



DATE: June 18, 2024

TO: Mayor and City Council

FROM: Chief of Police

SUBJECT: Adopt a Resolution Authorizing the City Manager to Accept and Appropriate \$1,242,500 From the Alameda County Probation Department to the Delinquency Prevention Network Youth Service Center to Provide Services for Fiscal Years 2025 and 2026 and to Negotiate and Execute a Two-Year Agreement for Such Services

RECOMMENDATION

That the City Council adopts a resolution (Attachment II) authorizing the City Manager to execute a two-year agreement with the Alameda County Probation Department from July 1, 2024, through June 30, 2026, to provide services as a Delinquency Prevention Network Youth Service Center, and to accept and appropriate \$1,242,500 (\$612,500 for FY 2025 and \$630,000 for FY 2026) from Alameda County to fund the services.

SUMMARY

Since the 1970s, the Youth and Family Services Bureau (YFSB) has had an annual contract with the Alameda County Probation Department to provide services as a Delinquency Prevention Network (DPN) Youth Service Center. Services provided include crisis intervention, counseling, case management, and diversion programs and the services are provided to youth who are justice system-involved or at elevated risk of system involvement.

In December 2022, a Request for Proposals was released soliciting bids to continue to provide DPN Youth Service Center services after the conclusion of the existing five-year contract term. The City completed the application process and received a Notice of Intent to Award in May 2023. Subsequently, the County received a bid protest from an unsuccessful bidder. In June 2023 and November 2023, the County extended the existing DPN contracts to accommodate the bid protest process. In March 2024, the City received a revised Notice of Intent to Award, pending successful contract negotiations, signifying the bid protest had been resolved.

On May 6, 2024, the City received an Agreement from the County for a two-year contract award in the amount of \$1,242,500 (\$612,500 for FY 2025 and \$630,000 for FY 2026).

Council approval is requested to authorize the City Manager to execute the agreement with the Alameda County Probation Department to continue the important work of providing crisis intervention, counseling, case management and diversion services to youth who are system involved or at elevated risk of justice system involvement.

BACKGROUND

YFSB's central mission is to ensure Hayward's richly diverse youth and families feel safe, supported, and experience community connectedness and general wellbeing. YFSB's groundbreaking model of integrating youth serving systems across Hayward, including embedding mental health clinicians in a police department setting, allows YFSB to meaningfully improve the well-being of youth and families by maintaining alignment across the systems with which families have contact. This is achieved through offering comprehensive, culturally responsive services and opportunities that promote family stability and prevent juvenile justice involvement through empowering families to build on their strengths, supplement needs and create pathways to achieving goals. For nearly 45 years, the Bureau has successfully done this supporting thousands of families to address challenges and improve their individual and family functioning. Less than 10% of youth who participate in YFSB's services are arrested or re-arrested within one year.

Since the 1970s, YFSB's core service of providing mental health counseling to youth and families who are either system involved or at elevated risk of system involvement has been primarily funded through an annual contract with the Alameda County Probation Department for Delinquency Prevention Network (Youth Service Center) services. In 2018, the City participated in a competitive bid process and was awarded a three-year contract to continue providing these established services. In 2021, the contract was extended through June 30, 2023.

In December 2022, the Probation Department in partnership with the Alameda County General Services Agency released a Request for Proposals (RFP) to identify the most qualified service providers to continue delivering Youth Service Center services following the conclusion of the existing five-year contract term. This competitive bid process was organized by specified geographic regions County wide; Hayward was identified as Region 8. Through the RFP, the County outlined both general and specific requirements for contractors.

The general requirements specified that services utilize evidence-based practices and incorporate three specific approaches:

- Trauma Informed Care Approach, which recognizes the long-lasting impact of trauma, including historical trauma, and implements services and interventions accordingly;
- Positive Youth Development Approach, which values and honors the strengths that youth and families possess as the basis of what is needed to achieve their goals; and
- Cultural Responsiveness Approach, which emphasizes the importance of developing policies, systems, and structures that are relevant for families across racial/ethnic identities as well as gender, sexual orientation, language capacity, socioeconomic status, exposure to trauma, migration, and other factors that directly impact culture.

In the Spring of 2023, YFSB completed the application and interview process to provide the services outlined above. In May 2023, a Notice of Intent to Award was received. Subsequently, the County received a bid protest from an unsuccessful bidder. In June 2023, the City was notified that rather than executing new contracts for successful RFP bidders, existing DPN contracts would be extended for six months (July 2023 through December 2023) to accommodate the bid protest process. In November 2023 the City was notified that the bid protest was ongoing and once again, the current contract would be extended for an additional six-month period (January 2024 through June 2024). In March 2024, the City received a revised Notice of Intent to Award, pending successful contract negotiations, signifying the bid protest had been resolved.

On May 6, 2024, the City received an Agreement from the County for a two-year contract award in the amount of \$1,242,500 (\$612,500 for FY 2025 and \$630,000 for FY 2026), with the option to extend an additional three years (FY 2027-FY 2029). The funding from this agreement will partially offset the cost of the 6.8 FTE (5.0 FTE Family Counselors, 1.0 FTE Counseling Supervisor, and 0.8 FTE Administrative support) required to provide the contracted services.

Program evaluation of YFSB's Youth Service Center services over the last five years has shown the effectiveness of YFSB's evidence-based approach. For Youth Service Center cases closed July 2018 to December 2022 (which is the most recently available data), 96% were determined to be successful. 80% demonstrated reduced risk behavior as defined by either improved scores on an evidence-based outcome tool (PCOMS), improved GPA, or improved truancy. 97% were not arrested or incarcerated while receiving services. 99% of participants were not arrested within six months of completing services and 98% were not arrested within 12 months.

DISCUSSION

YFSB's Youth Service Center services have successfully served Hayward youth and families for more than four decades. At a time when the needs of families are only increasing, it is more important than ever to maintain critical mental health services for youth. Moreover, as the field of law enforcement strives to be responsive to the needs of the community, programs like YFSB that prioritize the use of mental health services can be part of the solution. The services that will be provided under the recommended agreement have been developed in partnership with the Alameda County Probation Department. They reflect best practices for keeping youth positively engaged in the community and preventing involvement with the juvenile justice system.^{1,2} Moreover, the program model allows for universal access to services with all City of Hayward residents being eligible to participate at no cost, regardless

¹ Josh Weber, Michael Umpierre, and Shay Bilchik, *Transforming Juvenile Justice Systems to Improve Public Safety and Youth Outcomes* (Washington, DC: Georgetown University Center for Juvenile Justice Reform, 2018).

² The Annie E. Casey Foundation. (2018). *Transforming Juvenile Probation: A Vision for Getting it Right*. Baltimore, MD: Author. Retrieved from <https://www.aecf.org/resources/transforming-juvenile-probation/>

of insurance or immigration status. Services like those provided by YFSB have been shown to mitigate the negative impacts of arresting youth during adolescence, including reducing the likelihood of future arrest or incarceration and increasing school enrollment and graduation rates.³

Components of YFSB Delinquency Prevention Network (Youth Service Center) Services

- Family-focused mental health counseling and crisis intervention for at-risk and system-involved youth ages eight to 18, as well as Transition Age Youth (TAY), ages 18-21 with active probation involvement or non-minor dependents. At-risk and system-involved youth are defined as youth who are habitually truant, youth who runaway, and/or youth at risk of becoming wards under Section 601 and youth described in Section 602 of the California Welfare and Institutions Code;
- Support for The Alameda County Crisis Receiving Home that provides receiving capability for police departments and other appropriate community agencies for youth who are beyond parental control and need short-term (72 hour) respite placements;
- Case management services to link youth and families to appropriate community resources; and
- Diversion services specifically aimed at diverting identified problem behavior and preventing formal entry into the juvenile justice system.

Youth and Family Services Bureau Program Staff

The YFSB staff are highly qualified to provide the described services. **Table 1** below outlines their education and licensure status. Clinical staff range in years of experience from three to 25 years. The YFSB Family Counselors and Clinical Supervisors reflect the diversity of the Hayward community and six are bilingual, bicultural Spanish speakers.

Table 1. YFSB Clinical Staff Training/Licensure

Degree/Licensure	Number of Clinical Staff
Licensed Clinical Psychologist	2
Licensed Clinical Social Worker	3
Licensed Marriage and Family Therapist	6
Registered Associate Social Worker earning hours towards licensure	2

Program Sustainability

It is anticipated that these programs will continue for many years to come, and a 3% Cost of Living Adjustment has been built into the budget for subsequent years of this agreement. County financing comes from state allocations for Juvenile Probation Activities Funding and the Juvenile Justice Crime Prevention Act and is a recurring expenditure in the County's operating budget.

³ Cauffman, E., Beardslee, J., Fine, A., Frick, P.J., & Steinberg, L. (2020). *Crossroads in Juvenile Justice: The Impact of Initial Processing Decision on Youth Five Years after First Arrest*. Development and Psychopathology.

The services that will be provided under the recommended agreement are part of the YFSB's overarching strategy to reduce and prevent juvenile involvement in the justice system by linking youth to services and opportunities that help them stay positively connected with the community. Addressing the root causes underlying youth behavior problems, such as mental health challenges, family functioning issues, school engagement problems, and insufficient access to positive activities and supports are critical components to encourage youth success and prevent contact with law enforcement. For youth who do encounter law enforcement, these services give officers more options and minimize formal processing in the juvenile justice system. This has a clear nexus with public safety and contributes to the overall wellbeing of Hayward families.

STRATEGIC ROADMAP

This agenda item supports the Strategic Priority of Enhance Community Safety and Quality of Life. Specifically, this item relates to Project Q17: Continue to provide family support programs through the Youth and Family Services Bureau.

FISCAL IMPACT

This agreement will result in \$1,242,500 in funding from the Probation Department (\$612,500 for FY 2025 and \$630,000 for FY 2026). This reflects a more than 20% increase over the previous contract amount (\$500,000 annually from FY 2019-2023), with a 3% Cost of Living Adjustment built in for subsequent years. The 6.8 FTE required to provide the services discussed above are included in the City's FY 2025 Operating Budget; accepting and appropriating these funds will partially offset the cost of these positions. While the revenue from these agreements does not fully cover the cost of the positions, the costs are further offset by additional revenue from the Medical Administrative Activities (MAA) program. Any remaining net costs to the City General Fund are already included in the budget.

NEXT STEPS

If the Council authorizes this action, staff will work to: 1) Execute the agreement with Alameda County Probation Department for Delinquency Prevention Network (DPN) Youth Service Center services for FY 2025 and FY 2026; and 2) accept and appropriate \$1,242,500 (\$612,500 for FY 2025 and \$630,000 for FY 2026) and 3) continue providing essential mental health services to Hayward youth and families.

Prepared by: Emily Young, YFSB Administrator

Recommended by: Bryan Matthews, Chief of Police

Approved by:



Dustin Claussen, Interim City Manager