



ANNUAL REPORT FISCAL YEAR 2021

Criminal Justice Resource Center
STAYING CONNECTED
WHILE BEING A PART

FROM THE DIRECTOR

Dear Friends,

As we present our Annual Report for Fiscal Year 2020-21, we reflect on how different this past year has been from any other in the Criminal Justice Resource Center's history. Throughout the report you will read about adjustments and changes our creative team developed to continue operations and service to clients.

The theme for this year's report is ***"Staying Connected While Being Apart"***. The document highlights how, during uncertain times, our amazing staff and community partnerships allowed us to adapt and change ... and concentrate on what matters.

Durham County Government has been focused on the health, safety and well being of its community and its employees. COVID-19 protocols continue to evolve amid the changing challenges of the pandemic.

For over a year, the Criminal Justice Resource Center's main building remained closed to the public, as we aimed to keep everyone safe and healthy.

Although our doors were closed, creativity and innovation allowed us to remain connected. Where possible, we assisted clients with technology and access issues while our services were provided virtually. At the same time, some of our remarkably committed employees suited up every day and provided direct care to clients under most difficult circumstances. The stories presented in this report are wonderful examples of how the tenacity of staff resulted in the delivery of services to some of the highest risk and highest need members of our community using alternative methods.

The coronavirus pandemic has touched each of us in different ways and continues to impact communities. CJRC remains steadfast and committed to serving vulnerable and marginalized populations through quality service provision in these ever-changing times.

Gudrun Parmer

STAYING
CONNECTED
WHILE BEING
APART



COVID RESPONSE

Throughout the COVID pandemic, staff with Jail Mental Health and STARR continued to work onsite at the detention facility providing critical services. Staff had to wear Personal Protective Equipment, get COVID tested repeatedly, and meet with clients under continuously changing circumstances. Pretrial and Community Based Services operated with staff rotating between onsite and remote work. Group and individual services continued virtually or socially distanced outdoors.

In June 2021, it was time to reopen the building to the public and CJRC staff found ways to provide in-person services. The entrance was temporarily relocated to a larger space to allow for adequate distancing, a screener was placed at the door, the wand metal detector was replaced with a walk through detector, much of the furniture was removed, and Plexiglas was installed in the transport vehicle and throughout the building. As the pandemic changes, CJRC staff continues to adapt processes to best serve clients and residents.



JAIL MENTAL HEALTH

The Jail Mental Health (JMH) Team works with inmates who are diagnosed with Mental Illness or in crisis. Staff ensures inmates on psychiatric medication are stabilized, provides mental health programming, as well as discharge planning and connection to community based services.

In FY21, CJRC hired evening and weekend staff so all detainees can be screened by a clinician within 24 hours of their detention. In addition, JMH staff referred 48 clients with co-occurring behavioral health diagnoses to the Integrated Reentry Team improving connection to and service delivery after discharge, hoping to reduce the re-arrest rate of JMH clients.

1,055

New Admissions assessed by
Jail Mental Health

2,124

Inmate Requests for
Mental Health Service

40%

Percent of Admissions referred
to Jail Mental Health



By Kelli Egnaczak, Clinical Social Work Supervisor

“How do I summarize 2020 to present? The first thing that comes to mind is how grateful I am for my wonderful staff. The Jail Mental Health team worked on-site through the WHOLE pandemic and continues to work in a setting that carries a high risk for COVID exposure. The team was asked to assess people who were positive for COVID-19 and had to endure COVID 19 testing very frequently. The staff never complained, and we were able to continue to deliver services and offer support to all the detainees that needed assistance during this difficult time. “

Stepping Up Initiative

Durham County joined the National Initiative to Reduce the Number of People with Mental Illness in Jails in 2015. Since then, a group of mental health providers, government agencies and community members has been meeting regularly (and virtually in FY21) with CJRC staff support to review available services and supports for adults with behavioral health conditions in the criminal justice system.

A comprehensive Sequential Intercept Mapping Exercise was completed in 2019. This map, which is currently being reviewed and updated, illustrates how people with behavioral health conditions flow through the system and various “intercept points” (for example, emergency services, jails/ courts, reentry and community corrections). The Sequential Intercept Mapping Exercise identifies relationships between the intercept points and potential areas of improvement.

INTEGRATED REENTRY FOR ADULTS WITH CO-OCCURRING SUBSTANCE ABUSE AND MENTAL ILLNESS (CSAMI)

In September 2018, CJRC received a three-year Second Chance Act grant from the US Department of Justice to develop and implement innovations in jail reentry.

The Integrated Reentry Program is designed to enhance and better utilize existing jail and community-based support services creating a more integrated and seamless transition from incarceration back into the community for adults with co-occurring mental health and substance use disorders. Services have improved screening and assessment for mental illness and substance use disorders, facilitated comprehensive reentry case planning, and provided or facilitated integrated services both in detention and post release.

Since July of 2020, grant staff has proven adept at adjusting to the ever-changing limitations imposed by COVID to work effectively with clients in the Detention Center and in the community. The grant team successfully enrolled 94 individuals into the program, coordinating care and housing, providing cell phones and service, and connecting participants to a broad spectrum of community supports and services. In FY21, only 9 participants were rearrested. CJRC received a one-year extension on this grant's life due to COVID-related delays in implementation.

Ronald was accepted into CSAMI back in March of 2021 while in the Durham County Detention Center. Ronald served 11 months in the facility and was released in June. Upon his discharge, he was placed in transitional housing funded by the grant, provided a cell phone, and vocational rehabilitation services. He was quickly connected with a mental health provider to continue his medication management. Ronald is also enrolled in medication assisted treatment (MAT) services in the community. 90 days after release, Ronald is employed and still resides at the transitional house.



Ronald

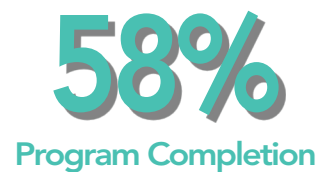
"I thank God for this program because one time in the past I was released from jail and I had nowhere to go and no plan. This program gave me a plan and I didn't feel like I was just left out on the street. It's been a blessing to me, and I feel safe with you guys." Ronald

MENTAL HEALTH COURT DIVERSION PROGRAM

The goal of the Durham County Mental Health Court Diversion Program is to connect individuals with a primary diagnosis of a Severe and Persistent Mental Illness (SPMI) or a Serious Mental Illness (SMI) and on medication to treatment services and resources. Pending criminal charges are usually dismissed upon program completion.

The Durham County Mental Health Court Diversion Program offers:

- A specialized court docket, which employs a problem-solving approach to court processing in lieu of more traditional court procedures.
- Supervised, person-centered treatment plans for each defendant participating in the court, with an interdisciplinary team design.
- Regular status hearings at which treatment plans and other conditions are periodically reviewed for appropriateness.
- Incentives to reward adherence to court conditions.



Nikeya was referred to the Mental Health Court Diversion Program after an incident with the father of her child. Upon completing program requirements, Nikeya graduated from Mental Health Court and was able to get her charges dismissed. Nikeya is working on getting her GED, then an Associate Degree for Early Childhood Development at Durham Tech. Nikeya plans to request expungement of her record, seek full custody of her daughter and purchase a house with her husband.

By Renee Shaw, Mental Health Court Coordinator

“Although the pandemic brought about challenges and changes within the Mental Health Court Diversion Program, treatment and services continued to be provided but by phone, in areas outside of the clients’ homes such as their patios and/or in the CJRC vehicle behind Plexiglas.

Court sessions continued to be held with clients and their mental health teams six feet apart with masks on. Only clients that were new to Mental Health Court and those facing challenges appeared before the judge. Recovery celebrations continued to be held but on a smaller scale with only the participants and the court team. The clients and the Mental Health Court Diversion Program Team faced the challenges of the pandemic and recognized we were stronger together.”

DRUG TREATMENT COURT (DTC)

The Durham Adult Drug Treatment Court (ADTC) is a voluntary, judicially supervised, treatment opportunity for chemical dependency as an alternative to incarceration. ADTC offers non-traditional and individualized treatment for individuals charged with felony or misdemeanor, non-violent offenses. As the field evolves, ADTC and drug treatment courts across the country continuously amend their programming to follow evidence-based practices.

By Karen Shaw, DTC Coordinator

"As the COVID19 pandemic intensified, the courthouse was closed to the public. The Drug Treatment Court team began virtual client contact through weekly phone calls and texts to program participants, as recommended by the National Drug Court Institute.

Oral swab drug screens were conducted in parking lots and in a large multipurpose room at the CJRC. As the court system reopened, various virtual platforms were explored so that clients could attend meetings or join court. And before long, a limited number of participants were able to attend court sessions in person."

Flexibility and creativity were keys to maintaining drug treatment court through all the changes caused by the pandemic."

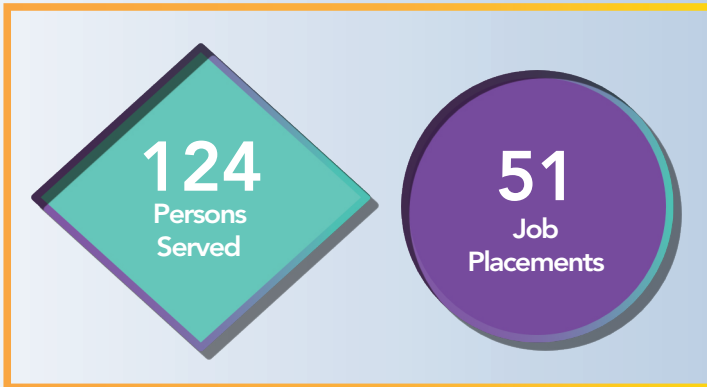


Jesse

Jesse was born in Dunn, Harnett County NC. He went to school at Durham High School which is known now as Durham School of the Arts. He started receiving services through the Jail Mental Health Program (JMH) and was referred to Drug Treatment Court (DTC) by JMH staff and his attorney. Jesse started DTC in November 2019 and celebrated his DTC Graduation in person recently with a 130-day sobriety. His plans are "to be living independently, find a stable job or have his own business in art or home improvement." Jesse recently obtained a full-time job with a painting company earning a living wage.

"I learned how to maintain my sobriety, how to think before I react, being considerate of others, communication and coping skills." I want to continue to strive and maintain my sobriety, visit Drug Court sessions, NA & AA meetings, reach others in need, help newcomers and staff and continue to stay in the realms of recovery." Jesse

LOCAL REENTRY COUNCIL



The Local Reentry Council connects persons returning to Durham from incarceration to needed services and resources. A network of Durham providers is ready to address a multitude of needs. Services include short-term housing, child care, transportation and employment assistance.

By Demetrius Lynn, Local Reentry Council Coordinator

“Due to the ongoing pandemic, the Durham County Local Reentry Council was faced with challenges that made it difficult to meet with clients and perform operational activities. However, LRC continued to provide housing assistance, employment and training opportunities, and other supportive services through a variety of creative methods. LRC also worked with the District Attorney's Office to help with Early Release individuals returning to Durham due to COVID-19.

The referral process for client services was not impacted as the LRC decided to perform intakes with clients through phone calls and video calls. Depending on the client's ability to use a computer or handheld mobile device, LRC chose the best option that made the client most comfortable with the intake process.

The LRC Coordinator met clients at their homes or in the CJRC parking lot to provide work related items, hygiene kits, clothing items and obtain required signatures.

LRC continues to use Zoom platform and Microsoft Teams to host all meetings.”

Local Reentry Participant Saves the Day

Travis, a Reentry client, worked with Durham County General Services through a CJRC referral when he and his crew came across an individual laying in the street. The individual was experiencing a mental health crisis and was in danger of being hit by passing vehicles. Travis talked to the man and encouraged him while the rest of the crew redirected traffic until first responders arrived. Quick thinking and compassion on the part of Travis and his General Services team may have saved a life and the community is grateful for their thoughtful actions that day.



Travis

REENTRY



Michael

Michael was released from prison in February 2021 after serving 37 years. CJRC staff initially worked with Michael to attain basic needs such as food stamps, social security benefits and Medicaid. He stayed positive through the many obstacles he faced, and CJRC staff was with him every step of the way, assisting him with getting his out-of-country birth certificate and obtaining a North Carolina ID

Week by week items got checked off his to do list. Michael is now living in a transitional house (after 2 months at the CJRC house), attending church and getting to know his faith team. He is paying his own rent and managing his finances. Michael is taking care of his health, has a safe place to stay, and good food to eat. If you ask Michael how he is doing he will most likely say “fair to middlin” and go on to say, “that is what the old folks used to say.”

Religious Coalition for a Nonviolent Durham

The Religious Coalition for a Nonviolent Durham (RCND) exists to draw neighbors alongside neighbors in the challenging work of mitigating harm caused by violence in our community. For over 15 years, that work has included partnership with the Durham County Criminal Justice Resource Center to provide community support teams (“faith teams”) for individuals returning from incarceration. Each team gathers 3–5 community volunteers into a covenantal relationship with one “partner” coming home from prison. Teams meet regularly for at least a year, sharing life and stories as a way of (re)building the mutual bonds of support and trust that fuel successful reentry, genuine community, and (often) life-long friendship.

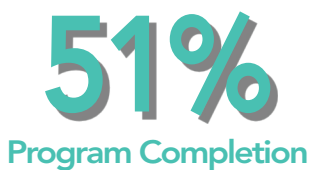


*L to R: Ben Haas and Drew Doll,
Religious Coalition for Non-violent Durham*

COMMUNITY BASED SERVICES



Clients served in CBI,
Employment and
Prison Reentry



Community Based Services provide programs for justice involved individuals who are Durham County residents and on supervised probation, post-release supervision or parole.

Due to the pandemic, services were limited to virtual Substance Use Treatment, Cognitive Behavioral Interventions (CBI), Case Management, Housing and other wrap around services.

By Robin Heath, Criminal Justice Program Manager

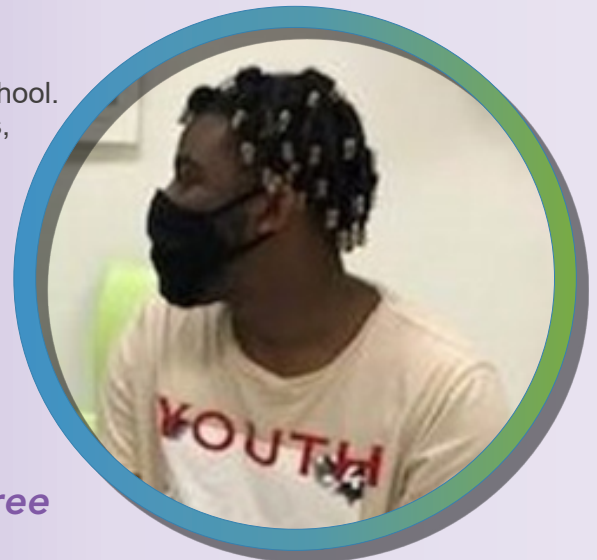
“After weeks of reviewing and testing multiple online platforms for groups, we began virtual CBI groups on April 16, initially selecting a platform designed for medical providers with the capacity for group sessions but soon learned it did not work as well as we had hoped. We switched to Microsoft Teams and have been happy with that. Intakes resumed (virtually) at the end of April and CBI groups followed in May.

The CJRC Transitional House continued to provide housing throughout the pandemic. Many thanks to our vendor, JACH Inc. who worked with us continuously to modify procedures to keep clients and staff safe. Some of the precautions taken included: heightened cleaning and sanitation, mask wearing throughout the house, required COVID testing at admission, isolation room, limited leave and no visitors.”

Tyree was born in Durham and attended Hillside High School. His court involvement led him to CJRC’s Pretrial Services, and from there he was referred to CJRC’s CBI (Cognitive Behavioral Intervention) classes.

“CBI showed me ways to manage my anger, to be better with people and with the baby” Tyree said.

Tyree has given a lot of thought to his future. He plans to finish school, gain steady employment and support his child.



Tyree

Second Chance Program

The Second Chance Program is a substance use treatment program designed for persons 18 years old or older. Individuals are referred through Treatment Alternatives for Safer Communities (TASC), the Courts or other service providers. Participants receive intensive outpatient treatment or regular outpatient treatment based on the assessed level of care.

By Trudy Harris, Substance Abuse Program Supervisor

"Confronting the ever challenging realities of the COVID-19 pandemic was at the forefront of the substance use disorder team's focus during this year of steady and constant change. Helping clients and staff learn and utilize online meeting technology in order to participate was a priority. We discovered this format reduced barriers for clients to engage in services and enabled them to complete treatment successfully. We have seen the value of this resource and will continue to utilize this service as a vital tool in working with clients in the future."

173
Persons Served

39%
Program Completion

Substance Abuse Treatment and Recidivism Reduction Program

The Substance Abuse Treatment and Recidivism Reduction Program (STARR) is a four week substance use treatment program provided to inmates in the Durham County Detention Facility. STARR Grad provides an additional four weeks of advanced recovery skills. The majority of STARR participants are mandated by the Courts or Probation.

140
Persons Served

75%
Program Completion

"I would like to thank the people in STARR who helped me. The program helped me find another way of looking at my problems and to find a better side of myself. I hope this is the last treatment I will have to attend. The CJRC STARR people are "shining stars" in my opinion!"

By Tremaine Sawyer, STARR Supervisor

"COVID changed everything about how STARR services were delivered within the Detention Center. At times, restricted access and movement within the facility meant staff could only provide one-on-one services. At other times, we could run groups within the pods. There were also times when the facility would be totally locked down and there was no access to inmates. During those periods, STARR staff was able to help out with virtual services

being provided through CJRC's Outpatient program. COVID testing became part of the regular routine for inmates and staff alike. Meeting with clients and running groups with masks meant having to get better at reading body language to make up for being unable to really see and interpret facial expressions. In an effort to help inmates cope with the additional stress, we were able to expand programming to include some AfterCare services for people who had graduated from STARR and STARR/Grad. "

PRETRIAL SERVICES

Durham County's Pretrial Services was established in 2006 to create a systematic approach for recommending release and community supervision for defendants who do not pose a risk to the community as they await trial. The program was created with the goal of reducing the jail population while ensuring that defendants appear for their court dates and are not a public safety risk while under pretrial release.

41,651
Jail Bed Days

93%
Clients appeared
for court dates

87%
Clients did not
obtain a new charge

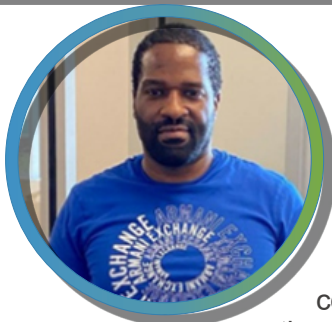
328
Person Served

By Christie Long, Criminal Justice Program Manager

"In normal years, Pretrial Services features in person customer service and one-on-one interactions with court personnel. In FY21, COVID related protocol required us to socially distance the customers while maintaining service continuity.

Office visits were moved to the lobby or courthouse courtyard or replaced with telephone check-ins and Zoom meetings. Court proceedings involved necessary court personnel reporting to a closed courtroom in the courthouse, while a representative from Pretrial Services and the court interpreter met virtually from individual offices.

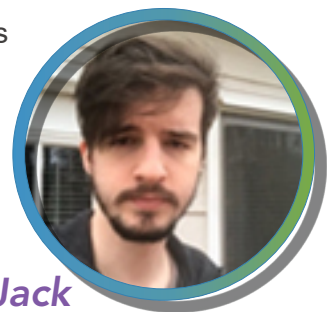
This orientation towards change and flexibility allowed Pretrial Services to continue community contacts during court proceedings, and helped judicial officials determine appropriate bonds by providing up to date victim information. "



Earl

Earl is a native of New York but had been a resident of Durham for three years prior to his arrest. He remained in custody awaiting trial for 184 days, and during this time lost his employment and housing. Earl decided to take a chance by accepting an offer to be released onto Pretrial Services and arrangements were made for him to reside in a transitional house. With the assistance of his Pretrial Specialist, Earl was able to secure employment. He attributes his current situation and his ability to remain out of custody to the structure of Pretrial Services, which helped him self-evaluate and make changes for the better. He continues to build a life for himself and spend time with loved ones while awaiting the disposition of his court case.

Jack, originally from West Virginia, was ordered to supervision by Pretrial Services with an unsecured bond in October 2020. Jack was initially worried about what that program participation might entail and what the conditions might be. However, he found his Pretrial Specialist to be very helpful, encouraging and informative. She assisted him in meeting court and program requirements and successfully completing supervision. Jack states that "the Pretrial Services program gave me the necessary information I needed to **help myself**, and that made a big difference in my life". Jack completed Pretrial Services in May 2021, and is now enrolled in North Carolina State University, where he is studying cybersecurity.



Jack

"The Pretrial Services program gave me the necessary information I needed to help myself, and that made a big difference in my life". Jack

DIVERSION PROGRAMS



100%
Program Completion

The Misdemeanor Diversion Program (MDP) began in 2014 to keep children (ages 16-17) out of the adult criminal justice system. Once the 'Raise the Age' legislation passed in December 2019, MDP continued to serve persons age 18 to 26, with older adults at law enforcement discretion.

MDP allows law enforcement officers in Durham County to redirect people accused of committing their first misdemeanor crime(s) to community-based services in lieu of citation or arrest. The program is unique in that it occurs pre-arrest and pre-charge, the person is not arrested or charged and does not formally enter the justice system.

In 2020 and 2021, with support from the John D. and Catherine T. MacArthur Foundation's Safety and Justice Challenge Research Consortium, the Urban Institute conducted an in-depth process evaluation of the MDP. Some key takeaways were:

- Community stakeholders and program participants believe the MDP is impactful
- Those interviewed believe the program was deeply needed in Durham County because too many people were unnecessarily arrested and incarcerated
- Some stakeholders critiqued the program for having eligibility requirements that are too restrictive, thus limiting access to the program
- Many interviewees believe that other communities would benefit from replicating the program

"PAD allows the Durham DA's Office to hold people accountable while connecting them to the tools they need to not become involved with the courts again. We have seen lives and relationships transformed through PAD."

Durham County District Attorney Satana Deberry

The Durham County Post-Arrest Diversion (PAD) program is a new initiative between the Durham District Attorney's Office and the Criminal Justice Resource Center to assist individuals charged with lower-level felony allegations.

Participants are required to complete a community-based program within 4 to 6 months of referral. Upon successful completion, the District Attorney's Office is notified and the prearranged agreement for the case will take place. However, if participants do not complete the program, the District Attorney's Office may begin criminal proceedings on original allegation(s).

To date, PAD has served 18 participants with 12 successful completions. We look forward to seeing PAD continue to grow and serve more participants in the future.

"Through the process of taking the Post Arrest Diversion Program, I've learned to use steps to calm my anger, as well as listened to different stories about other people and what they go through and how they overcome their obstacles. I also had a son in May while doing the program and I feel like that class matured me a lot before and after the baby came." Anonymous Client

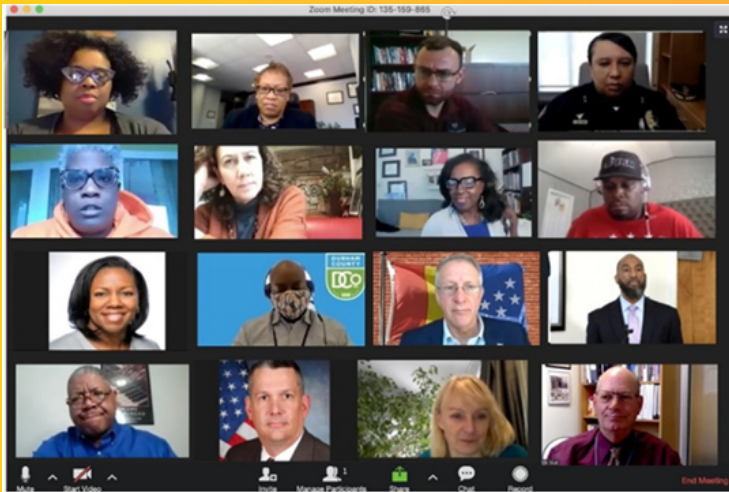
GANG REDUCTION STRATEGY

Durham's Gang Reduction Strategy (GRS) Steering Committee is an inter-organizational group formed to respond to gangs and violent crime, which are community health problems.

The foundation of the Steering Committee is inter-agency cooperation, and the members provide leadership for the entire effort (Prevention/Intervention/Suppression)

Members meet on a bi-monthly basis. The Steering Committee ensures that data on gang activity/violent crime is collected and analyzed on a frequent and timely basis. It also identifies and monitors strategies to ensure long-term success.

CJRC coordinates the Gang Reduction Strategy and provides support to the Steering Committee.



The Gang Reduction Strategy Steering Committee (GRS-SC) met bi-monthly via Zoom in FY21.

A major focus of the GRS-SC for the past year has been planning and associated work related to a Comprehensive Gang Assessment. This assessment is scheduled for completion in December 2021.

JUVENILE CRIME PREVENTION COUNCIL (JCPC)

The North Carolina Division of Juvenile Justice (DJJ) collaborates with the Juvenile Crime Prevention Councils (JCPC) in each county to galvanize community leaders to reduce, and prevent juvenile crime. JCPC board members are appointed by the County Board of Commissioners and meet monthly. The meetings are open to the public, and all business is considered public information.

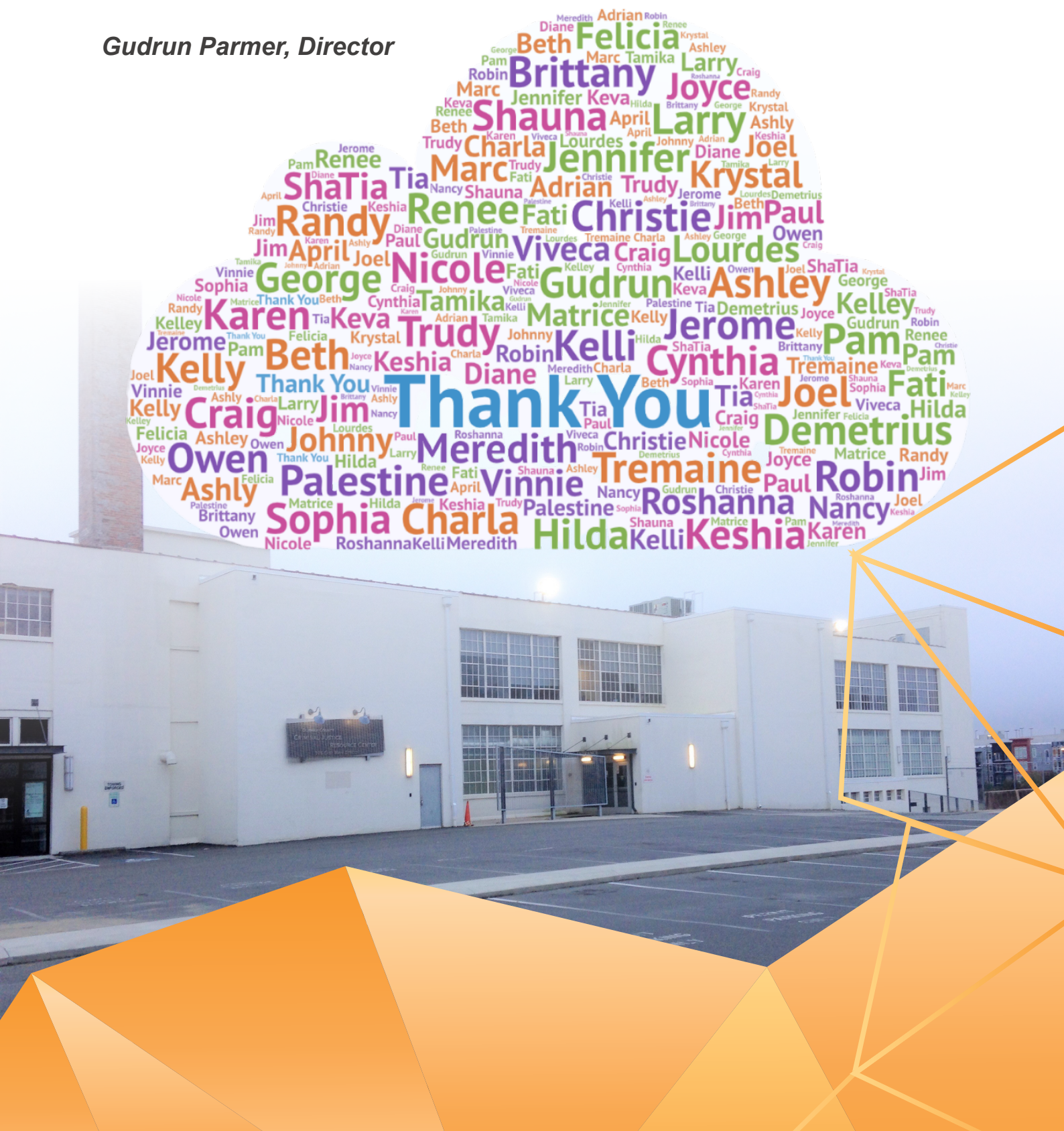
CJRC coordinates the JCPC for Durham County. With Raise the Age legislation taking effect December 2019, 16- and 17-year old youth previously charged in adult courts are now referred to the juvenile justice system and are able to participate in JCPC funded programs.

In FY2021, Durham County received \$701,101 for JCPC and council members recommended funding 7 community programs serving 208 court-involved and at-risk youth through prevention and intervention services.

A NOTE OF GRATITUDE

As we come to the end of fiscal year 2020-21, we again thank the staff for everything you did to help CJRC stay connected while staying apart with our clients. Thanks for helping without being asked, going above and beyond and going it the extra mile. As we continue to work in the virtual world to help our clients, your continued effort and service will be called upon. Your hard work and determination to help our clients is greatly appreciated and is what brings success for our clients and the agency. The best part is that you made it all possible, and we want to thank you all for a job well done.

Gudrun Parmer, Director





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