COVID-19: MAINTAINING REENTRY SERVICES

SUPPORTING VULNERABLE POPULATIONS IN A TIME OF CRISIS

The COVID-19 pandemic is currently impacting and reshaping daily life. As we adopt social distancing practices to safeguard against the spread of the virus, it is important that we as a community continue to address the needs of individuals involved in the criminal justice population.

GEO Reentry Services recognizes that stress, uncertainty, unemployment and decreased connections to prosocial supports all can be triggers for both substance use and criminal thinking. As a long-standing dedicated partner to the California communities we serve, we’ve worked hard to implement solutions to maintain connection with the reentry populations during the COVID-19 pandemic. We stand-by committed as a service provider during these challenging times and to continue the work with our partners to support these critical services.

CONTINUITY OF COMMUNITY-BASED PROGRAMMING AND SERVICES

GEO Reentry programs continue to operate Monday through Friday, 8am to 5pm, statewide. In order to protect the populations we serve and our staff through responsible social distancing practices, we have made the following programming modifications:

Accountability and Check-ins

- **Service Modification**: Daily check-in calls have replaced in-person check-ins.
- **Public Safety Benefit**: Daily contact helps keep program participants accountable.
- **Participant Benefit**: Employees ensure participants have the necessary information and support they need.

Transportation

- **Participant Benefit**: 30-day bus passes may be available for participants traveling to work or critical services (e.g. food, medical, mental health, etc.).

Cognitive Behavioral Therapy

- **Service Modification**: GEO is leveraging one-on-one individual telephone calls, small group tele-conferences, and online-based platforms to continue to deliver treatment services. These adjustments were made in consultation with researchers and curriculum creators. We are working daily to ramp up and expand the portfolio of treatment services available on our online portal and will continue to communicate this to our participants and customers.

  - **Participant Benefit**: Participants continue to have clinical support during the stress of the pandemic.

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<thead>
<tr>
<th>Service</th>
<th>Telephone Call</th>
<th>Tele-Conference Group</th>
<th>Online Services</th>
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</thead>
<tbody>
<tr>
<td>Individual Cognitive Behavioral Therapy</td>
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<td>Moral Recondition Therapy</td>
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<td>Substance Abuse Counseling</td>
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<td>Life Skills Training</td>
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Resources

- **Participant Benefit:** Participants can receive community resource information by phone and/or electronic communication (e.g. food, education, medical, mental health, labor and workers’ rights, elderly and disabled services, etc.). In addition, GEOReentryConnect.com is our new GRS website where everyone can receive free access to national and local resources that support individual reentry needs.

Outcomes and Reporting

- **Public Safety Benefit:** GEO Reentry employees continue to provide regular reporting to our customers including incident reports, Monthly Reports on each DRC participant, and Monthly Outcomes Reports.

**COLLABORATING ON FLEXIBLE AND CREATIVE SOLUTIONS**

Our goal as a provider is to find a way to keep the therapeutic relationship with our participants in place. In collaboration with our partners, we’ve used the resources we have – telephone calls, group teleconferencing, and online portals – to customize solutions to best serve each of our programs. In addition, we are exploring ways of incorporating secure video conferencing through BI SmartLINK, a mobile phone application.

We are working hard every day for you and for those we serve. Given this vulnerable population, it is essential to keep these vital programs available, and we will continue to work to bring other innovative approaches to service delivery. We will get through this situation together.