate number of inpatient psychiatric beds in community (28% ranked this number 1)
  - Inadequate general mental health services (26.5% ranked this number 1, 21% ranked it number 2)
  - Inadequate crisis services in community (26% ranked this number 3, 23% ranked it number 2)
  - Inadequate ACT services in community (27% ranked this number 4)
SCC EFFORTS TO ADDRESS COMMUNITY BASED TREATMENT

COLLABORATION

• AB 1810 Working Group: County Executive, Courts, County Counsel, BHSD, Sheriff’s Office, Public Defender, District Attorney, Pre-Trial Services
  • Identify system issues and develop policies
• Small Working Group: BHSD, Custody Mental Health, Public Defender, District Attorney, Pre-Trial Services
  • Implement policies
COLLABORATION ON IST COURT, DA, PUBLIC DEFENDER, BHSD, CUSTODY MENTAL HEALTH

Identify common interests
Shared spread sheet
Transparency with Deliverables
On track to treat 100 ISTs per year
BEHAVIORAL HEALTH SERVICES DEPARTMENT (BHSD)

- FACT – Forensic Assertive Community Treatment
- Assessments
  - Incarcerated clients evaluated in court
    - Jail Assessors available in July
  - Out of custody clients assessed at the Re-Entry Center or other location determined by BHSD
  - D61 Behavioral Health Court - D61 current and former clients may be assessed in D61
OFFICE OF THE PUBLIC DEFENDER

• Increased training on forensic mental health
• Member of the Mental Health Roundtable for the California Public Defenders Association
• Coordinate quarterly meetings with Bay Area Social Worker network
• Weekly lunch time staffing on forensic mental health issues
• Working group collaborations with BHSD, OSH, PTS
• Subject Matter Experts
  • Charles Hendrickson – Incompetent to Stand Trial standards
  • Gilda Valeros – CPDA and SCC Bar Association, Mental Health Diversion
AREAS TO GROW

TREATMENT BEDS
TREATMENT STAFF
INCREASE TRAINING TO WORK WITH JUSTICE INVOLVED
   JISTA: Justice Involved Services Training Academy, San Diego
   LEAP: Listen – Empathize – Agree – Partner, Dr. Xavier Amador, Ph.D.
COLLABORATION
   1. Supervision – Pre-Trial Services, Adult Probation, CASU
   2. Involuntary Medication Orders – develop protocol
SANTA CLARA COUNTY IS A LEADER IN THE STATE

- SCC saw and addressed the need before the passage of AB 1810
- Ground work facilitated implementation of mental health diversion
- On track to meet and exceed goal to divert clients from DSH list
- Model for other counties
Jail Diversion Initiatives Study Session

Toni Tullys, Director
Criminal Justice System

Programs serve adults with Serious Mental Illness & Substance Use Disorders

Supportive Transitional Empowerment Program (STEPS)
Criteria: provides screening, assessment and motivational interviewing for custody clients with substance use disorders and refers and connects them to community services.

Crisis Residential
Criteria: designed for justice involved adults with severe mental illness (SMI) and substance use disorders (SUDs), frequent psychiatric hospitalizations and are at risk for inappropriate incarceration.
- Crisis Stabilization
- Structured Setting
- Assessment

Intensive Outpatient
Criteria: designed for justice involved needing a less restrictive environment than hospitalization or residential care.
- Individualized Assessment & Treatment Plan
- Intensive Individual & Group Therapy – 9 hours/week
- Continuing Care
- Family/Community Support
- Flex Funds

Full Service Partnership
Criteria: serves justice involved adults needing an intensive service program. “Whatever it takes” model.
- Individualized Assessment & Treatment Plan
- Intensive Case Management
- Individual & Group Therapy Medication and Medication Management
- Family/Community Support
- Flex Funds

Evans Lane Wellness and Recovery Center
Criteria: justice involved adults who would benefit from an outpatient program and transitional housing program for up to one year.
- Individualized Assessments & Treatment Plans
- Medication & Medication Management
- Intensive Case Management
- Individual & Group Therapy
- Group Activities
- 24 Hour Support

Co-Occurring Outpatient
Criteria: serves justice involved adults with co-occurring (SMI & SUDs) conditions. Integrated treatment for co-occurring disorders includes:
- Assessment and Evaluation
- Medication Support
- Plan Development
- Individual and Group Therapy
- Case Management
- Crisis Intervention

Faith Based Services
Criteria: designed to serve justice involved individuals and their families returning to the community regardless of faith tradition.
- Ministry, spiritual support and mentoring
- Substance abuse treatment and counseling
- Life skills training
- Aftercare/reentry services
- Employment services
- Temporary housing assistance and basic needs
- Flex Funds

Aftercare Services
Criteria: provides a step down from more intensive outpatient treatment and is available to higher functioning individuals who are nearing graduation or have graduated from the criminal justice system within the last six months, but continue to need mental health services in order to prevent re-incarceration.
- Mental health and Medication Support
- Case Management and Social Support
- Assistance to help transition into independent living

Post Release Community Supervision (PRCS)
Criteria: serves adults/older adults released from State Prison under supervision of the Probation Department. Services are up to six months and include:
- Psychosocial Assessments
- Individual, Group & Family Therapy
- Medication Support Services
- Case Management
- Crisis Intervention
### JAIL DIVERSION SYSTEM CAPACITY TRENDS

**Post Custody Clients in Treatment Services**

<table>
<thead>
<tr>
<th></th>
<th>FY 15-16</th>
<th>FY 16-17</th>
<th>FY 17-18</th>
<th>FY 18-19 Anticipated</th>
<th>FY 19-20 Targeted</th>
</tr>
</thead>
<tbody>
<tr>
<td>Post-Custody Clients in Treatment &gt; 30 days</td>
<td>1066</td>
<td>1123</td>
<td>1443</td>
<td>1587</td>
<td>1796*</td>
</tr>
</tbody>
</table>

The Department is tracking utilization for the current Jail Diversion programs and anticipates implementation of the Muriel Wright Center programs in June 2019. Requests for Proposals (RFPs) are nearly completed for 320 slots for Assertive Community Treatment (ACT, 200 slots) and Forensic ACT (120 slots) which will be utilized by individuals who are justice involved; 400 slots for Adult & Older Adult Intensive Full Service Partnerships; and 200 slots for Substance Use Outpatient and Detox and 30 slots for Intensive Outpatient. Given the planned implementation over the course of the next six months, the Department will monitor utilization of the new service capacity and determine the need for any additional capacity at the midyear.
NEW JAIL DIVERSION PROGRAMS

Assembly Bill 1810 – Services for Individuals Deemed Incompetent to Stand Trial
Diversion of individuals who have committed a crime as a result of mental health conditions and are placed into services, with approval by the Offices of District Attorney, Public Defender and the Court.

Pre-Arrest Unit with PreTrial Services & Reentry Services
BHS clinicians will provide screening and clinical assessments to determine individual needs.

Urgent Care at Reentry Center
The Department is working with the Office of the County Executive and the Reentry Center to develop a 24/7 program that will triage individuals with mental health/substance use issues, who are brought in by law enforcement, but do not meet criteria for EPS or booking into custody.
MENTAL HEALTH AND SYSTEM ASSESSMENT

Requested Resource Development Associates (RDA) Consultant to conduct an assessment of current system that includes the following

• Consultant Project Manager with forensic experience
• Identification of strategies to help prevent incarceration of SMI/SUD individuals, divert appropriate individuals from traditional sentencing and release individuals from jail as soon as possible into appropriate services.
• Extensive interviews with Public Safety Partners
• Review of national best practice screening and assessment tools for Adults/Older Adults
• Draft Plan is currently under review
• Anticipate public presentations in June 2019
PLANNED NEXT STEPS

Implement Validated Screening and Assessment Tools for Adults with Mental Illness and Substance Use (FY19/20):
To ensure the accurate identification of behavioral health needs of individuals in diversion programs, Specialty Courts, Custody, Reentry Center, and post-custody services well as individuals participating in Specialty Courts and at the Reentry Center. In addition, the Department’s Adult/Older Adult system will use the same tools, to enhance service delivery and care coordination across the entire system.

Implement Validated Assessment Tool to Identify Criminogenic Risk (FY19-20):
In conjunction with screening for behavioral health needs of custody clients prior to discharge, clinicians will screen for criminogenic risk for a class B misdemeanor or above.

Implement Netsmart Electronic Health Record (estimate June 2020)
To follow clients/consumers with SMI & SUDs as they move through the criminal justice and behavioral health systems and receive treatment in the community.
Jail Diversion & Alternative Sentencing Options

LAURA GARNETTE, CHIEF PROBATION OFFICER

JUNE 6, 2019
Diversion & Alternatives to Detention

- Many counties in California have provided diversion programs and alternative sentencing options for some individuals, in lieu of incarceration, without jeopardizing public safety.
- Imprisonment may be too much: too restrictive for some offenders
- Justice is best served by options between these extremes
As of January 1, 2018, California offers a pretrial diversion program to qualifying defendants charged with minor drug offenses.

Defendants are permitted to plead “not guilty” before they are diverted to a drug education program.

If they successfully complete this and other requirements within 12 – 18 months, then the drug charge/s will be dropped and they will have no conviction from the incident.

Defendants who do not make satisfactory progress will return to regular criminal proceedings, to face the original charge/s.
Young Adult Deferred Entry of Judgement (YADEJ) Pilot Program

- Senate Bill 1004 and Senate Bill 1106 (Hill, Statutes of 2016 and 2018) authorized several counties (Alameda, Butte, Napa, Nevada and Santa Clara 2016; Ventura 2018) to enact a Transitional Age Youth Deferred Entry of Judgment pilot program.

- Young adults age 18-21, at the time of the offense, who are under the jurisdiction of the criminal court may be housed in a county juvenile detention facility, in lieu of county jail.

- Youth receive services such as mental health, vocational, and educational services, followed by an abbreviated period of community supervision.

- Eligible young adults are those who commit non-violent felonies and found suitable by local justice stakeholders.

- Upon successful completion of the rehabilitative program, the young adult will have their charges dismissed.
YADEJ Services

In Custody Phase – Juvenile Hall

- Full Medical & Mental Health Assessment with Treatment and Care
- Development of Individualized Care Plan
- Education Assessment with linkages to Vocational and Educational Services
- Individual & Group Counseling, as needed, with referral to the community

Reentry Services Plan
Additional Services and Supports

- Community Supervision by Probation Officer
- Plan for Reentry Services
  - Housing
  - Employment/Vocational Training
  - Education
  - Treatment
Corridor Program: Strengthening the system of care for children and families impacted by incarceration

Overarching Goals of the Initiative:

- Ensure children of arrested or incarcerated parents are healthy, thriving, and living in safe and nurturing families
- Ensure arrested or incarcerated parents have access to resources that strengthen their capacity to raise healthy, thriving children
- Reduce incarceration and recidivism of parents in Santa Clara County
- Break the generational cycle of involvement in multiple systems (criminal justice, child welfare)

Three Workgroups:

- Booking
- Incarcerated Parents
- Formal Probationers
Corridor interdisciplinary team support

**Attorney – Legal support (min 1x per month)**
- Provide legal consultation and support
- Ensure client understands probation requirements and how to remain in compliance
- Zealous dependency case legal representation (for open cases)

**Social Worker – Face to face contact (min 1 hour per month)**
- Provide emotional and behavioral support
- Skill building based on action plan and assessment
- Linkage to community resources
- Attend CFT meetings and interface with county social worker

**Mentor Parent – One on one contact (min 30 minutes per week)**
- Provide education, advocacy, and emotional peer support
- Skill building based on case plan (e.g. relapse prevention, time management, etc.)

All cases are staffed by the team each week to coordinate support for Corridor clients.
Community Awaiting Placement Services (CAPS)

Jail Diversion Treatment

Serious Mental Illness (SMI) or Co-Occurring condition

Services provided in specialized treatment programs with multidisciplinary team and cross-trained staff

- **Mental Health Treatment**: Outpatient or Residential
- **Substance Use Treatment**: Intensive Outpatient/THU/Residential
- **Transitional Housing**: County on-site facility or Community Provider’s housing for short-term and/or linked to Rapid Rehousing or Homeless Prevention
- **Permanent Supportive Housing**: Client screened via VI-SPDAT
### CAPS Team: Probation’s Responsibilities

**Probation Officers**

- CAPS Team Meeting: provide client updates: history, court proceedings, suitability, etc...
- Assist CAPS Team with preparing for a CAPS client’s release.
- Assist with placement verification of CAPS clients.
- Supervise current CAPS clients (3x weekly)
Electronic Monitoring Program (EMP)

• Judicially or administratively imposed condition requiring you to remain inside your residence for any portion of the day and night

• Is imposed as an alternative to jail time

• Home confinement is monitored with the assistance of an electronic monitoring device, a “bracelet” typically worn on the ankle to verify that you are at designated locations at specific times

• The purpose of Electronic Monitoring, like that of jail, is to restrict your freedom to a particular location, in this case your home
Radio Frequency Transmission (RFT): Here, you will be fitted with an ankle transmitter and a home monitoring unit. The bracelet sends a 24-hour signal and accounts for any irregularities. “Irregularities” include:

- Tampering with the instrument
- Violating your curfew
- Traveling outside your authorized radius.

Global Positioning System (GPS): GPS is the most advanced of the home detention devices. It uses commercial cellular networks to transmit data 24-hours a day. GPS tracking allows the supervising agency to create specific inclusion and exclusion zones, mapping, and tracking.

Alcohol Monitoring Devices (SCRAM/Soberlink): use standard GPS or RFT technology to either read a person’s location or log a person’s movements in and out of their home.

- Handheld portable breathalyzer, which allows a person to discreetly submit a Breath Alcohol Test from any location using cellular service; OR
- A transdermal alcohol monitoring device, which tests and reports alcohol consumption based on readings through the skin.

Programs:

- Post Sentence EMP: both Non Probation and Formal Probation clients
- Voluntary Home Detention Program (VHDP) Pilot: Transfers from Pretrial Program - Launched November 2018
- Containment - Global Positioning System Supervision
Community Service Work

County Vendor - Sentencing Alternatives Program (SAP):

SAP provides clients an opportunity to complete alternative sentences in a way that allows individuals to stay out of custody and give back to their community, holds offenders accountable, and preserves public resources.
SAP Process

Referral
- A client is referred to SAP by the court, in lieu of jail and/or fees.
- The Probation Department, District Attorney, Pretrial Services can also request community service. A caseworker will interview, screen and assess the needs of the client.

Placement
- A caseworker will interview, screen and assess the needs of the client.
- The caseworker gives special consideration, whenever possible, to the client’s skills, interests, personal needs, employment and available transportation, when making a placement.
- When an appropriate placement has been determined, periodic updates are done to monitor progress.

Outcomes
- Successful completion
- Failed the assignment
- County Jail sentence imposed
County Parole Program

• Offers individuals, convicted of a crime and sentenced to serve in custody time, intensive supervision to remain in the community

• Must appear before the Santa Clara County Parole Board to determine eligibility, suitability, and conditions of release

• The program includes intensive supervision and treatment by Probation staff, commitment to residential treatment facilities for some inmates
Questions ?
Background

The CAPS Service currently consists of a supervision team including a collaboration of criminal justice and human service stakeholders in Santa Clara County, including:

- Probation Department
- Custody Health
- Office of Supportive Housing
- Behavioral Health Services
- Pretrial Services
- Reentry Services
Background continued

To facilitate the release of individuals on the Jail Assessment Coordinator (JAC) List. The team works in conjunction with:

- Superior Court
- District Attorney’s Office
- Public Defender’s Office
- Office of the Sheriff/Department of Correction
- State Parole
- Treatment providers

Once a CAPS client is released, the CAPS Team provides appropriate community supervision until treatment services become available.
During this meeting, the CAPS Team reviewed 77 of the 86 individuals placed on the JAC list as of 5/3/19. The remaining 9 were listed from courts not participating in the CAPS service.

### Referral Distribution

<table>
<thead>
<tr>
<th>Service Type</th>
<th>Referrals</th>
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<tr>
<td>SUTS</td>
<td>22</td>
</tr>
<tr>
<td>MH</td>
<td>51</td>
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<tr>
<td>PAROLE</td>
<td>1</td>
</tr>
<tr>
<td>OTHER</td>
<td>3</td>
</tr>
</tbody>
</table>

### Substance Use Treatment Services (SUTS) Referrals

- Average time on JAC List (as of meeting date): 6 days
- Number releasing to CAPS within next 8 days: 14 clients
- Number releasing directly to program within next 7 days: 4 clients
- Out of Custody (as of meeting date): 6 clients

### Mental Health (MH) Referrals

- Average time on JAC List (as of meeting date): 11 days
- Number releasing directly to program within next 7 days: 24 clients
- Releasing to Momentum IOP ASAP: 5 clients
- Out of Custody (as of meeting date): 4 clients

Delay in release may occur due to a variety of reasons, including: pending charges, unstable and not compliant with medication, refusing treatment in the community, pending release through Parole, incorrect court order, etc.
Client Demographic Information

CAPS Clients by Race/Ethnicity
- Hispanic: 43%
- White/Caucasian: 31%
- Black/African-American: 18%
- Asian/Pacific Islander: 7%
- Other: 1%

CAPS Clients by Gender
- Male: 81%
- Female: 19%
CAPS Annual Review

- Between April 17, 2017 (beginning of CAPS service) and May 1, 2019:
  - 1,637 unique individuals had been reviewed by the CAPS team.
  - From that total, there were 592 total CAPS releases, which included 476 unique individuals.

- CAPS in its current form is planned to end on June 30th, 2019. As a result, ORS will provide a final detailed report on CAPS outcomes that covers the entire duration of CAPS as a service once data for April 2017 – June 2019 is available.
CAPS as a Program

To facilitate the expansion of CAPS Service into a Program, the agency partners have agreed that the intense supervision, case management and client navigation will be part of specified program enrollment.

- Expand the capacity of weekly CAPS releases from 20 to 40 clients.
- Expand CAPS release dates beyond twice a week to facilitate increased releases.
- Ensure that Probation Officers assigned to clients as identified by the JAC list be part of the CAPS Team client supervision and client navigation.
- Introduction of second weekly CAPS Meeting dedicated to monitoring active CAPS members (90 day review).
- Partner with Office of Mediation and Ombuds Services (OMOS) to facilitate family finding for clients, when possible.
QUESTIONS
Community Accountability Diversion Program

Collaborative effort between Pretrial Services and the District Attorney

Started in 2017 with the following Misdemeanor charges:
1. Petty Theft (PC 484-488, 490.1, 490.5)
2. Receiving Stolen Property (PC 496)
3. Vandalism (PC 594(2)(A))
4. Trespassing (PC 602, 602.5, 602.8)

Expanded in 2018 with the following Misdemeanor charges:
1. Littering (PC 374.4)
2. Shoplifting (PC 459.5)
3. Defrauding an Innkeeper (PC 537)
4. Disturbing the Peace (PC 415)
5. Public Defecation (PC 370/372)

Results:
- Unique Referrals Received – 895
- Successfully Enrolled – 61%
- Average Daily Population - 125
- Successfully Completed – 85%
CADP Enrollment Rate*

*The enrollment rate is the percentage of clients referred to our program and report as directed.
CADP Success Rate*

*The success rate is based on the total number of enrolled clients who successfully complete all program requirements.
CADP Program
Demographic Information
July 2017 – September 2018

Self Reported Gender (n=895)
- Male: 49%
- Female: 51%

Self Reported Race (n=895)
- Hispanic: 26%
- White: 37%
- Asian: 12%
- Black: 14%
- Other: 11%

Self Reported Age (n=895)
- 18-29: 18%
- 30-39: 8%
- 40-49: 7%
- 50-59: 3%
- 60+: 12%

Success

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<tr>
<th></th>
<th>Hispanic</th>
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<th>Asian</th>
<th>Black</th>
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<tbody>
<tr>
<td>Enrollment</td>
<td>62%</td>
<td>53%</td>
<td>71%</td>
<td>46%</td>
<td>73%</td>
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<tr>
<td>Program</td>
<td>84%</td>
<td>86%</td>
<td>98%</td>
<td>68%</td>
<td>86%</td>
</tr>
</tbody>
</table>
DATE: May 2, 2019, Regular Meeting
TIME: 1:30 PM
PLACE: Board of Supervisors' Chambers

MINUTES

Opening

1. Call to Order.

2. Public Comment. (ID# 96525)
   Five individuals addressed the Committee.

3. Approve Consent Calendar changes to the Committee's Agenda. (ID# 96528)
   Three individuals addressed the Committee.
   Item No. 8 was added to the Consent Calendar.

   3 RESULT: APPROVED AS AMENDED [UNANIMOUS]
   MOVER: Mike Wasserman, Vice Chairperson
   SECONDER: Susan Ellenberg, Chairperson
   AYES: Ellenberg, Wasserman

Regular Agenda - Items for Discussion

4. Receive report from the Office of the Sheriff relating to Inmate Grievances. (ID# 96359)
   Considered concurrently with Item No 5.
   Four individuals addressed the Committee.

   4 RESULT: RECEIVED

5. Receive report from People Acting in Community Together (PACT) relating to the analysis of Santa Clara County jail grievance data and recommendations. (ID# 96277)
Considered concurrently with Item No. 4.

Chairperson Ellenberg requested that the Office of the Sheriff provide an off-agenda report prior to May 16, 2019, relating to the Sheriff’s commitment to resume meetings with People Acting in Community Together, Silicon Valley De-Bug, and other community interest groups.

5 RESULT: RECEIVED

6. Receive quarterly report from the Office of the County Executive relating to the Juvenile Justice Systems Collaborative. (ID# 95899)

6 RESULT: RECEIVED

7. Receive report from the Office of Pretrial Services relating to pretrial release eligibility criteria and numbers of eligible cases. (ID# 96142)

7 RESULT: RECEIVED

8. Receive report from the Office of the Public Defender relating to the establishment of a Pre-Arraignment Representation and Review (PARR) team. (ID# 96286)

   Added to the Consent Calendar at the request of Vice Chairperson Wasserman.

8 RESULT: RECEIVED

Consent Calendar

9. Approve minutes of the April 4, 2019 Regular Meeting.

9 RESULT: APPROVED [UNANIMOUS]

MOVER: Mike Wasserman, Vice Chairperson
SECONDER: Susan Ellenberg, Chairperson
AYES: Ellenberg, Wasserman

10. Consider recommendations relating to reports from the Office of the Sheriff.

   Possible action:

   a. Receive report from the Office of the Sheriff relating to specific training topics for public safety staff. (ID# 96273)

10.a RESULT: RECEIVED

   b. Receive report from the Office of the Sheriff relating to the academy, recruitment, and staffing levels. (ID# 96274)

10.b RESULT: RECEIVED
11. Adjourn to the next regular meeting on Thursday, May 9, 2019 at 2:00 p.m., in the Board of Supervisors' Chambers, County Government Center, 70 West Hedding Street, San Jose.

Chairperson Ellenberg adjourned the meeting at 2:56 p.m.

Respectfully submitted,

Nancy Guerrero
Deputy Clerk
DATE: May 9, 2019, Regular Meeting
TIME: 10:00 AM
PLACE: Board of Supervisors’ Chambers

MINUTES

Opening

1. Call to Order.

Chairperson Ellenberg called the meeting to order at 10:00 a.m. A quorum was present.

<table>
<thead>
<tr>
<th>Attendee Name</th>
<th>Title</th>
<th>Status</th>
<th>Arrived</th>
</tr>
</thead>
<tbody>
<tr>
<td>Susan Ellenberg</td>
<td>Chairperson</td>
<td>Present</td>
<td></td>
</tr>
<tr>
<td>Mike Wasserman</td>
<td>Vice Chairperson</td>
<td>Present</td>
<td></td>
</tr>
</tbody>
</table>

2. Public Comment. (ID# 96660)

One individual addressed the Committee.

3. Approve Consent Calendar changes to the Committee's Agenda.

3 RESULT: APPROVED [UNANIMOUS]

MOVER: Mike Wasserman, Vice Chairperson
SECONDER: Susan Ellenberg, Chairperson
AYES: Ellenberg, Wasserman

Regular Agenda - Items for Discussion

4. Receive report from the Office of the Sheriff relating to the number of posts at all jail facilities. (ID# 96491)

4 RESULT: RECEIVED

Budget Inventory Items

5. Consider various budget inventory items and forward to the Board of Supervisors for consideration. (ID# 96661)

One individual addressed the Committee.

5 RESULT: NO ACTION TAKEN
Consent Calendar

6. Receive report from the Office of the Clerk of the Board relating to Fiscal Year 2019-2020 annual work plan for the Advisory Commission on Consumer Affairs, and forward to the Board of Supervisors for approval. (ID# 96459)

<table>
<thead>
<tr>
<th>RESULT:</th>
<th>FORWARDED [UNANIMOUS]</th>
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</thead>
<tbody>
<tr>
<td>MOVER:</td>
<td>Mike Wasserman, Vice Chairperson</td>
</tr>
<tr>
<td>SECONDER:</td>
<td>Susan Ellenberg, Chairperson</td>
</tr>
<tr>
<td>AYES:</td>
<td>Ellenberg, Wasserman</td>
</tr>
</tbody>
</table>

Adjourn

7. Adjourn to the next regular meeting on Thursday, June 6, 2019 at 2:00 p.m., in the Board of Supervisors' Chambers, County Government Center, 70 West Hedding Street, San Jose.

Chairperson Ellenberg adjourned the meeting at 10:13 a.m.

Respectfully submitted,

Nancy Guerrero
Deputy Clerk