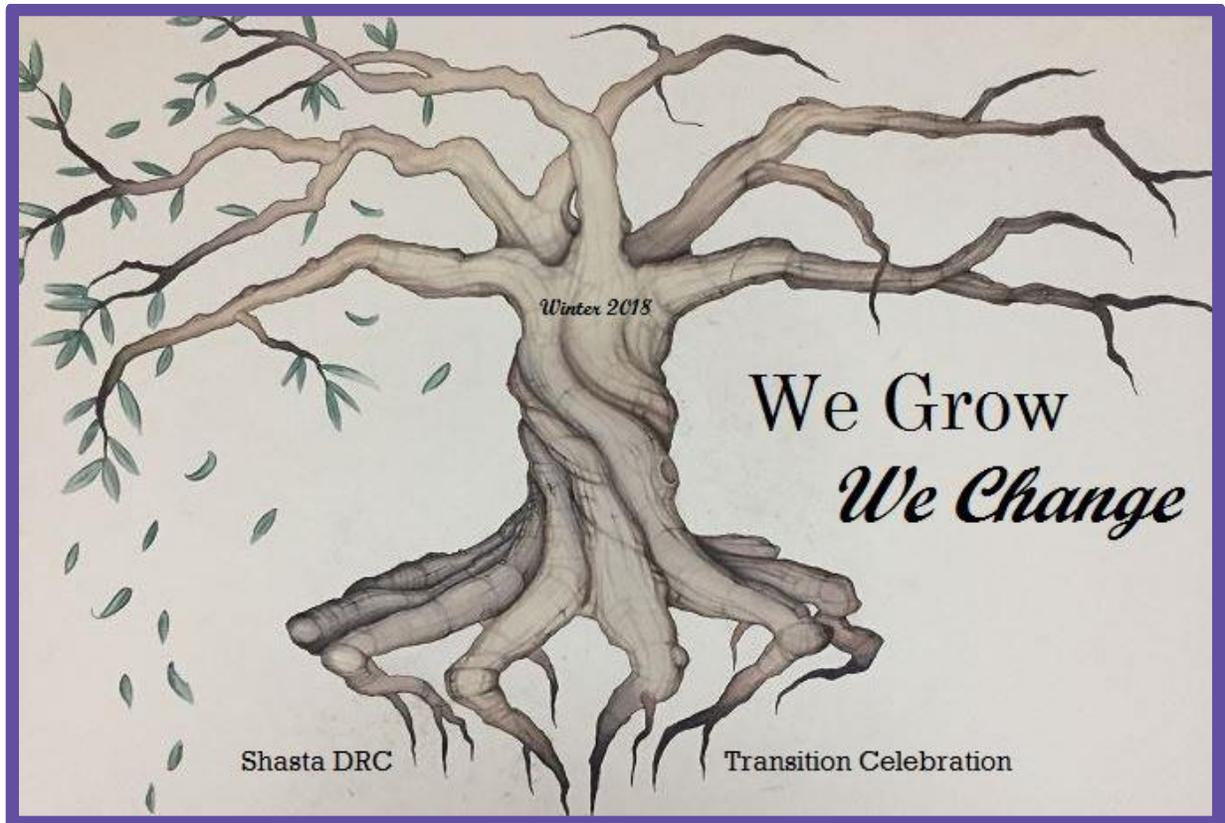


Shasta County Day Reporting Center

GEO Reentry Services
in Partnership with Shasta County Probation



April 2018

Presented to Chief of Shasta County Probation: Tracie Neal

SECTION I:

Evaluation of Services

Celebrating Five Years!

The Shasta County DRC is proud to celebrate its fifth anniversary. The program continues to successfully support the community, with an informal recidivism study finding this year that 32% of all DRC participants served have received a new felony conviction – and that rate decreases to 24% for graduates for any new crime.

As we look back on our five years in Shasta County, we feel blessed to have developed strong partnerships with the community. The impact of our program is magnified by the incorporation of partners who provide complementary and sustaining care for our participants. The collaborative partnerships we have developed have provided access to supportive substance abuse care, employment opportunities, education, sustainability assistance and so much more. We are deeply grateful for the support of our community partners and our customer, Shasta County Probation, in providing comprehensive services to participants at the DRC.

One of the defining characteristics of our program is our commitment to the personal development and skills of staff. As our program has grown this year, our team has grown. In order to deliver services at the same level, we have deepened our focus on fundamentals and the core concepts of evidence-based programming. The success of the DRC depends on the competency of our staff in developing therapeutic relationships and delivering programming content with fidelity – by continually investing in our staff we are supporting the ongoing success of the program.

Throughout the years our unwavering focus has been on, and will continue to be, the success of our participants in changing their lives. Hope and change start for all of us at the point that we realize we are not bound to continue acting as we have been. We are inspired – and motivated – by each participant who steps forward bravely to adopt new behaviors and finds his/her life profoundly changed.



Five Year Anniversary Open House: The DRC held an Open House and gave tours to criminal justice stakeholders, community-based organizations and community members to celebrate.

Zackaria R. has been involved in our program since the spring and we are thrilled with the progress he continues to make. While he described the program as demanding, he adds it's been invaluable to his personal growth since being referred by his probation officer. **“You have to work the program from an honest place,”** he says. “Be honest about it and with yourself. If you mess up, admit it and continue on your path.” While the program has helped him with education and employment opportunities, he finds his MRT classes the most helpful. “All the classes are good, but MRT has been powerful. It has touched on a lot of things I need to work on that I usually don't want to deal with. It has pushed me out of my comfort zone and forced me to interact with people and give honest feedback.”

Be Honest About It

1

Participants Served

817 unique participants have been served since the DRC opened in 2013. These participants have on average spent 152 days in the program. The table below shows our participation statistics over the years.

DAY REPORTING CENTER	2013/14	2014/15	2015/16	2016/17	2017/18
Individuals Served	116	203	279	294	371
Active Participants, year end	52	68	79	98	146
Aftercare Participants, year end	7	6	10	13	11
Participants Completing Program	-	24	39	22	37
Participants Discharged	57	125	190	168	214
Male / Female Participant Ratio	80% / 20%	82% / 18%	79% / 21%	79% / 21%	79% / 21%

IN-CUSTODY	2013/14	2014/15	2015/16	2016/17	2017/18
Individuals Served	-	-	19	120	100
Active Participants, year end	-	-	9	20	0
Participants Discharged	-	-	10	100	100
Participants Continuing Services at the DRC	-	-	7	54	67
Participants Not Continuing Services	-	-	3	46	33*
Male / Female Participant Ratio	-	-	84% / 16%	80% / 20%	81% / 19%

ACTIVE COUNT BY PHASE	Phase 1	Phase 2	Phase 3
Program Count, Year End	120	15	11

*The majority of the 33 in-custody participants who did not continue services were either transferred to state prison or another facility to finish their sentence.

2

Services Provided

DAY REPORTING CENTER	2013/14	2014/15	2015/16	2016/17	2017/18
Number of Program Check-ins	9,088	13,878	18,308	25,465	28,635
Group Dosage					
<i>Program Orientation</i>	138	198	133	245	192
<i>Change Orientation (Intro to T4C)</i>	383	870	540	900	855
<i>Community Connections</i>	150	140	128	80	153
<i>Substance Abuse</i>	1,343	1,520	1,537	2,810	3,177
<i>Moral Reconciliation Therapy (MRT)</i>	1,259	2,184	2,023	2,897	3,311

<i>Thinking for Change (T4C)</i>	-	-	601	2,858	2,838
<i>Anger Management</i>	-	-	115	173	430
<i>Life Skills</i>	894	1,563	1,018	-	-
<i>Parenting</i>	283	359	237	58	170
<i>Employment Readiness</i>	170	730	738	593	905
<i>Women's Life Skills</i>	-	43	109	173	158
Total Group Dosage Hours	4,775	7,557	7,179	10,792	12,189
Drug Tests (actually issued)	1,285	2,078	2,486	4,878	5,941

Emphasis on Dosage

Dosage. It is important to apply the correct “intensity” of treatment to identified criminogenic needs. High criminogenic needs require high levels of treatment; moderate needs require moderate treatment. The DRC has over 300 hours of treatment dosage available to participants. In addition, the DRC provides supportive services that support the holistic needs of participants and augment the treatment delivered, such as our monthly family night where participants bring in their kids to do a structured and observed activity at the DRC. The table below outlines the dosage available by service. The dosage hours listed are the average required to complete the services; several of the groups including MRT are self-paced so participants may receive a different dosage while completing the service.

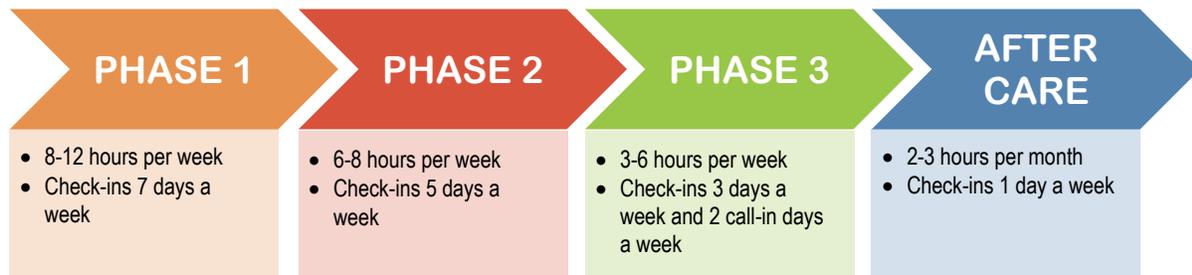
AVAILABLE DOSAGE	Duration (Hours)	Frequency	Treatment Dosage (Hours)	Other (Hours)
Offenders Needs Risk Assessment	1.0	3	3.0	
Substance Abuse Assessment	1.0	1	1.0	
Behavior Change Plan	1.0	2	2.0	
1 st Case Management Meeting	0.5	1	0.5	
Program Orientation	1.0	1	1.0	
Change Orientation (Intro to T4C)	1.5	3	4.5	
Community Connections	1.0	1		1
Cognitive Behavior Interventions for Substance Abuse (CBI-SA)				
<i>Pre CBI-SA</i>	1.5	10	15	
<i>CBI-SA</i>	1.5	29	44	
Moral Reconciliation Therapy	1.5	20	30	
Thinking for Change				
<i>Social Skills</i>	1.5	22	33	
<i>Problem Solving</i>	1.5	4	6	
<i>Cognitive Self Change</i>	1.5	5	7.5	
Anger Management	1.5	26	39	
Parenting	2.0	8	16	
Employment Orientation	1.5	1		1.5
Employment Readiness	1.5	12		18*
Women's Life Skills	1.0	12	12	
Individual CBT Sessions	0.5	30	15	

Employment Lab	1.0	20		20**
CBT Lab	1.0	26	26	
Family Lab (once per month)	2.0	6		12
CIVILWorld	1.0	18	18**	
Career Ready 101	1.0	25		25**
WorkKeys	1.5	3		4.5**
Budgeting & Money Management	1.0	3		3**
SKILLS	1.5	12	18**	
Aftercare Group	1.5	6	9	
Aftercare Individual Meetings	0.5	6	3	
TOTAL			303.5	85

**Participants attend Employment Readiness weekly until employment is obtained*

***Computer Lab / other Labs times are flexible and not necessarily exact*

The DRC program model is structured so that participants receive the highest dosage in the earliest phases. In later phases, participants are expected to be engaging in more structured pro-social activities outside of the DRC program, such as employment or school, while continuing to participate in treatment activities that allow for advanced practice of skills gained.



3

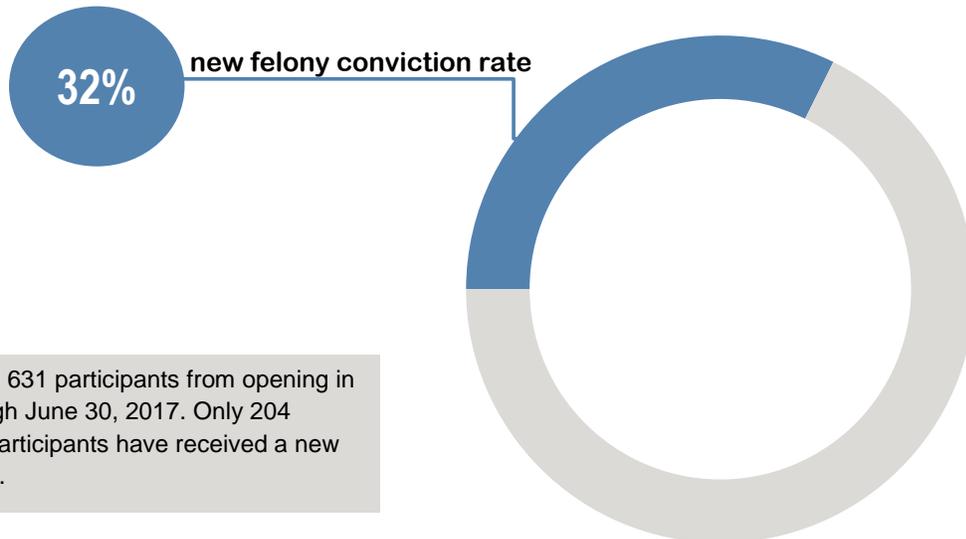
Recidivism Reduction

PROGRAM COMPLETERS¹



In the first four years of operation, 99 participants successfully completed the DRC program. Of those, only 24% received a new felony or misdemeanor conviction.

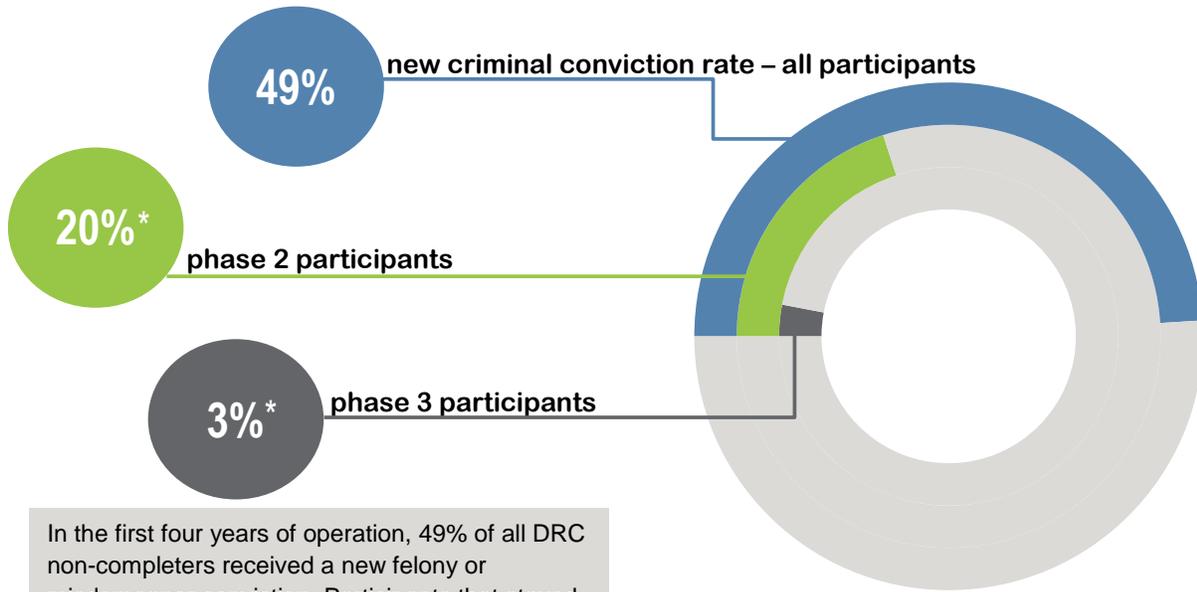
ALL DRC PARTICIPANTS



The DRC served 631 participants from opening in April 2013 through June 30, 2017. Only 204 (32%) of those participants have received a new felony conviction.

¹ Shasta County Probation. *DRC – 4 Years in Review (FY13/14 – FY16/17)*. August 2017

DRC NON-COMPLETERS



In the first four years of operation, 49% of all DRC non-completers received a new felony or misdemeanor conviction. Participants that stayed longer in the program - leaving in Phase 2 or 3 - were convicted at a significantly lower rate.

*FY13/14 reported rates; to date subsequent years' recidivism rates are even lower

4 Criminal Thinking Reduction

Why is a reduction in criminal thinking important? Criminal thinking domains, such as antisocial cognitions and antisocial attitudes, are frequent targets for change in correctional treatment, and are described in current theories of criminal behavior.² The research on “What Works” to reduce recidivism indicates that antisocial cognition and antisocial attitudes (criminal thinking) are among the top three risk factors as drivers of recidivism. The Texas Christian University Criminal Thinking Scales (CTS), a reliable and validated instrument, measures the effect of GEO’s programming on antisocial cognition and attitudes. Each domain of the scales is described in more detail below.

CRIMINAL THINKING SCALES

Elements	Description
Entitlement	Focuses on a sense of ownership and privilege. High scores are associated with the offender’s belief that the world “owes them” and they deserve special consideration.
Justification	Refers to patterns of thought that minimize the seriousness of antisocial acts and by justifying actions based on external circumstances. High scores may be associated with perceived social injustice.
Personal Irresponsibility	Assesses the degree to which an offender is willing to accept ownership for criminal actions. Therefore, high scores are associated with non-acceptance of criminal

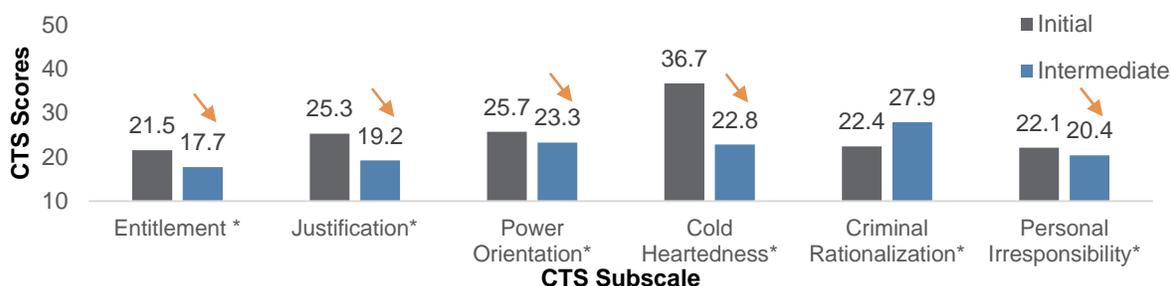
² Knight, K., Garner, B.R., Simpson D.W. Morey, J.T., & Flynn, P.M. (2006). “An assessment for criminal thinking” *Crime & Delinquency*, Vol. 52, No. 1, 159-177

	actions and often blaming others.
Power Orientation	Measures the need of power and control. High scores are associated with higher levels of aggression and controlling behaviors.
Cold Heartedness	High scores reflect a lack of emotional involvement.
Criminal Rationalization	High scores on this scale are associated with negative attitude towards the law and authority figures.

CTS Results & Analysis

The results of this analysis indicate that GEO’s programs reduce criminal thinking patterns as measured by the CTS, and therefore lower the potential for future recidivism.

INTAKE AND INTERMEDIATE CRIMINAL THINKING SCALES COMPARISON 2017 - 2018



* Indicates statistical significance at $p < .05$

Summary: Pre and intermediate-treatment Criminal Thinking Scale (CTS) scores were collected for 53 unique DRC individuals from 2017 through April 2018 – an endeavor the DRC is working to expand moving forward to measure program impact. As evident in the graph and chart above, Shasta DRC is reducing criminal thinking. Of the six subscales, or facets of criminal thinking, five were significantly (and clinically) reduced between the initial and intermediate CTS assessment. For the one subscale that did not reduce, *criminal rationalization*, participants started in the “low” category and stayed there even with the increase. It may be the case that although treatment has been effective in helping participants see the error in their crimes and be willing to change, they may still have negative feelings about authority figures as they are still the ones dictating their schedule and requiring them to adhere to the rules and regulations. All other subscales were in the moderate to high categories and decreased significantly. Additionally, women had a slightly bigger reduction, although the majority of participants were male.

SECTION II: Analysis of Progress

1

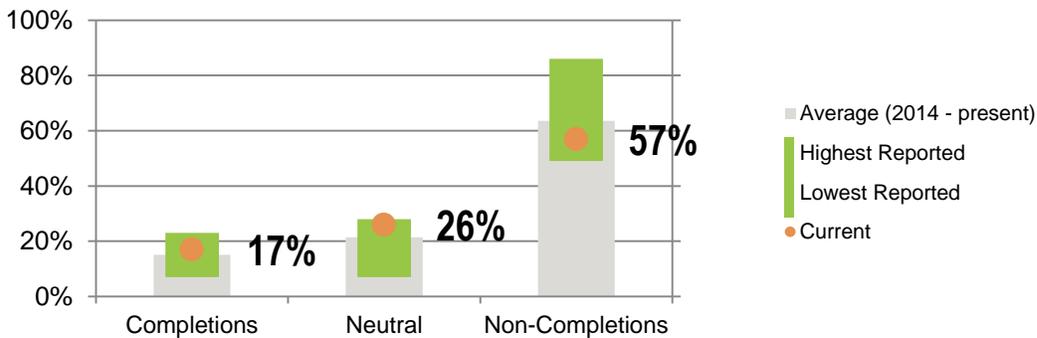
Program Discharges

The Shasta County DRC program discharges are broken down into three broad categories:

1. **Completions:** Completed the program (i.e. completed program requirements)
2. **Neutral:** Services were discontinued to address alternate needs (i.e. address stability factor such as mental health or highly dependent substance abuse)
3. **Non-Completions:** Participant failed to meet program requirements (i.e. absconded or discharged from program or sentenced to incarceration)

The Shasta County DRC receives a variety of participant referrals. Some participants are referred to the program ready and willing to make a change in their behavior and will choose to engage, while the majority initially come with high resistance and see no reason or benefit to what the program has to offer them. As a result, the Shasta County DRC works to welcome, serve, support and encourage participants in all stages of change and resistance. Participants who are not willing to engage may fail to report to the DRC for services. After 10 consecutive missed days, they are discharged as an *Abscond*. Research has shown that it may take a person four to seven times going through the stages of change before making a permanent exit and ultimately changing their behavior long-term. It is for this reason that we accept re-referrals and roll with resistance. Long-term behavior change takes time.

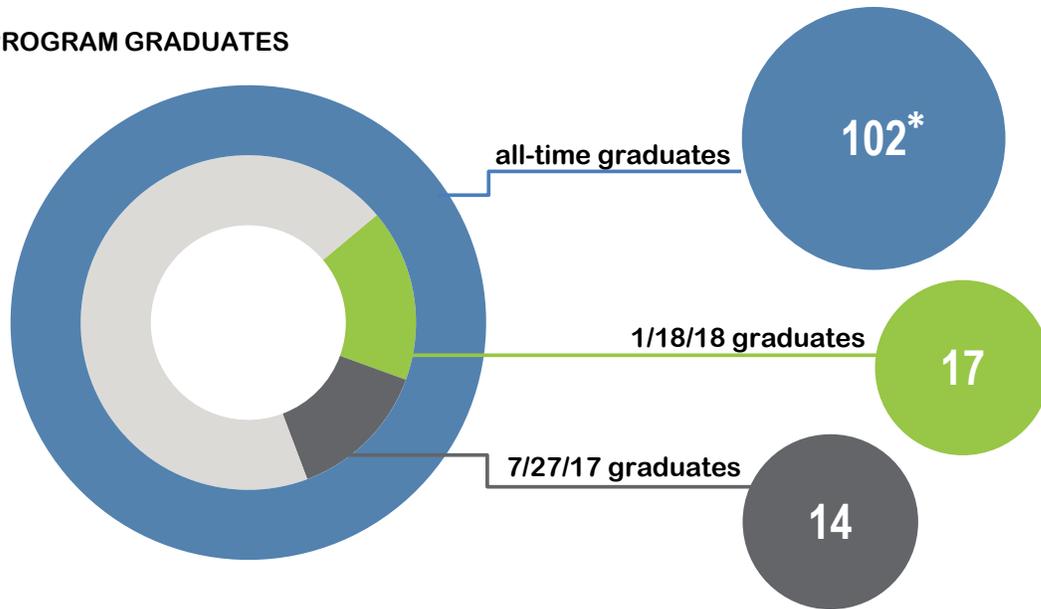
PROGRAM DISCHARGES



PROGRAM DISCHARGES BY REPORTING PERIOD

	Jun-14	Dec-14	Jun-15	Dec-15	Jun-16	Dec-16	Jun-17	Dec-17	Apr-18
Completions	7%	23%	19%	14%	21%	8%	14%	13%	17%
Neutral	7%	28%	24%	23%	24%	18%	21%	22%	26%
Non-Completions	86%	49%	57%	64%	55%	74%	65%	65%	57%

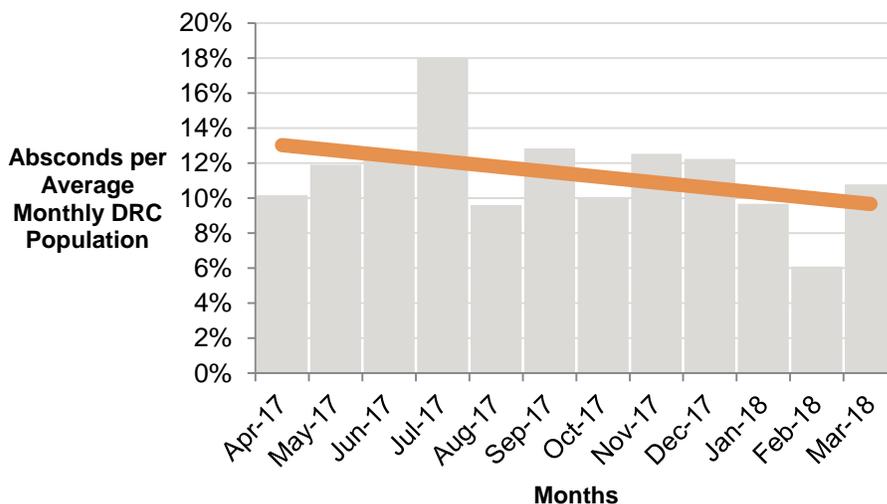
PROGRAM GRADUATES



**Graduates are participants recognized for successfully completing both the DRC program and aftercare. The overall positive discharges category is broader, including both graduates and participants successfully discharged prior to fully completing the DRC program. For example, a participant completing probation before finishing the DRC program is considered a positive discharge.*

A key focus this year has been to reduce the amount of participants absconding from the DRC program. The Shasta County DRC has been collaborating closely with probation over the past year to improve the response to program absconds. As a result of these actions, the overall number of absconds (and overall discharges) per month as a percentage of the daily population has been declining due to increased program retention. While last April was slightly below where we were in March, the percent of discharges from the second half of the reporting period (October – March) was significantly lower than the first half (April – September) and trending fairly consistently downward, as noted by the trend line. This trend held even taking into account the holiday period, which has typically been a challenging period for retention in the DRC program.

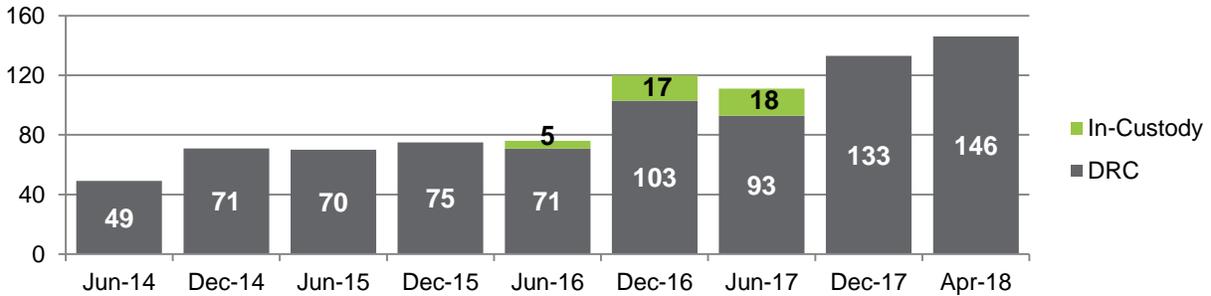
IMPROVING THE ABSCOND RATE



2

Program Count

DRC ACTIVE POPULATION*

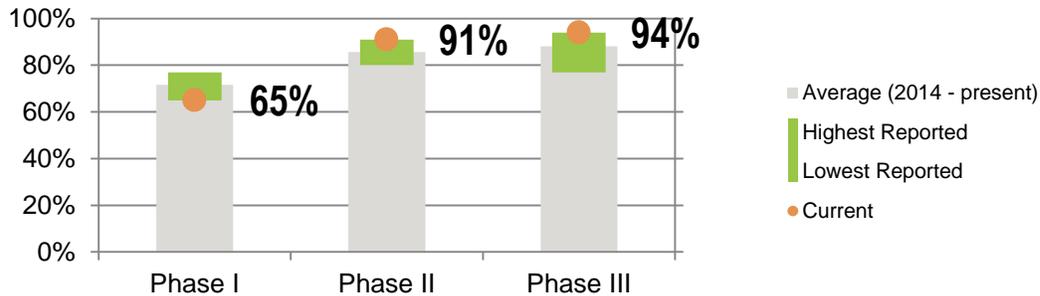


*The DRC Active Population is a one-day snapshot of the number of participants on the last day of the reporting interval.

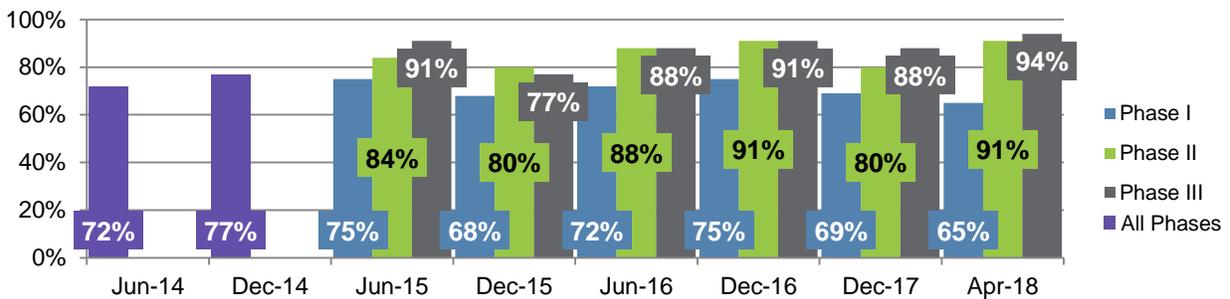
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Program Attendance

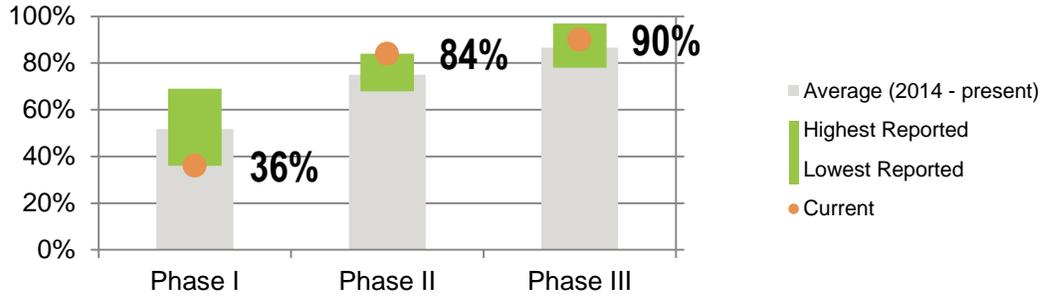
CHECK-IN ATTENDANCE



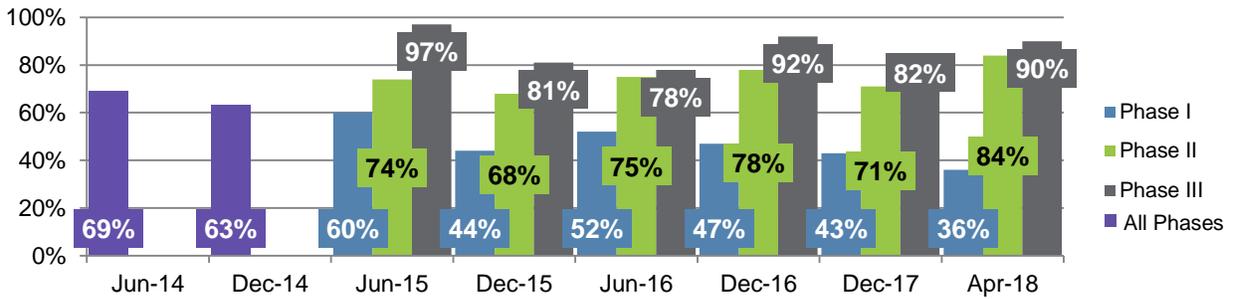
CHECK-IN ATTENDANCE BY YEAR



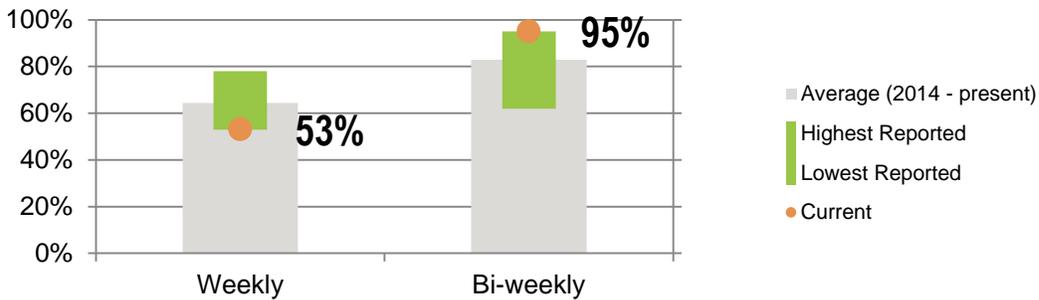
GROUP ATTENDANCE



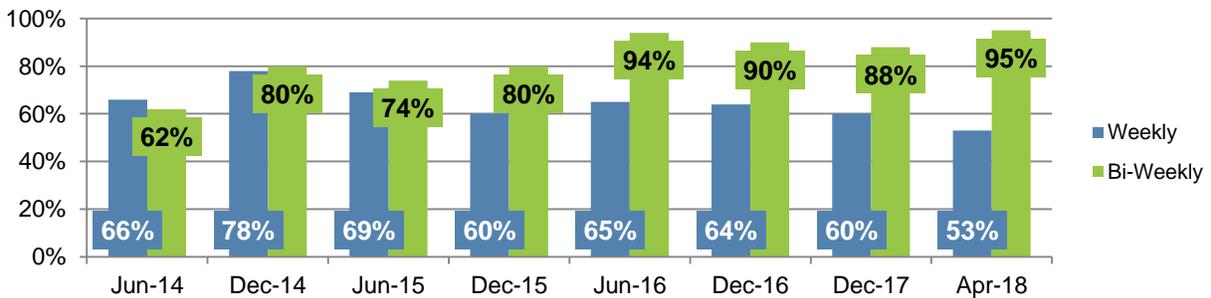
GROUP ATTENDANCE BY YEAR



ICBT ATTENDANCE



ICBT ATTENDANCE BY YEAR

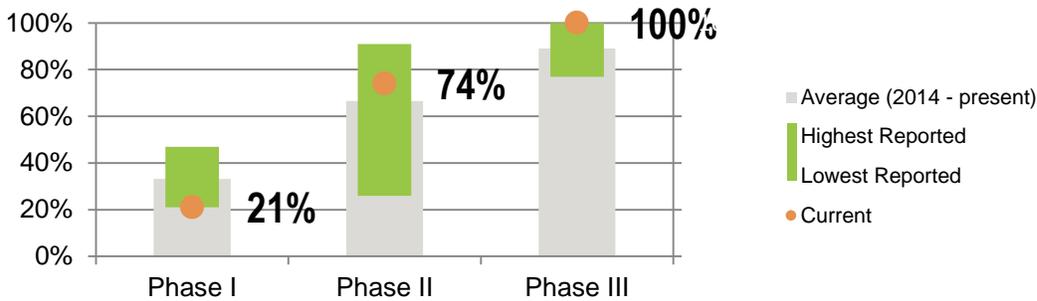


Participatory Management. As a supervisor, you can often get caught up in “management land”, working on administrative task day in and day out. At the Shasta DRC we expect our supervisors to be involved in all aspects of our operations. For example, our Program Manager carries a small caseload and facilitates group each week. This allows for Program Managers to not just be knowledgeable about day to day operations but to be a true practitioner. When the leader of the DRC is able to effectively operationalize EBP daily, it has a huge impact on staff development and the operations of the program.

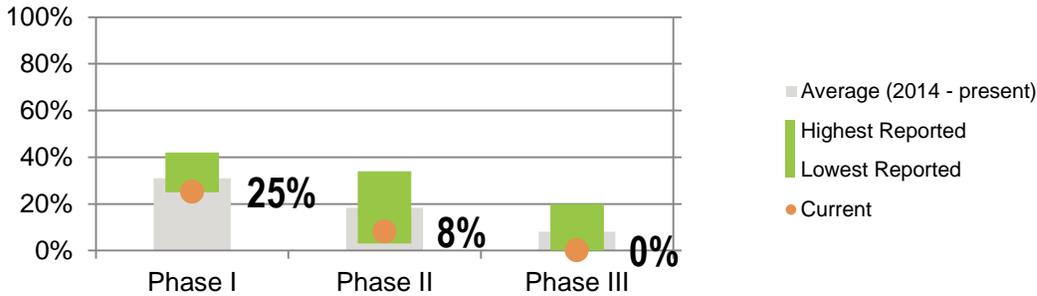
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Sobriety

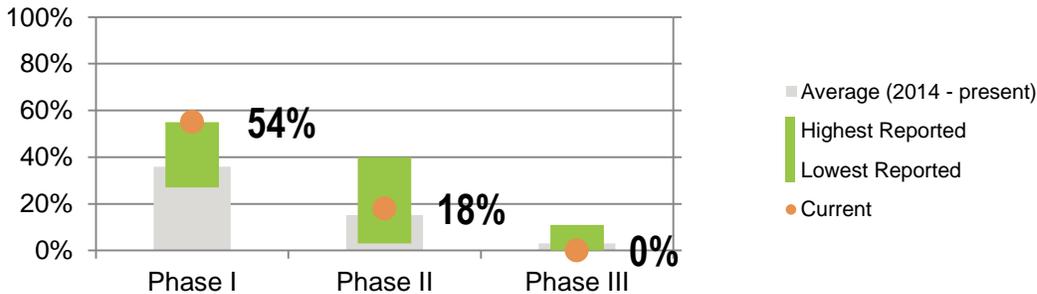
CLEAN TESTS



MISSED TESTS



POSITIVE TESTS



DRUG TEST RESULTS BY REPORTING PERIOD

NEGATIVE TESTS (clean drug screens)

	Jun-14	Dec-14	Jun-15	Dec-15	Jun-16	Dec-16	Dec-17	Apr-18
Phase 1	33%	47%	43%	28%	29%	41%	23%	21%
Phase 2	26%	69%	66%	63%	82%	91%	62%	74%
Phase 3	-	100%	83%	80%	77%	94%	89%	100%

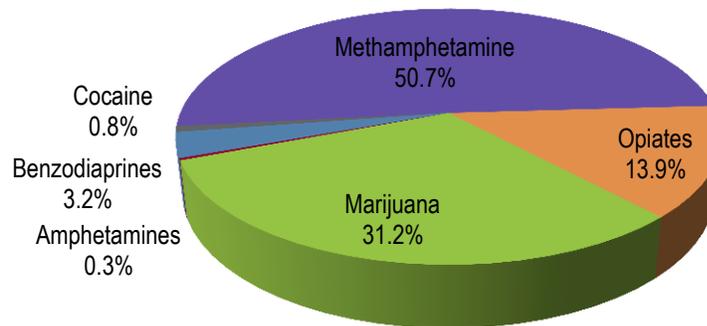
MISSED TESTS (did not show up / did not submit sample)

	Jun-14	Dec-14	Jun-15	Dec-15	Jun-16	Dec-16	Dec-17	Apr-18
Phase 1	26%	27%	27%	42%	42%	29%	30%	25%
Phase 2	34%	16%	25%	22%	16%	3%	23%	8%
Phase 3	-	0%	10%	20%	12%	6%	9%	0%

POSITIVE TESTS (tested positive for an illicit substance)

	Jun-14	Dec-14	Jun-15	Dec-15	Jun-16	Dec-16	Dec-17	Apr-18
Phase 1	41%	27%	30%	29%	29%	29%	47%	55%
Phase 2	40%	16%	9%	15%	3%	5%	15%	18%
Phase 3	-	0%	8%	0%	11%	0%	2%	0%

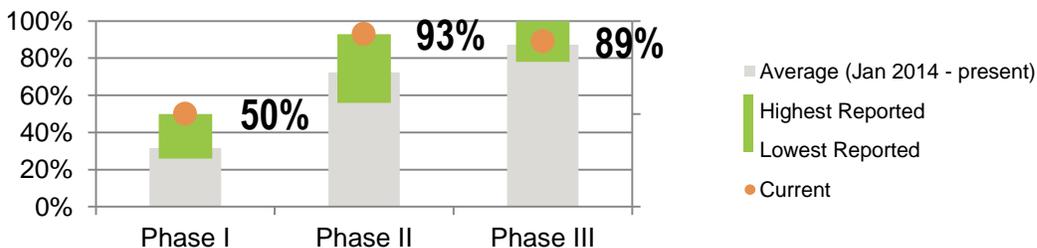
POSITIVE DRUG TESTS BY TYPE



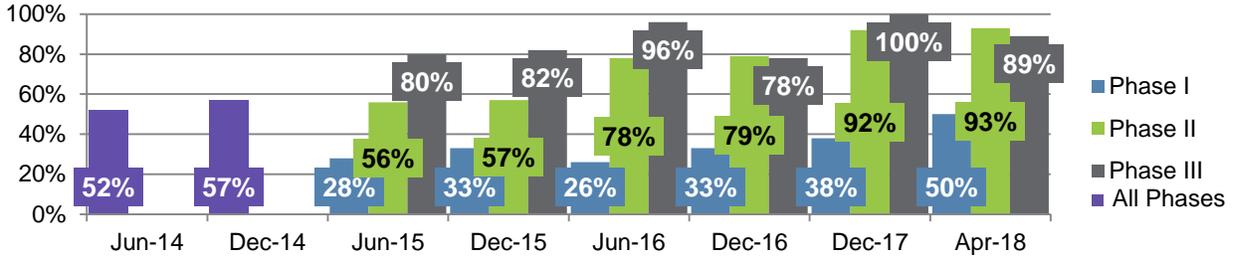
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Employment

EMPLOYMENT / ENROLLMENT RATE



EMPLOYMENT/ENROLLMENT RATE BY YEAR



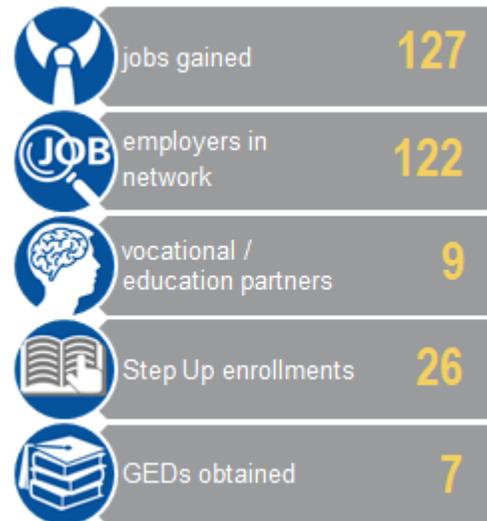
Stepping Up to a GED

We are proud to highlight this year our successful collaboration with the Shasta College Step Up program. 26 DRC participants have enrolled over the past year. 11 current participants and three alumni participants remain enrolled in the program – and more are currently in the process of completing enrollment to begin in the fall. On May 18th, seven participants will graduate the Step-Up program. With so many jobs requiring experience and education, this partnership is critical to helping participants build a path to sustainable employment.

Building an Employer Network

The Shasta County DRC works with over 100 employers in the area to help participants secure employment in diverse fields including the construction, hospitality and service industries. Our success in building this employment network has been in large part due to our outreach and education efforts to prospective employers. We provide the following education on the benefits of hiring DRC participants to employers:

1. Work Opportunity Tax Credit (WOTC) information
2. The Federal Bonding Program – if needed, the federal government will pay for bonding for hard-to-place individuals, including felons
3. Second Chance Individuals – often when given a second chance at a job, individuals will work much harder for an employer with the hopes of proving themselves.
4. Drug Monitoring – the DRC requires participants' accountability with sobriety. We won't refer a participant for a job who isn't testing clean
5. Reliability and dependability – the goal is for participants to have 90% attendance at the DRC before being referred for a job
6. Job Ready Candidates – the DRC prepares participants for employment by offering tools and abilities prior to job referral.



Preparing Participants for Employment

The Shasta County DRC provides a broad range of services to prepare participants for employment, including:

1. **Employment Assessment at Starting Point** – Gathers information on participant's employment history, skills and abilities, level of education, interests and more.
2. **Employment Orientation** – Provides an overview of Shasta County DRC services for helping participants obtain skills needed to become qualified for long-term employment opportunities.

Works to identify each participant individual needs and interests. Assesses participants' areas of strength and skill sets. Elicits motivation for employment.

3. **Education and Employment (EE) Lab and Employment Readiness groups and services –**
All participants who are not currently employed or enrolled in school full-time are required to participate in employment groups and services at the Shasta County DRC.
 - a. *EE Lab – Individualized Hands-on Components of Employment Services*
 - **Career Path Exploration** – Discuss Work Keys assessment results and whether any of the career recommendations are of interest to the participant. Build upon participants' self-efficacy and elicit intrinsic motivation to begin researching next steps to start career pathway.
 - **Individual Employment Plan (IEP)** – Step by step employment plan for their selected career pathway.
 - **Resume Assistance** – Guide and assist participant on creating a professional resume.
 - **Literacy Assistance** – If a participant struggles with any literacy needs, refer to literacy program through Shasta College and match participant with mentor willing to assist.
 - **High School Diploma/GED** – If a participant does not possess a high school diploma or GED, we assess which high school diploma or GED program is best suited for the participant and their needs and make a proper referral. DRC staff partner with the counselor at the program to remove any barriers and assist participant as needed.
 - **College Enrollment Assistance:**
 - Referral to Step-Up Program, if participant is interested in one of the offered programs. Walk them through process to enroll in Step-Up (help with paperwork, application, etc.).
 - If not referred to Step-Up (do not offer program of interest) help participant apply for California College Promise Grant, Extended Opportunity Program and Services application, FAFSA, etc.
 - Trade School/Tech School – Research steps to enroll and make IEP.
 - **Career Ready 101** – If a participant is up to date on steps towards career goal, they can work in Career Ready 101 program to help prepare for success in career.
 - b. *Employment Readiness – Educational Component of Employment Group*
 - The DRC utilizes *Employment Skills* from The Change Companies to facilitate Employment Readiness. The Employment Readiness group focuses on developing intrinsic motivation for work. Some of the additional things covered include:
 - Reasons and benefits of employment
 - Barriers to employment and how to address and remove them.
 - Setting and achieving SMART goals
 - Top reasons why an applicant is not selected. Top characteristics that an employer is looking for when hiring.
 - Professionalism and health care for interviews and career.

Brandon L. started the program at the Shasta DRC in October, just a few days after his release from prison. “At first I was upset about it because I’d just gotten out of prison. I would’ve rather done more time and not had to do it,” Brandon said. However, he soon realized that the program could help him, especially if he put in effort. **“Everyone who works there goes above and beyond,” he said. “If you want to change your life, they will definitely get you there.”** In his Employment Readiness class, Brandon has learned invaluable skills to help him secure a job. “I’ve never really worked before, except when in prison, so it really helps me.” Currently, Brandon is in workshops at the Smart Center to help him prepare for the GED. After obtaining his GED, he plans to go to college and pursue firefighter training classes. He attributes most of his newfound motivation to the staff at the center. “My case manager is amazing and makes me understand things,” he said. “If I need help, she points me in the right direction.” Brandon would like to extend a heartfelt thank-you to all the staff at the Shasta DRC for helping him turn his life around!

SECTION III: Specialized Training & Curriculum Development

1

Staff Training

At GEO Reentry Services, we believe that staff is our biggest asset. Therefore, we continuously invest in staff. Whether it's their leadership abilities, their day to day tasks, or their ability to operationalize EBP, we are investing in them.

“Standing still is the fastest way of moving backwards in a rapidly changing world”.

If we are not growing, we are dying. We hire staff that are passionate about growth — who not only want a learning environment but embrace it. Our expectations for staff are high and we provide ongoing opportunities to support and nurture their development.

EBP Performance Evaluations. This past year the DRC implemented EBP performance evaluations to ensure all staff are formally evaluated and receive feedback on their abilities to operationalize EBP. The EBP evaluations are completed every six months for each staff member. The evaluation scores staff above expectations, acceptable, or below expectations in the following categories: (1) role play, (2) stages of change, (3) group facilitation, (4) professional alliance skills, (5) rewards and sanctions, (6) skill building, (7) motivational interviewing, (8) EBP knowledge, (9) EBP spirit, (10) Behavior Change Plans, (11) risk reduction, (12) cognitive restructuring, and (13) engagement. Staff are recognized for specific areas of demonstrated excellent performance and exceeding of expectations. At the conclusion of each evaluation, managers also work to identify specific areas for growth and create individualized goals for each staff member to focus on in the next six months.

Learning Opportunities

Operationalizing EBP is difficult. We like to think of it as both an art and a science. The science is the evidence, the 8 Principles of Effective Intervention and all that encompasses the research. The art is putting it into practice. This past year, the Shasta County DRC really focused on the concept of EBP being both a science and an art.

We have come to embrace the idea that implementing EBP is truly an art form. You can study EBP for years; you can understand the history, where it came from, etc. - you might even know the “why” behind it. But the skilled part, the part that impacts long term behavioral change, is being able to operationalize it.

At the Shasta DRC we pride ourselves on our art form. We spend a lot of time and resources investing in our staff to ensure they have the “art form”. In addition to all the training that provide for our staff, we ensure that our Supervisors have the ability to coach staff on their day to day art form. Shasta County DRC staff have participated in a broad range of trainings over the past year, from specific skill basics to advanced learning opportunities that enrich EBP delivery. Below is a list of all the trainings completed by different staff members:

- 14 Professional Alliance Traits
- Adverse Childhood Experiences (ACEs)
- Aftercare Group Facilitation
- Anger Management Competency
- Anti-Social Thinking
- Art and Science of EBP
- ASAM Criteria Overview
- Assertiveness

- Assessment and Behavior Change Plan (BCP) Overview
- BCP Refresher
- BCP Work Instructions
- Behavior Chain
- Bloodborne Pathogens
- BriefCASE Professional Development Series
- Carey Guide Refresher
- Case File Auditing
- Case Management Competencies
- Coaching
- Cognitive Behavioral Interventions for Substance Abuse (CBISA)
- Cognitive Behavioral Therapy (CBT) Lab
- Cognitive Thinking Errors
- Computer Systems Overview
- Confidentiality
- Conflict Resolution/De-Escalation
- Contingency Management
- Contingency Management - 'Combining Officer Supervision Skills'
- Contract Overview
- Core Correctional Practices
- Courtroom Procedures
- CPR and First Aid Training
- Creative Leadership
- Criminal Justice Overview
- Cultural Diversity and Sensitivity
- Developing Emotional Intelligence
- Documentation
- Drug and Alcohol Monitoring
- EBP Briefcase Facilitation Training
- Effective Case Management Coaching
- Effective Case Staffings
- Effective Listening
- Eight Criminogenic Needs
- Eight Guiding Principles of EBP
- Employment and Education Overview
- Employment Assessment
- Evidence Based Practices Overview
- Evidence Based Practices Research
- Financial Management
- Fundamentals
- Games Criminals Play
- Giving Feedback
- HIPAA
- History of EBP
- Identifying Skill Deficits
- Identifying the Driver
- Implementing Evidence Based Practices
- Individual Cognitive Behavioral Treatment (ICBT)
- Individual Employment Plan (IEP)
- Introduction/Refresher to Motivational Interviewing
- Introduction/Refreshers to Group Facilitation
- IT Security Training
- Key Performance Indicators
- Leadership and Management Skills for Women
- Level 1 Learning Path
- Level 2 Learning Path
- Living in Balance (LIB)
- Making a Commitment
- Managing Multiple Priorities, Projects and Deadlines
- Mandatory Reporting
- Mental Health
- Moral Reconciliation Therapy (MRT)
- Motivational Interviewing
- New Employee Training
- Noble ONA Training
- Office and Personal Safety
- On the Job Training (OJT)
- Onboarding New Staff
- Orientation Refresher
- Outcomes
- Participant Case Management Report
- Participant Engagement
- Professional Boundaries
- Professional Communication
- Pro-Social Behavior
- Public Speaking
- Put Your Heart Into It
- Reducing Absconds
- Relapse Prevention Planning
- Responding to Stages of Change
- Responsivity
- Role Playing

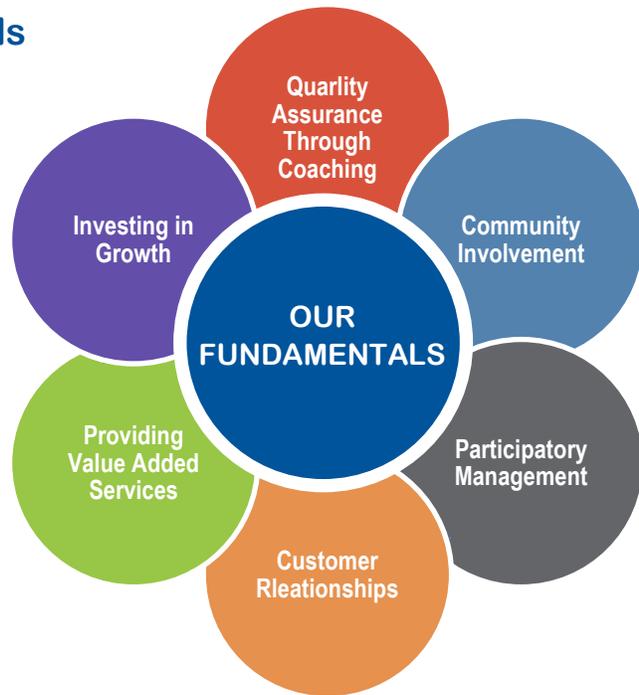
- Safety
- Secondary Assessments: CEST, CTS, Family, Employment, Substance Abuse
- Shaping Offender Behavior
- Skill Building
- SMART Goals
- Social Learning Theory
- Social Skills
- Staff Rewards
- Stages of Change
- Starting Point BCP
- Starting Point Process/Refresher
- Steps to Effective Rewards and Sanctions
- Thinking For A Change (T4C)
- Understanding Data
- Values Checklist

Motivational Interviewing (MI) Certification. GEO DRC staff increase their MI proficiency by working to obtain MI Certification. The rigorous certification process requires a demonstrated application of all MI skills, trainer evaluation of a recorded MI session, and follow-up coaching from a trainer. DRC staff record a real interaction with a program participant, then send a tape of the interaction to a GEO Reentry Trainer. The trainer grades the taped interaction in accordance with MI Treatment Integrity standards and provides feedback. DRC staff then work closely with GEO program management and other subject matter experts within the company to address any identified weaknesses regarding their delivery of MI. The intensive process of refining MI skills and achieving proficiency generally takes several months from the first taped submission.

Staying True to Our Fundamentals

Here in Northern California we have developed six Fundamentals that we believe are important to the success of our Day Reporting Centers. These were developed after years of studying successful DRC and analyzing the keys to their success.

Each month the Program Manager and Supervising Case Manager attend a call with all DRC leadership for Northern CA. The call is a way to ensure that we are staying on top of our fundamentals and implementing them throughout our DRC. In addition to our monthly call, the Program Manager and Supervising Case Manager attend a quarterly in person training on these fundamentals.



2

Program Feedback

Quality Assurance Monitoring Feedback

Maintaining program fidelity is vital to delivering effective treatment and recidivism reduction and, therefore, a major area of attention for GEO operations. Our approach to quality assurance and maintaining program fidelity is consistent and multi-tiered. We believe in utilizing a Quality Assurance through Coaching approach in which we utilize QA not only to ensure fidelity but to improve staff's abilities and therefore having an impact on outcomes.

We also use a variety of mechanisms to measure offender change and take that data to drive decision making. Below are ways we use QA to increase staff performance and adhere to fidelity of EBP:

Monthly Quality Assurance Reviews. This monthly process is managed by the Program Manager and Supervising Case Manager. It includes case file reviews, group observation, individual observations, assessment audits, BCP audits and case staffings. Quality Assurance forms are used to gauge fidelity in the service delivery of the program. The Area Manager reviews documentation quarterly to ensure this process is followed.

Quarterly Intermediate Outcome Review Meetings. The Program Manager and Supervising Case Manager meets quarterly with the Area Manager, and other DRC Managers in the area to review Intermediate Outcome Reports and implements strategies and goals around how to improve results for each local program.

Staff Evaluations. The Shasta DRC PM regularly reviews assessments, treatment plans, case files and observes group facilitation to ensure adherence to the program model. Staff also have an EBP evaluation every six months and an annual staff performance evaluation.

Program Evaluations. GEO programs are evaluated on a regular basis to ensure they are meeting evidence based standards and performing best practices. When evidence based practices are in place there is a greater chance for a reduction in recidivism among the program's participants. On our last Correctional Program Checklist, the Shasta County DRC scored as having High Adherence to EBP.

Semi-Annual Area Manager Quality Assurance Reviews. This semi-annual quality review is conducted by our experienced Area Manager. Case file audits and group observations are included in this review.

Annual Program Review Process. The GEO Corporate Contract Compliance department conducts on-site reviews annually at the Shasta County DRC. This review process is designed to measure program and contract compliance as well as integrity.

Key Performance Indicator Reports. These reports were developed by GEO to help staff evaluate participant progress. GEO monitors and measures program attendance, program participation, program completion and assessment score change in the specific criminogenic need area.

KPI calls are held every Wednesday morning and all Managers from Northern CA attend the call. During this call we discuss the KPI's for each office and brainstorm approaches to improve outcomes.

Research Department Analyses. GEO has a research department responsible for analyzing data and sharing results with the field.

GEO ensures that all information collected from quality assurance processes is cycled back to staff to improve the program. Using the results, the GEO Area Manager and Program Manager strategize to deliver feedback to both individuals and the staff overall.

Quality Assurance through Coaching. This fundamental follows the concept that coaching environments have the best outcomes. Quality Assurance (QA) is a way of preventing mistakes or avoiding problems when delivering solutions or services. QA allows us to verify that we are meeting our contract requirements as well as providing services that are in line with EBP. To us, it's not just about meeting our contract requirements; it's about utilizing every opportunity to advance staff's skills and abilities.

Often times you hear people talk about QA as something on their "to do list", a "check the box" task. At our DRC, QA is seen as an opportunity, an opportunity to keep raising the bar, investing in staff and in return improving our outcomes. Our Supervisors are trained in "coaching" and are expected to wear a coaching hat at all times. In their QA through Coaching moments they're specific with feedback, they demonstrate skills for staff and they follow up with the development of these skills.

Participant Feedback

There are a variety of ways that participants are able to provide feedback to staff.

Quarterly Surveys. We conduct an anonymous survey each quarter on our computers. The survey results go to our corporate office. They are then compiled and sent to us. We are able to see Shasta's results, national results, and other offices results within GEO to compare ourselves to similar counties.

Suggestion Box. There is a suggestion box in the lobby and participants can fill that out and drop it in anonymously.

Topic-Specific Surveys. Surveys are often done randomly to gather information about groups, staff, individual sessions, intake process, etc.

Session Rating Scales. At the end of each individual session (ICBT) the participant fills out a form rating their Behavior Change Manager in four areas. This is then discussed with the participant.

Client Evaluation of Self and Treatment (CEST). This assessment survey is completed by all participants prior to a participant promoting to the next phase in the program. The CEST has a section titled "Engagement" in which the participant evaluates the quality of the working alliance and the effectiveness of approach of their assigned Behavior Change Manager.

Participant Interviews. Program Manager and Supervising Case Manager will randomly ask participants how things are going in the program and feedback they have for us.

Focus Group Feedback. When evaluating program components we ask for participant feedback. For example, the last time we revised our BCP, Area Manager Amanda Owens met with a number of participants to ask them what they like about the BCP and ways to improve. The feedback that was given was taken into consideration and implemented. The participants then got to see the updated BCP, we piloted it, and then rolled it out.

Exit Surveys. Every participant upon exiting the program completes an exit survey. The survey provides feedback from the participant on the aspects of the program the participant was engaged in.

Alumni Participation. Our Graduates are welcome back to the program at any time and we encourage it. We have Graduates that mentor others and continue to attend events we hold. The Graduates are very open about the program and they share their feedback with staff.

When Frank C. started attending the program at the Shasta DRC, he thought it was a waste of his time. Busy with work and trying to reconnect with his wife and children, he didn't want one more thing in the mix. However, he worked with his case manager to create an appropriate schedule and soon found the program to be helpful after all. "It's helped me take a deep look at myself and the root of my problems and it's put them in focus," Frank said. "**When people first come in, they think it's a waste of time and a hassle, but it's actually very helpful.**" For the program to prove helpful, Frank said you have to let it be — which he has done. And Frank continues to seek advice and guidance from his case manager. "He's been on my side since I got here," Frank said. "He's one of the nicest men I've ever met." Frank began the program in September 2017 and is on track to complete it before the end of the year.

Take A Deep Look

DRC Expansion to 150

On July 1, 2017, the Shasta DRC expanded its opportunity to serve our community by going from a max capacity of 120 to 150 participants. On August 1, 2017, our population was at 108. By the end of the month we had a total of 131 participants enrolled, increasing our count by 23 in just one month! We would like to thank everyone at the Shasta County Probation Department for working hard and sending us over 47 new referrals for participants. Your partnership in helping us be successful is very much appreciated. The Shasta DRC staff also did a phenomenal job to ramp up the population served in a very short time frame.

Increased DRC Staff Resources

With the expansion to 150, the Shasta County DRC has added an additional Case Manager, a part-time Education/Employment Coordinator, and a part-time Client Supervision Specialist to the team. These additional staff members have allowed the DRC staff to reduce the Case Manager to participant ratio and allowed the job development team to increase our outreach to employers in the community and provide greater individual assistance to unemployed and underemployed participants.

New Substance Abuse Curriculum

On September 25, 2017, the Shasta County DRC began piloting a new curriculum, Cognitive Behavioral Interventions for Substance Abuse (CBISA), in our substance abuse treatment groups. It refers frequently to the legal effects of substance abuse and is well suited for a criminal justice population. The curriculum, developed by the University of Cincinnati Corrections Institute, is designed to assist moderate- to high-risk participants who have a history with, or are currently struggling with, substance abuse. As the name suggests, the curriculum interventions rely heavily on a cognitive-behavioral approach to teach participants strategies for avoiding substance abuse. The majority of the Shasta DRC team is now certified in this curriculum.

Sobriety Tracking Procedure

Our facility created/implemented a sobriety tracking process and procedure with the objective of increasing accountability and effective delivery of intervention with participants struggling with substance abuse. The new process includes a report with information for each participant on weekly drug screens, including if they are testing negative, positive and for what substance, and/or those not providing a weekly drug screens (no show or no drop). The weekly results are provided to both Substance Abuse Counselors (SACs) and the Program Manager. The SACs conduct weekly sobriety meetings with each Behavior Change Manager to review and discuss the drug screen results of those participants on their caseload.

Substance Abuse Cognitive Behavior Therapy Labs (SA-CBT)

In a continued effort to provide interventions focused on addressing substance abuse issues, the Shasta DRC has implemented substance abuse cognitive behavioral therapy (SA-CBT) labs. Participants who test positive for any substance are placed in this group for additional dosage specifically focused on targeting and addressing a participant's individual substance abuse needs.

Abscond Procedure

Participants must engage for the program to have an impact on them. Most DRC participants begin the program with little desire to make behavioral changes and high resistance to reporting and engaging in the program. To address participants choosing to not report to the program, the Shasta DRC team works hard to respond to every action of non-compliance. Any participants who miss even one day of check-in, groups or other services are immediately attempted to be contacted by a DRC team member. Probation

Officers are also contacted if a participant continues to fail to report and work hard to assist contacting and engaging with the participants. As a result of this joint effort between the DRC and Probation, we have made a positive impact in decreasing non-compliance of check-in requirements.

Program Manager Caseload Assignment

Each new participant enrolled in the program is now assigned to the Program Manager's caseload for the first two to three weeks of their programming. There are a few objectives with this approach: (1) assist with effective engagement from day one of the participant's program and lower resistance, (2) identify basic needs and assist to provide any available resources immediately to help set them up for success, (3) utilize the Program Manager's motivational interviewing techniques and skills to enhance intrinsic motivation and encourage engagement, (4) build a rapport between the participant and the Program Manager, (5) allow the Program Manager time to learn about the participant and properly identify the most suitable Behavior Change Manager (research shows that 30% of treatment effect is attributable to the working alliance with their helper), and (6) reduce absconds.

Providing Value Added Services. When you enjoy the work that you do and you're passionate about changing lives, providing value added services comes easily. To us, this fundamental means that we consistently go above and beyond what's required by our contract in order to enhance the services that the DRC offers. Over the years we have continuously provided value added services daily. These are items like BBQ's, sobriety events, additional groups or labs, newsletters, providing training for Probation, etc.

We believe in "Good Enough, Isn't" and therefore we are always looking to raise the bar.

SECTION IV:

Meeting Activities, Identified Issues & Responses, Developing Issues & Opportunities

1

Probation Collaboration, Community Events & Partnerships

The Shasta County DRC staff appreciate our collaborative relationship with Shasta County Probation. We continue to conduct joint weekly staffings with Probation Officers, have biweekly manager-level meetings, and regular meetings between GEO and Probation leadership. In addition to our joint focus on reducing program absconds this year, GEO also worked with Probation on the following two items:

Probation Training

On Friday, March 30th, staff from the Shasta DRC (Area Manager, Program Manager, and Supervising Case Manager) provided a three-hour training for the Shasta County Adult Probation Division. During this training the DRC staff spent time on evidence-based practices as both an art and a science. We also utilized this opportunity to share with the Probation Department all of the services that are offered at the DRC and what it looks like for a participant to enroll and begin programming. The objective for the day was for the Adult Division to get a refresher on evidence-based practices and understand how the DRC operationalizes the *Eight Principles for Effective Interventions*.

Weekly Report

This past year a weekly report was implemented with the objective of sharing information between the Shasta DRC and Probation Officers. The report provided information on the participants' engagement in the program and includes the following elements: drug screen results, missed groups/services, perfect attendance for the week, perfect attendance for the month, weekly case staffings and promotions, and referrals received from Probation Officers.

Probation Officer Script and FAQs

The Shasta County DRC created a script and FAQ sheet in an effort to assist Probation Officers with communicating to participants the opportunity they were being offered when referred to the DRC. The goal is to help the Probation Officer be able to answer any questions the participant might have in regards to the program and what will be required of them. The goal is to help lower the participants' resistance and enhance motivation to engage before they even enter the DRC.

Customer Relationships. Without a strong partnership with Shasta County Probation and all criminal justice stakeholders, the mission of changing lives, reducing recidivism, and improving public safety will not be met. The DRC has worked very hard over the years to develop a strong collaboration with Shasta County Probation and utilize the partnership to enhance the services at the DRC.

When agencies are able to work together towards the same mission, everyone benefits.

Community Events

The Shasta County DRC values our collaboration with the community. As such, we maintain an open door policy at the DRC, regularly welcoming folks into the DRC. Our staff also make a conscious effort to

do outreach in the community by attending events and meetings with stakeholders and complementary organizations to build relationships that will increase opportunities for our participants. Over the past year, some of the regular events that were hosted include:

- **Tours:** The DRC provided tours and hosted events throughout the year in which community members and stakeholders were invited to attend. Visitors included the Grand Jury, Board of Supervisors, Anderson Tech High School students, Anderson City Council members, Hope City, People of Progress, SMART Center, Superior Court Judges, Public Defender, Empire Recovery Center, Chief Executive Officer (CEO). One Safe Place, Women’s Health Specialist, Northern Valley Catholic Social Services, O2 Staffing. In addition the DRC provided tours to all those who attended the Open House.
- **New Workshops/Clubs:** The DRC has worked to setup and host at the DRC a Mentoring Club, Literacy Workshop, MRT Support Workshop, and Together Getting Involved Friday (T.G.I.F.) meetings. These ongoing workshops and clubs are provided in collaboration with community members including current participants, graduated participants, the Probation Department, and community partners.
- **Ongoing Facility Events:** The DRC hosts monthly Family Nights, Sobriety Nights, Recognition Celebrations and an Aftercare/Alumni Group to provide ongoing support to participants (both past and current), their families, and key members of their support team.
- **Supervision Week Events:** The Shasta County DRC participants and staff took part in the Supervision Week Events including volunteering activities and the softball game/BBQ.

Although Aaron T. graduated from our program at the transition ceremony in July, you can still find him at the Shasta DRC most days. **“I’ve been going back to act as a mentor to others,”** he said. Participants have asked why he still returns, and he said that’s the point — to make them think. **“I didn’t receive the help I got from the program to just walk away from it all,”** said Aaron. He’s eager to talk about the wonderful group facilitators who do everything they can for participants. However, Aaron has been able to get through to a few participants in ways that the counselors couldn’t, simply by re-wording what needed to be said and offering a different perspective. Aaron got a lot of out the Social Skills and Moral Reconciliation Therapy classes, as they taught him to take an introspective look at his life and remember positive behaviors he used to exhibit. He’s sat in on several Social Skills classes since graduating in an effort to help others. Aaron currently works for Empire Drywall and plans to continue his frequent visits to the center.

Act as a Mentor

In addition to the events mentioned above, the DRC wanted to highlight a few key events from this year:

Sequential Intercept Mapping (SIM Workshop)

The DRC management staff joined a variety of stakeholders in the Shasta County community to attend a Sequential Intercept Mapping (SIM) workshop. This model was developed using evidence-based practices and is designed to be used as a community strategic planning tool to assess available resources, determine gaps in services, and plan for community change with regards to those persons with mental health and substance use disorders in the criminal justice system. The Shasta DRC team looks forward to supporting and collaborating on this initiative in hopes of further assisting those in our community.

Adverse Childhood Experiences (ACEs)

The Shasta DRC team received a presentation on Adverse Childhood Experiences (ACEs). In addition to this presentation, some DRC staff received supplemental ACES training during the trauma-informed care training conducted by the GEO Continuum of Care Training Institute. ACEs aims to help people end patterns of abuse, neglect and household dysfunction resulting in stronger family bonds and breaking negative cycles. This is a countywide endeavor and one the Shasta DRC is working to support by bringing this awareness into our program and to our participants.

Zombie Run – GEO Sponsored/Community Support

Our staff had another chance to come together for a team building event during the First Annual 5k Zombie Run on Oct. 14, which was sponsored in part by GEO Reentry Services. The run served as a fundraiser for our local community partner One Safe Place, which helps victims of domestic violence and sexual assault.

Aftercare/Alumni Events

The monthly Aftercare/Alumni events bring together current Aftercare participants, who are in the last stage of our program, and program alumni, who have successfully completed the entire program. The goal of these events is to help facilitate engagement between the two groups so they can establish pro-social support systems with one another. This also gives alumni a chance to mentor to those currently in Aftercare. Additionally, the events provide opportunities for pro-social leisure and recreation time with peers, as well as continued support and engagement with the DRC.

Community Partnerships

Community Involvement. Part of evidence based practices is to engage the justice involved population with ongoing support in their natural communities. We work hard at the Shasta DRC to ensure that we are connecting our participants with resources and partnerships in the community. In addition to connecting our participants, we also want to be a good neighbor.

We are always looking for ways that we can give back to the community, get involved, and make Shasta County a better place to live.

The Shasta County DRC works with over 65 providers in the community that provide broad supportive services to DRC participants, including assistance with food, housing, medical, employment and continuing substance abuse care. We've highlighted below a few of our key partners:

Collaborative Partner – Visions Of The Cross

The Shasta County DRC participants have a diverse set of substance abuse care needs. Visions Of The Cross provides state licensed and certified residential and outpatient services to hundreds of participants who suffer from substance use disorder in Shasta County. They also have a large campus of recovery residences/sober living environments. By developing a collaborative relationship with Visions of The Cross, the Shasta County DRC is able to link participants to a broad array of supportive and continuing care services.

“We work closely with the Shasta Day Reporting Center (DRC) and value our relationship. Over the past few years, we have personally witnessed and seen the positive impact the BI DRC has provided on our community. Their professionalism, expertise, and individualized approach are a beneficial resource for our community and the individuals they serve. We are honored to work side-by-side collaboratively to reach the goal of reducing recidivism and providing quality care to this at-risk population.” -Steve Lucarelli, Executive Director, Visions Of The Cross

Mutual Goal Partner: O2 Staffing

The Shasta County DRC and O2 Staffing have a mutual goal: to assist community members with identifying, obtaining and maintaining long-term employment opportunities. O2 Staffing will request referrals from the Shasta County DRC as they identify employment opportunities that are suitable to our population. Additionally, we send over referrals as participants are ready to enter the workforce. O2 Staffing provides ongoing communication with the Shasta County DRC on all participant employment progress, so we can continue to provide recognition, accountability and support to the participant in their careers.

Motivation Partner: SMART Center

The Shasta County DRC partners with the SMART Center to provide educational and employment incentives and opportunities to our participants. This includes partnering together to host employment readiness job fairs throughout the year. A participant is referred to the SMART Center to provide them with additional assistance with earning their GED, working on resumes, building employment skills and job placements. Through their “Young Adults Program” participants ages 18 to 24 can be referred and begin earning an income while they work on their resume and prepare themselves for the workforce. The SMART Center presents at our Community Connections group to inform participants of their resources and motivate them to engage.

Dillon R. started attending classes at the Shasta DRC in October after he was ordered by the courts to begin the program. Though he didn't like being told he had to go through the program, his attitude toward it quickly changed. “I **realized the counselors and case managers are only here to help,**” said Dillon. “Now I'm just trying to get my life back together.” Moral Reconciliation Therapy helped him learn the value of introspection and how to examine who he really is. “It breaks down your personality and shows you how it's all a defense that holds back your true self,” he said. “It explains a lot about how to change your thoughts in order to change your actions.” The Shasta DRC connected Dillon with Visions Of The Cross, where he's part of an inpatient program to treat his alcoholism. Staff at the center also helped Dillon apply to Shasta College, where he will attend classes for heavy equipment starting in January. Dillon is currently on step 5 of the program and looks forward to all that he will continue to learn from it in the coming months.

Here to Help

2

Identified Areas of Improvement

Measuring Program Effectiveness

Over the next year, the Shasta County DRC plans to work to improve the ways in which we measure program effectiveness. Much of the data provided in this report is considered Key Performance Indicators (KPIs). KPIs were established as a way to make data driven decisions around dosage, attendance, and compliance amongst participants.

In order to continue demonstrating program impact to Shasta County, we would like to expand our outcome measures beyond KPIs, recidivism rates, and CPC evaluations. We will work diligently with our Research Department to implement mechanisms that measure reductions in criminal thinking. As you saw from the chart on page 7, the research around criminal thinking demonstrates that targeting offenders antisocial cognition, values, and beliefs has a strong correlation with engagement in criminal behavior.

The Shasta County DRC will expand the Texas Christina University Criminal Thinking Scales (CTS) assessment frequency to capture participants' progress in programming at pre, intermediate, and post intervals. This will ultimately allow us to measure how the DRC program impacts criminal thinking.

Methamphetamines Response Strategy

The opiate crisis is grabbing headlines nationally, but at the Shasta County DRC, we continue to see a high rate of participants using methamphetamines. For the third year in a row, approximately 50% of all positive drug tests were for the use of methamphetamines. With over 60% of new participants testing positive for one of more substance at intake, addressing substance abuse – particularly abuse of methamphetamines – is a key focus for the Shasta County DRC.

The Shasta County DRC Leadership and analyst have decided to utilize GEO Reentry Subject Matter Experts (SME) on Substance Abuse, including our national Director of Substance Abuse Programs. Over the course of the next year, identified SME's will work closely with the Shasta County DRC staff to find specific ways to target the reduction of substance use among DRC participants – and to work towards a more targeted methamphetamines approach.

In addition to utilizing SME's, the Shasta DRC will be analyzing participant dosage to ensure that if a participant is struggling with substance abuse at the beginning of their programming, their dosage will be catered to their driver of substance abuse before expanding the scope of treatment to target other criminogenic needs.

3

Opportunities

Trauma Informed Care

This past year, some of the Shasta DRC staff received trauma informed training for correctional professionals. In our line of work we are very much aware of the effects of interpersonal violence on the lives of individuals and the impact it has in correctional settings. Becoming “trauma informed” allows us to understand and deal with the effects on those we work with in the criminal justice system.

In this training we learned about the process of trauma, and the effects of abuse and trauma. It also taught staff appropriate responses and self-care for our team.

When it comes to trauma and the impact it has on the population it serves, it's important to look at statistics.

- In homes in which domestic violence occurs, children are seriously abused or neglected at a rate that is 1,500 percent higher than the average for the general population (*Children's Defense Fund Ohio, 2009*).
- Every thirty-five seconds, a child is abused or neglected in the United States (*Children's Defense Fund, 2011*).
- Children born into poverty are at a greater risk of experiencing violence (*Children's Defense Fund, 2011*).
- At least 50 percent of child abuse and neglect cases are associated with alcohol or drug abuse by parents (*Every Child Matters Education Fund, 2008*).
- Studies show that one in four women and one in six men have been sexually abused before the age of eighteen (*Centers for Disease Control and Prevention, 2005*).
- Nearly one in four women will experience violence by a current or former spouse (*Centers for disease Control and Prevention, 2008*).

These are just a few of many statistics that help us understand the importance of trauma informed care.

Throughout the next year we would like to expand our training to include more trauma informed care. In addition to expanding training we are exploring changing our Women's Group curriculum. Currently we use The Change Companies *Trauma in Life* curriculum. This curriculum is for all female participants and works through trauma they may have experienced and how to break the cycle of trauma. We are evaluating the switch to Stephanie Covington's curriculum, *Healing Trauma*, to strengthen our response to female addiction, which is often related to trauma. This curriculum is an evidence-based curriculum for women's services. Designed for trauma treatment, the curriculum connects the dots between trauma and addiction. The curriculum is based on theory, research and clinical experience. It incorporates the principles of relational therapy and cognitive behavioral techniques.

The trauma informed care training that we will provide for staff will help them recognize that certain behaviors (acting out, lack of concentration, slow responsiveness, difficulty making decisions) come from trauma rather than a desire to be difficult. Staff will be trained to respond to this behavior by using incentives and positive reinforcement as much as possible, as opposed to sanctions. This approach is supported by research that indicates it's the most effective manner to respond to individuals with a history of trauma.

We're excited about the new curriculum and we will continue to equip staff with the best tools to assist in behavior change!

Evidence Based Practices Technical Assistance Visits

The GEO Contract Compliance Department has designed and will be rolling out a new process this year designed to measure the effectiveness of the DRC's EBP. The Evidence Based Practice Technical Assistance visits will review 11 areas of focus: Actuarial Risk/Needs, Intrinsic Motivation, Target Intervention, Skill Train, Contingency Management, Community Support, Measure Practices, Provide Feedback, Leadership, Treatment Team and Participant of Satisfaction. During the visit, Contract Compliance staff will observe service delivery and conduct interviews with staff and participants to get a well-rounded view of existing operations. The resulting report from the visit will include actionable program enhancement recommendations.

Increase Family Engagement

During year six of operations, we would like to increase the involvement of participants' families. Throughout the years the DRC has involved family in different pro-social events. We have also utilized family involvement when participants were not progressing in the program. We would like to change our approach with family involvement and get them involved sooner and in a positive manner.

Often when a loved one has been involved in the criminal justice system, family members suffer because of that involvement. The Shasta County DRC will work with our colleagues across the country to research innovative ways to involve participants' support systems. The objective of this will be to increase the likelihood of participants' long-term success by targeting family/marital from a different perspective. In addition to improving relationships, family members can also benefit from tools and communication skills in adapting to the return of their loved one (if that participant is in fact returning from custody) and affirming the lifestyle changes they are making in the DRC program.

Looking Forward to 2018. As we reflect on our year, were grateful for the partnerships, support, and all of the stakeholders we work with here in Shasta County. In addition to those we work with, were thankful for the participants who put in all the effort and work towards change even when it's scary and unknown.

For decades, our criminal justice system has seen many changes when it comes to working with the offender population, both good and bad. We take pride in the fact that the DRC is here to be solution focused. Although not easy to do, operationalizing EBP is the best way that we can work together to better the future of Shasta County. We're proud to say were making a difference by reducing recidivism, improving public safety and changing lives. Again, thank you for the opportunity.