City of Corning Proposition 47 Grant Program
Two-Year Preliminary Evaluation Report

Executive Summary

PROJECT PURPOSE

BSCC Cohort 2 "RESTORE" is a diversion program located in Tehama County designed for juvenile and young adult offenders with diagnosed mental health issues that may be exacerbated by the presence of substance use disorders. RESTORE provides evidence-based mental health and substance use disorder treatment through a case management system that also links participants to housing, employment, education assistance, and referrals to community-based support services. The RESTORE Cohort 2 Program is comprised of three main components.

Component 1: Diversion

The RESTORE diversion program is founded on the evidence-based program validated by the Office of Criminal Justice Planning (crimesolutions.org). Diversion is associated with a significant reduction in the rate of recidivism as compared to non-participating offenders formally processed in the criminal justice system. The RESTORE diversion program utilizes strengths-based advocacy-oriented strategies that take place over an 18-week period for juveniles ages 12-18 and 12-months for adults ages 18-26. Diversion moves offenders from formal processing in the Tehama County justice system and provides them community-based, restorative services and linkages to trained adult advocates for juveniles and paid Case Coordinators for adults. The goal of RESTORE diversion is to prevent future criminal activity by strengthening offenders' attachment to pro-social individuals, creation of empathy and personal responsibility, and increasing access to education, employment, health, and housing resources within the community.

Component 2 Mental Health Services

Mental health services are provided to all participants. Each referred individual is assessed by a licensed mental health therapist using DSM-V cross-cutting measures to determine the presence and the severity of mental health disorders. Individual DSM assessments are subsequently provided as indicated and include measures of trauma, mood, and anxiety disorders. Research has shown linkages between exposure to violence and later depression and social maladjustment. In addition, those exposed to violence are more likely to have "poorer educational attainment, lower levels of employment, and higher levels of criminal activity". Mental health therapists provide weekly counseling sessions for RESTORE clients using Cognitive Behavioral Therapy (CBT) and Trauma Focused Cognitive Behavioral Therapy (TF-CBT). CBT is the only mental health approach that has shown to be effective by multiple randomized trials. CBT is provided in English and Spanish in individual and familial group sessions.

Component 3 Substance Use Treatment

Drug and alcohol services are available to all participants. Each referred individual is assessed to determine the presence and severity of substance use disorders. Drug and alcohol counseling provides ongoing individual and group treatment services and integrated family-based programming. Treatment is linked to Trauma Focused Cognitive Behavioral Therapy (TF-CBT) that addresses the interrelation between trauma and symptoms of trauma such as substance use, eating disorders, depression, and anxiety. RESTORE clients are also provided Moral Reconation Therapy to address criminogenic thinking related to substance use. Medication Assisted Treatment (MAT) is offered to those who abuse opioids. MAT combines behavioral therapy and

medications to treat substance use disorders. These intensive therapeutic approaches show increased positive outcomes for clients with dual-diagnoses.

MAJOR FINDINGS TO DATE

River Cities Counseling

RESTORE youth are case managed by River Cities Counseling (RCC) that has collected the following participant status data October 2019 through June 2021:

River Cities Counseling Participant Status	Count
Assessed/engaged/screened/linked to services, but not currently enrolled	40
Completed program requirements	10
Enrolled, active participant (including returning participants)	15
Exited without completing program requirements (regardless of reason)	22
Total	**87**

Through June 2021, RCC Therapists have conducted 1,032 sessions with youth, RCC Advocates have conducted 785 activities with youth and RCC Case Coordinators have had 2,915 contacts related to RESTORE youth. The RCC recidivism rate was 0% for the 10 Cohort 2 graduates and 0 re-offences as of June 30, 2021.

The Tehama County Health Services Agency (TCHSA) provides substance use treatment to many RCC RESTORE youth and from October 2019 through June 30, 2021 has logged 171 group sessions and 93 individual meetings with RESTORE youth.

The highest number of RCC support services through Jun 30, 2021 have been for transportation (295), social services (173) and food (131).

Empower Tehama

RESTORE adults are case managed by Empower Tehama (ET) in a program named Project Restore for Young Adults (PRYA) that has collected the following participant status data October 2019 through June 2021:

Empower Tehama Participant Status	Count
Assessed/engaged/screened/linked to services, but not currently enrolled	10
Completed program requirements	4
Enrolled, active participant (including returning participants)	33
Exited without completing program requirements (regardless of reason)	9
Total	**56**

Through June 2021, PRYA Case Coordinators have logged 106 Mental Health Batterer Intervention Program sessions, 80 Individual Counseling/Advocacy with Psychiatric Services, 435 Case Management activities, and provided 46 Basic Necessities/Life Skills services.

The PRYA recidivism rate is 0% for its 4 Cohort 2 graduates as of June 30, 2021.

The highest number of PYRA support services through Jun 30, 2021 have been for housing (166) and transportation (112).

PROJECT ACCOMPLISHMENTS

RESTORE has established and maintained effective relationships with law enforcement agencies for youth referrals, in particular with the Tehama County Probation Department that works in close relationship with RESTORE in the referral process.

An efficient process for RCC Advocate fingerprinting and training was established in Cohort 1 with the assistance of local law enforcement agencies for fingerprinting and the RCC Case Coordinators who developed the RCC Advocate training protocol. Both have provided for a smooth transition into Cohort 2.

Other lessons learned from Cohort 1 include the importance of an integrated and efficient data collection system and the need to monitor collection on a regular basis to maintain consistency and reliability.

CONCLUSIONS

RESTORE Cohort 2 has fully implemented both diversion programs and uses a variety of data to monitor progress, success rates, and recidivism. Though fully implemented, there are a few factors that have impeded progress, which are discussed in the section below.

FACTORS THAT IMPEDED PROGRESS & HOW THEY WERE ADDRESSED

Transportation
Transportation can be a significant barrier in a rural region such as Tehama County. RCC Case Coordinators, Advocates, and Drug and Alcohol Counselors frequently provide transportation for youth to and from activities. During the school year, services including counseling are conducted at the youth's school sites.

ET recently completed renovations on a larger facility that now provides PRYA services centrally located in Red Bluff, which is the County seat and is easily accessible by driving or walking. It is on the Tehama Rural Area eXpress (TRAX) bus route, making it ideal for provision of PRYA services. Currently, TRAX services are being offered at no charge due to one-time COVID-19 funding; however, PRYA will provide participants with bus passes at such as time as TRAX returns to requiring fares.

COVID-19
COVID-19 restrictions created a transportation challenge as well as in-person constraints on RCC youth attending weekly meetings with probation officers, weekly meeting with Advocates, weekly meetings for therapy and counseling services, and weekly meetings for substance use counseling. RESTORE programs were also negatively impacted by a reduction in the number of referrals to RESTORE because the court system, jail, and probation department experienced significant reductions in operational capacity during COVID-19 restrictions.

RCC RESTORE therapists witnessed a 300% increase in youth suicide assessments in the 2020-21 academic school year from the previous school year as a result of increased levels of stress, depression, and suicidal ideation related to COVID-19 pandemic societal issues. RCC RESTORE Therapists adapted counseling sessions to meet the needs of the youth through a combination

of social distanced in-person sessions, video conferencing platforms such as TeleHealth, and over the phone.

Near the end of the 2020-21 school year, there was a return to RCC in-person therapy and Advocate and Case Coordinator activities for many of the participating youth, which has helped reestablish the more effective approach to individual supports for youth. Virtual therapy or other digital interactions with youth, though individual, tend to be much less effective.

Housing

The PRYA program has encountered challenges assisting program adults in obtaining stable housing due to a lack of available rental units in the area. When units become available, landlords and property managers receive a number of applications and PRYA applicants often have screening barriers such as criminal records and derogatory or insufficient credit histories that tend to not score well in the application process. For young adults just starting out on their own, the process can be discouraging, and ongoing housing insecurity can hinder continued progress towards other case management goals.

PRYA staff draw upon the experiences of Empower Tehama's other programs with housing staff who have developed strategies for assisting participants in increasing their chances at becoming approved for rental units. The strategies include working with participants to develop clear responses to hard questions that may come up regarding past legal challenges, developing plans for addressing negative items on credit reports, and ensuring that participants submit applications to get on waiting lists.

Project Background

INFORMATION ESSENTIAL TO UNDERSTANDING THE PROJECT

The Tehama County RESTORE Cohort 2 Program expanded an existing Cohort 1 Adolescent Diversion Program (ADP), that was serving only juvenile offenders, to provide similar services to transitional adult offenders in the County.

RESTORE utilizes Michigan State's 18-week Adolescent Diversion Program for juvenile offenders and Empower Tehama's 52-week Adult Diversion Program. Both strategies employ Cognitive Behavioral Therapy along with evidence-based drug treatment services combined with coordinated case management services that focus on education, family dynamics, housing, and employment. Juvenile offenders and transitional adult offenders are assessed for program suitability and to establish case plans the activities of which are measured to help determine their impact on decreasing recidivism.

GOALS AND OBJECTIVES

A description of the goals and objectives identified in the Proposition 47 Project RESTORE proposal Work Plan are provided below.

Goal 1: The recidivism rate among offenders participating in RESTORE Cohort 2 will decrease.

- Objective 1: By June 2020, and each year thereafter, 90% of RESTORE Cohort 2 clients will not commit a criminal offense as measured by police arrest and/or County probation records.

Goal 2: RESTORE Cohort 2 clients with diagnosable mental disorders will have higher levels of functioning and fewer anti-social behaviors.

- Objective 2: By June 2020, and each year thereafter, 90% of RESTORE Cohort 2 clients completing the program will self-report higher levels of functioning and pro-social behaviors including securing stable housing, employment, or engagement in an education or job training program as measured by the Tehama County Probation Assessment and Intervention System.

Goal 3: RESTORE Cohort 2 clients with diagnosable substance use disorder will no longer use illegal drugs and alcohol.

- Objective 3: By June 2020, and each year thereafter, 90% of RESTORE Cohort 2 clients completing the program will not test positive for illegal substances or alcohol.

Evaluation Methods & Design

PROCESS EVALUATION

The RESTORE Cohort 2 data collection plan includes data collection agreements with service providers for ongoing collection and evaluation of baseline, process, and outcome data for each client.

RESTORE activities are carried out by determining initial participant eligibility through a referral process. The RESTORE Cohort 2 program intake process includes processing referrals from local partner agencies as well as screening for mental health and substance use disorder issues. Program Case Coordinators and Case Managers enter baseline information, including Bureau of State and Community Corrections (BSCC) demographic data, into a RESTORE Data System. Crime and probation information are provided to the local evaluator, the Center for Evaluation and Research, LLC (CER), by Tehama County Probation. CER imports the data into the RESTORE Cohort 2 Data System. Service delivery data from providers is collected weekly by Case Coordinators and Case Managers, which they enter into the RESTORE Data System.

The RESTORE Cohort 2 Data System is a secure, comprehensive, data collection and reporting system used by RESTORE Cohort 2 Case Coordinators, Case Managers, and CER. The system is designed to provide monitoring of service implementation, to generate local and BSCC progress reports, and to analyze the impacts of the supports and activities conducted by service providers and community-based organizations. The data system provides for real-time comparison of baseline data with process and outcome data over the life of the program.

There are four RESTORE process variables for which data is collected:

1) RCC 18-week adolescent diversion program measured by quarterly analysis of participant participation and fidelity to the model,

2) PRYA 52-week adult diversion program measured by quarterly analysis of participation and fidelity to the model,

3) Mental Health and Substance Use therapy measured quarterly to analyze the frequency of services provided to participants, and

4) Support services measured quarterly to analyze the frequency and type of services provided to participants.

Procedures to help ensure the RCC and PRYA programs are being implemented with fidelity include the collection of evidence to verify that specific activities are accomplished. This is done in part by analyzing case management data for activity dates and activity descriptions. These data are analyzed quarterly at the participant level to help ensure that enrolled participants receive the proper dosage in their respective programs. A RCC Case Coordinator and a PRYA Data & Outcomes Manager oversee data collection for their programs and work collaboratively with the local evaluator to ensure data integrity and timely data collection and entry into the RESTORE Data System.

OUTCOME EVALUATION

The RESTORE Cohort 2 research design for the post-program outcome measure was originally designed to utilize a quasi-experimental model with non-equivalent group design and a reliability-corrected analysis of covariance (ANCOVA) to make adjustments to both RESTORE Cohort 2 participants and regular probation participants for baseline and end-of-project assessment results. There have been multiple factors that now preclude access to data for comparing groups in a quasi-experimental model. New rules for juvenile probationers require the Probation Department to remove offenders from probation requirements and seal their records after six months within the probation system, even if they have not completed their corrective action plans. Another new regulation that came into effect during COVID-19 now requires Probation to issue citations rather than file criminal charges, which keeps many juvenile offenders out of the probation system, and therefore no formal assessments are conducted.

RESTORE eligible participants are those with diagnosed mental health issues and substance use issues who are in the Tehama County criminal justice system. Eligibility for RCC juveniles is determined by an initial screening for suitability and with parental consent. Eligibility for PRYA adults is determined by an initial screening for suitability.

The outcome measures are quantifiable and match Proposition 47's intent to make measurable improvements in juvenile and adult recidivism, mental health issues, and substance use. The specific outcome variables, interventions, and instruments for each program are described in a table within the "Data Collection" section below.

RESTORE Cohort 2 programs and interventions are 1) the Michigan State Adolescent Diversion Program, 2) the PRYA Perspective 52-week Adult Diversion Program, 3) Cognitive Behavioral Therapy, 4) substance use treatment services, and 5) case management services that focus on housing, education, and employment.

Successful program completion is when a participant successfully accomplishes all levels of either the RCC adolescent diversion program or the PRYA adult diversion program.

The strategy for determining whether recidivism may be lower at the end of the project relative to before the project began utilizes an analysis of the process and outcome variable data for participants who successfully complete compared with those who are unsuccessful in relation to their respective rates of recidivism.

The rationale for concluding that any reduction in recidivism will be due to the RESTORE Cohort 2 project and not some other factor unrelated to the project is that the RESTORE Cohort 2 treatments and interventions are unique to the RESTORE Cohort 2 program. The RESTORE Cohort 2 recidivism rate will be compared to non-participants in Tehama County to help verify the results. RESTORE Cohort 2 defines recidivism as conviction of a new felony or misdemeanor committed within three years of release from custody or committed within three years of placement on supervision for a previous criminal conviction (PC Sec. 6046.2(d)). "Committed" refers to the date of the offense, not the date of conviction.

DATA COLLECTION

Data collection is managed by the local evaluator with collaboration from a RCC Case Coordinator and a PRYA Data & Outcomes Manager. A secure online RESTORE Data System centralizes data management across RCC and PRYA for outcome analysis and reporting. The system allows for real-time reporting used to monitor progress and compliance as well as for determining outcomes.

Data collection at participant intake includes BSCC required demographic information: Participant ID, Participant Status, Age at Intake, Gender, Probation/Parole/PRCS, Prior Arrests, and Prior Convictions. The following information is collected at both intake and program completion: Level of Education, Employment Status, and Housing Status. Support Service information is collected from participant intake through program exit or program completion: Food, Basic Necessities, Legal Services, Education Services, Employment Services, Housing Support, Social Services, Transportation Assistance, and Other Specified Services.

Some RCC data is recorded weekly in the RESTORE Data System and some RCC data is collected by the RCC Program Director and reported monthly to the local evaluator who imports it into the RESTORE Data System.

Some PRYA data is recorded weekly in the RESTORE Data System and some PRYA data is collected weekly in Empower Tehama's own case management system from which the PRYA Data & Outcomes Manager conducts quarterly exports that are sent to the local evaluator for reporting purposes.

The table below displays process evaluation data being collected, their data source(s), and the collection frequency.

Process Evaluation Data Collection

Data	Source	Frequency
RCC Advocate Activities	RCC Advocate Data Entry	Weekly
RCC Case Coordinator Contacts	RCC Case Coordinator Data Entry	Weekly
RCC Mental Health Therapy Sessions	RCC Program Director Reports	Monthly
RCC Support Services	RCC Advocate & Case Coordinator Data Entry	Weekly
PRYA Mental Health Interventions	PRYA Case managers	Weekly
PRYA Mental Health Counseling	PRYA Case managers	Weekly
PRYA Case Management	PRYA Case managers	Weekly
PRYA Support Services	PRYA Case managers	Weekly

The specific outcome variables, interventions, and instruments for each program are described below.

Outcome Evaluation Data Collection

Program	Outcome Variable	Intervention	Instrument
RCC & PRYA	Recidivism	Diversion Program Completion	Probation Records
RCC & PRYA	Mental Health	Trauma-Focused Cognitive Behavioral Therapy (TF-CBT)	Case Management Records
RCC	Mental Health	Mental Health Therapy	Teen Assessment of Functioning Inventory (TAFI)
RCC	Mental Health	18-week Diversion Program	Youth Level of Service/Case Management Inventory (YLS/CMI)
RCC & PRYA	Substance Use	Substance Use Therapy	Case Management Records
RCC	Substance Use	Substance Use Therapy	Youth Level of Service/Case Management Inventory (YLS/CMI)

RESTORE data collection has been seamless largely because of lessons learned during Cohort 1. In particular, the RCC Program Director and Case Managers worked collaboratively with the local evaluator in Cohort 1 to design and implement the online RESTORE Data System. The Cohort 1 data collection protocol was developed with consideration of the Case Manager's work flow processes as well as the needs of the local evaluator for progress monitoring and for BSCC reporting requirements. Several data collection adjustments were made during the first year of Cohort 1 implementation.

When Cohort 2 was approved by BSCC, Empower Tehama staff provided input on updates necessary for the RESTORE Data System to align with BSCC Cohort 2 reporting requirements. The collaborative relationship between program staff and the local evaluator continues to the primary reason that data collection is timely and accurate.

Evaluation Results and Discussion

PRELIMINARY DATA

Some of the RESTORE preliminary data is summarized in the "Major Findings to Date" section of this document.

RCC

There have been 10 RCC participants who successfully completed the program through June 30, 2021. More in-depth findings for them are provided below.

An analysis of pre-post Teen Assessment of Functioning Inventory (TAFI) data for the graduates showed that 9 of the 10 were assessed at the beginning of program treatment to have serious symptoms and impairment in social, occupational, or school functioning, and 1 of the 10 had major symptoms and impairment. The end of the program analysis showed that 3 of the 10 had mild impairment and 7 of the 10 had no symptoms.

An analysis of pre-post Youth Level of Service/Case Management Inventory (YLS/CMI) data for the graduates in the area of substance use as an issue at the beginning of program treatment showed that 7 of the 10 scored low, 1 of the 10 scored moderate, and 2 out of 10 scored high. The end-of-program analysis showed that 8 of the 10 scored low, 1 of the 10 scored moderate, and 1 of the 10 scored high. The 1 score of high at the beginning of the program was the same participant that scored high at the end of the program.

PRYA

There have been 4 PRYA participants who successfully completed the program through June 30, 2021. PRYA utilizes the Social Solutions Apricot case management software to store portions of its participant data, which is planned to be exported and provided to the local evaluator in the near future for analysis. The data will include pre-post mental health functioning scores as well as pre-post substance use scores for the 4 PRYA program graduates.

PARTICIPANTS

Participant status counts are provided in the "Major Findings to Date" section of this document. Demographic data of participants as of June 30, 2020 is provided below and reflect information entered into the BSCC Smartsheet form.

RCC

Age by Gender	Count
Female	**20**
13	1
14	7
15	5
16	3
17	3
18	1
Male	**67**
11	1
12	4
13	10
14	11
15	12
16	16
17	10
18	3
Total	**87**

Race/Ethnicity	Count
Asian - Other	1
Black or African American	1
Decline to State	2
Hispanic, Latino, or Spanish	33
Native Hawaiian/Pacific Islander - Native Hawaiian	2
White	48
Total	**87**

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PRYA

Age by Gender	Count
Female	**22**
18	1
19	2
20	4
21	4
22	2
23	1
24	3
25	5
Male	**34**
18	2
20	2
21	2
22	5
23	2
24	8
25	9
26	4
Total	**56**

Race/Ethnicity	Count
American Indian/Alaska Native	1
Asian - Filipino	1
Decline to State	4
Hispanic, Latino, or Spanish	15
White	32
(not indicated)	3
Total	**56**

PROGRESS TOWARDS GOALS INCLUDING REDUCING RECIDIVISM

RESTORE was making positive progress toward meeting all three project goals as of June 30, 2021.

Goal 1: The recidivism rate among offenders participating in RESTORE Cohort 2 will decrease.

- Goal 1 Progress: The March 31, 2021 BSCC Recidivism Report for data through December 31, 2020 showed a RCC and PRYA combined recidivism rate of 9% for enrolled participants. As of June 30, 2021, the recidivism rate for the 10 RCC and 4 PRYA program completers was 0%. Both the combined enrolled program status recidivism rate and the individual program graduate recidivism rates are lower than in 2019 when the rates were 43% for juveniles and 23% for adults in Tehama County at the beginning of the RESTORE program.

Goal 2: RESTORE Cohort 2 clients with diagnosable mental disorders will have higher levels of functioning and fewer anti-social behaviors.

- Goal 2 Progress: As of June 30, 2021, 90% of RCC program completers were measured to have higher levels of functioning and fewer anti-social behaviors. PYRA program completer data for functioning and anti-social behaviors were not accessible at the time of this report, but will be provided to the local evaluator in the near future for analysis.

Goal 3: RESTORE Cohort 2 clients with diagnosable substance use disorder will no longer use illegal drugs and alcohol.

- Goal 3 Progress: As of June 30, 2021, 80% of RCC program completers were measured "Low" for drug and alcohol use on the post-YLS-CMI. PYRA program completer data for substance use was not accessible at the time of this report, but will be provided to the local evaluator in the near future for analysis.

Table 2: Logic Model

Inputs	Activities	Outputs	Process Measures	Outcomes	Impact
BCSS Proposition 47 Grant Funding City of Corning In-kind Funding CBO In-kind Funding	RESTORE Cohort 2 Adolescent Diversion Program RESTORE Cohort 2 Transitional Adult Program Mental Health Services Substance Use Treatment Interagency Case Management (Housing, Education, Employment, Legal)	RESTORE Cohort 2 Program Graduates	Objective 1: By June 2020, and each year thereafter, 90% of RESTORE Cohort 2 clients will not commit a criminal offense as measured by police arrest and/or County probation records. Objective 2: By June 2020, and each year thereafter, 90% of RESTORE Cohort 2 clients completing the program will self-report higher levels of functioning and pro-social behaviors including securing stable housing, employment, or engagement in an education or job training program as measured by the Tehama County Probation Assessment and Intervention System. Objective 3: By June 2020, and each year thereafter, 90% of RESTORE Cohort 2 clients completing the program will not test positive for illegal substances or alcohol.	Goal 1: The recidivism rate among offenders participating in RESTORE Cohort 2 will decrease. Goal 2: RESTORE Cohort 2 clients with diagnosable mental disorders will have higher levels of functioning and less anti-social behaviors. Goal 3: RESTORE Cohort 2 clients with diagnosable substance use disorder will no longer use illegal drugs and alcohol.	Reduction of illegal substance use Higher levels of juvenile and transitional adult functioning behavior in the community Change the culture of incarceration of juvenile and transitional adult offenders Change and improve the lives of RESTORE Cohort 2 participants

Grantee Highlights

Highlight 1

The day the client enrolled in Project RESTORE he had a job interview at a local business. The RESTORE Case Coordinator did a follow-up the next week and was informed that the client had been hired. The Case Coordinator stayed in close contact checking in weekly and assisted the client with housing applications; however, due to his age and bad credit, he was rejected four times. The Case Coordinator assisted the client with writing a letter explaining the past decisions that had resulted in bad credit, helped set up a Credit Karma account, and taught him how to check the status. He found out that some bills were in collections processes, about which he had been unaware. The client paid the bills immediately and attached the payment receipt to his explanation letter to demonstrated he was working to improve his credit. The Case Coordinator provided a letter that explained Project RESTORE and accompanied the client to see a property manager. Two weeks later the client was accepted for housing in a newly constructed, single family home close to where he now works. He paid a deposit and was set up on a 6-month rental assistance step-down plan. Project RESTORE provided the client a new TV, some cleaning supplies, and some personal hygiene supplies. The client was recently promoted to store manager and has not needed additional supplies. Giving this client proper help at the beginning of the program put him on a path to success.

Highlight 2

The client was enrolled in Empower Tehama's Buyer-Initiated Payment (BIP) when approached about Project RESTORE. The client had spent several years in prison at a very young age and was unemployed at RESTORE enrollment. RESTORE referred the client to the Job Training Center. He has hired by a local company as a temporary employee and checks in weekly with his RESTORE Case Coordinator. He was recently offered a full-time position with the company and was recognized as Employee of the Month. The client has never before had a legitimate job and is thriving off of this opportunity. The client is currently studying to apply for a driver's license.

Highlight 3

The guardian of a 16-year-old girl has expressed several times how grateful she is for RESTORE, which has helped her niece continue in sports when she was wanting to quit.

Highlight 4

Three RESTORE youth ages 16 and 17 successfully interviewed for first time employment. RESTORE Case Coordinators transported them to job interviews, job training, and drug-screenings, and then celebrated with them when they got hired. They had a great sense of accomplishment and will remain employed when the high school year begins.

Highlight 5

The mother of a 14-year-old girl is extremely grateful for RESTORE. Her daughter never wanted to go to college and could not dream very big. Now her daughter talks about her future with a lot of hope with dreams of becoming a 911 dispatcher.

Highlight 6

A Child Protective Services worker thanked RESTORE for all the services their youth receive. She said, "You have truly been helping maintain some normalcy in the middle of chaos." The worker wanted to learn more about RESTORE and the services it provides commenting, "It is an amazing program and I cannot stop talking about it here at the office!"

Highlight 7

Empower Tehama referred an adult client male to the Job Training Center (JTC) who is unemployed due to the COVID-19 and is receiving housing assistance. He has a high school diploma and has worked more than 7 years in manufacturing and as a general laborer. He recently participated in JTC career exploration and employment planning services and began pre-apprenticeship training for general trades. He is doing well with perfect attendance and will soon graduate with multiple industry-recognized certifications and begin the job search process.

Highlight 8

River Cities Counseling referred a youth to the JTC who was eager to work during the summer and earn money for a first car. The client completed 5 online job readiness workshops, interviewed with two worksites, participated in a 2-hour in-person Soft-Skills workshop, and earned a Work Permit. He was successfully placed at both worksites to work part-time simultaneously. He successfully completed 8 weeks at one worksite and will continue at the second until the end of August.