

JUSTICE SUPPORT SERVICES (JSS)

1. OUTREACH AND ENGAGEMENT SERVICES

Services include but are not limited to: a) in-person or virtual sessions which will provide information about all services offered and technical support in completing forms; b) actively reach out to individuals who have been or will soon be released from County jails; c) conduct in-reach to the jail to promote County programs and services, conduct initial engagement, and encourage self-referrals; d) conduct service needs screenings to identify and link to appropriate services; e) engage in community network building, to ensure that community partners are aware of the services offered by the County; and f) working with external partners, build a network of support, and collaboration with the County, its partners, and County and Non-County providers.

2. CARE MANAGEMENT SERVICES

Care management services address the clinical and non-clinical needs of people impacted by the justice system by building trusting relationships with care management staff who provide intensive coordination of health-related and social services. Care management services recognize the multi-faceted needs of people impacted by the justice system and aim to address their needs through a comprehensive, person-centered approach that promotes successful reentry, stabilization, rehabilitation, and community integration. Care management staff include Community Health Workers, Case Managers, and Peer Support Specialists with lived experience of justice system involvement who provide culturally responsive care and serve as credible messengers to motivate clients to participate in services. Care management staff meet individuals where they are – on the street, in a shelter or interim housing, at their organization's office, in the doctor's office, or at home – to meet their needs. Services may also take place in locations such as courthouses, jails, police stations, virtually, or in client's homes. Care management services include but are not limited to the following: outreach and engagement, comprehensive assessment and care management planning, enhanced coordination of care, health promotion, comprehensive transitional care services, member/participant and family supports, and coordination of and referral to community and social support services. Care Management staff can also include, but not limited to, Clinical Staff such as Licensed Clinical Social Workers, Licensed Marriage and Family Therapists, and Licensed Psychologists, who provide the abovementioned care management services. Clinical Care Management Staff also participate in case conferences and provide consultation and oversight activities with Community Health Workers, Case Managers and Peer Support Specialists that are part of the Care Management Team.

3. HOUSING SERVICES

Housing services provide system-impacted individuals who are at-risk or are experiencing homelessness with temporary and/or subsidized housing in conjunction with case management services and aid the client in securing permanent housing. Clients' needs are assessed using recognized vulnerability assessment tools to determine their acuity score, chronic medical conditions, and homeless status. All clients are further assessed for linkages to appropriate longer-term services which include care management services, clinical services through the Department of Mental Health, as well as services provided by City and County Housing Authorities, Section 8 and other housing subsidies, etc. Housing programs are expected to serve clients with low to medium levels of service needs who require access to emergency housing, interim housing, subsidized housing, time-limited rental subsidies, transitional shelter, housing support, stabilization and more.

4. WORKFORCE AND EDUCATION SERVICES

Workforce and Education Services include programming and resources to enhance individuals' marketable skills and help individuals obtain sustainable employment. Programs help build a pathway from unemployment to permanent work by preparing individuals both professionally, academically, and/or personally for full-time employment. Services may include but are not limited to: sector-based vocational training programs, secondary education (high school diploma or High School Equivalence (HSE) Tests) and higher education (associate or bachelor's degree) with academic counseling and supportive services programs, transitional and subsidized employment programs, social enterprise programs, entrepreneurship programs, financial empowerment programs, job readiness, job search and placement services, as well as career coaching.

5. LEGAL SERVICES

Legal Services includes a variety of legal advocacy to assist justice involved individuals. Services include but are not limited to: a) assistance with matters related to adult Supplemental Security Income (SSI), Social Security Disability Insurance (SSDI), Cash Assistance Program for Immigrants (CAPI) appeals, Children's SSI appeals, SSI overpayment appeals, Continuing Disability Reviews (CDRs), CAPI terminations, Veterans benefit appeals, Veterans discharge upgrades, eviction prevention, credit resolution advocacy, employment law, criminal record expungement, immigration services, landlord dispute resolution, resolution of Section 8 subsidies, benefits advocacy, legal workshops and technical assistance; and b) assistance removing barriers to employment and housing related to criminal records, so that individuals can become or stay employed and/or housed. These services are intended to protect and advance the rights of the most underserved – leveling the playing field and ensuring that everyone can have a fair representation and access to Legal Support. Provide Legal Support in accordance with procedures approved by

the County, and consistent with laws, regulations, current health and mental health best practices and standards, California Rules of Professional Conduct, and the Master Agreement.

6. SUPPORTIVE SERVICES

Supportive Services provide additional assistance to justice involved individuals to improve health and wellbeing and prevent recidivism. Supportive services may include but are not limited to: a) healing-centered, intergenerational arts services designed to support justice-impacted adults and their families, such as guided arts instruction and performances, narrative change, community-based arts and culture, health & wellbeing; b) self-help groups such as cognitive behavioral intervention programs, batterer's intervention or domestic violence programs, survivors of domestic violence support groups, and parenting classes, both virtual and/or in person; c) family support and advocacy services such as family system/dependency court navigation, case management, and public systems navigation and training services for justice involved individuals and their families; or d) other supportive services as needed.

7. TRANSPORTATION SERVICES

Transportation Services are to be rendered for justice-involved individuals requiring program-approved emergency and non-urgent transportation services, including but not limited to: court appointments, childcare services, interim/permanent housing or shelter, employment interviews, medical, or service provider appointments and appointments for identification services (i.e., driver license, social security, insurance).

8. CAPACITY BUILDING SERVICES

Capacity Building Services, which may include but are not limited to training, technical assistance, coaching and grantmaking particularly for those agencies with less access to other resources, in developing and strengthening their organizational capacity to expand and sustain effective supportive services. Capacity Building Services also support agencies with improving or maintaining the quality, efficiency, accessibility to services, and reach of their programs and may include, but are not limited to leadership development and board governance; program development and design; service delivery training; grant writing; communications and storytelling.

9. ENGAGEMENT & COMMUNICATIONS SERVICES

Engagement and Communication Services, which may include but are not limited to: a) video production services - produce an extensive range of video content for multiple platforms including television, social media, websites, and digital newsletters, such as videography, livestreaming, voice talent services, and animation; b) photography services - capture and create professional, high quality images at

community and/or media events in all regions of Los Angeles County; c) design services - plan, create, develop, implement, and manage every aspect of creative/design projects for digital or print media, such as creative treatments, graphic design, illustration, mural artwork, visual concept development, website development, and application development; d) strategic communications and narrative strategy services – provide high-level, professional media relations and/or strategic communications consultation services to address and provide solutions to the County’s most complex and multifaceted issues and/or topics of public interest; and e) specialized engagement and outreach services – develop, coordinate, implement, and manage public outreach support services for Los Angeles County initiatives, programs, and/or projects.

10. CONSULTANT SERVICES

Consultant Services may include, but are not limited to: PR, communications, editorial thought leadership, public relationships services, strategic planning, performance measurement, process improvement services.

11. RESEARCH & EVALUATION SERVICES

Evaluation services study promising practices and the effectiveness of various programs or policies, including access to and provision of services as well as impact and opportunities for improvement. Services include program and policy research and design services, process and outcome evaluation services, landscape analyses, quantitative and qualitative research, user experience research, architectural design research, participatory action research, strategic planning and other related consulting services. These services support Agencies in identifying best and promising practices and priorities; assessing program and policy outcomes, equity, sustainability, and cost benefit; and conducting research-driven collaborative planning needed to maintain innovation and high-quality services.

12. INTERPRETATION AND TRANSLATION SERVICES

Provide expert On-Demand Interpretation and Translation Services by a professional, qualified human interpreter and/or translator to non-English, monolingual, or limited English proficiency speaking individuals seeking services or information in Los Angeles County’s diverse communities. This may include but is not limited to: translating print and digital materials into County’s threshold languages and other relevant languages as identified, providing simultaneous oral interpretation and/or multilingual sign language interpretation at community and media events, Communication Access Realtime Translation (CART) captioning, and providing as-needed language services within various timeframes.

13. IT SERVICES

IT Services may include, but are not limited to: database design, LAN/WAN

consultant, programming, project management, software development, systems analysis, system development, system implementation, system integration, system migration, system security, website design, website maintenance, data/records management, business planning, program implementation, mobile app design, strategic planning, and development of data analysis tools and software, including case management software as solution services and other analytic software to analyze data and develop dashboards or reports.

14. TEMPORARY PERSONNEL SERVICES

Temporary Personnel Services provided to the County on an as-needed basis. Services may include, but are not limited to: providing the County with temporary or as-needed personnel, recruiting and hiring temporary personnel, and managing all personnel-related activities concerning the administration of payroll and benefits.

15. FLEXIBLE SUBSIDY POOL SERVICES

Flexible Subsidy Pool Services includes collaborating with County agencies, participating funders, and service providers to manage auxiliary services that may include but are not limited to court mandated classes; employment resources; housing support (i.e., rental application fees, deposit, move-in assistance, and eviction); and childcare support. The subsidy pool allows funds to be used to cover the cost of expenses, fees, and support items for individual JCOD program clients that aren't covered by other funding sources.

16. YOUTH DEVELOPMENT SERVICES

Includes a wide range of services along the continuum of youth development, from prevention to early intervention, diversion and intervention, or reentry programming in communities across Los Angeles County. Youth Development Services will connect young people to community-based enrichment programming and care coordination services that are strengths-based, healing-centered, and informed by principles of positive youth development. These programs focus on empowering young people and addressing the full range of family, community, and social contexts that influence their success and wellbeing.

These services should increase access to youth development services including but not limited to the following categories:

- a. Community-based Youth Development**, including cognitive and creative resources, vocational and educational services, health and wellbeing services, leadership development, mentorship, environmental and cultural resources, social and emotional support; crisis intervention, and support for basic needs.

- b. Youth Diversion Services**, which redirect system responses to prevent a young person's involvement or further involvement in the justice system. Diversion services include individualized care coordination based on youth goals as well as Restorative Justice practices that encourage accountability, repair harm, and rebuild relationships.
- c. Continuum of Care for Justice-Involved Youth**, including transformative mentorship by individuals with relevant lived experience of direct or indirect justice involvement, multi-disciplinary care coordination, system navigation, service linkages and other youth development resources tailored to the needs of justice-involved youth in juvenile facilities, placements and community-based reentry settings.
- d. Alternatives to Detention**, including short- and long-term housing solutions and services to support Youth in achieving stability and self-sufficiency and preparing youth for permanent housing.