

# Reentry Council

## City & County of San Francisco

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### Subcommittee on Direct Services

#### AGENDA

Thursday, September 13, 2018

2:30-4:30pm

25 Van Ness Avenue

Lower Level Conference

*Note: Public comment will be taken throughout the meeting.*

1. Introductions (discussion only)
2. Review the draft minutes of July 12, 2018 (discussion and action)
3. Staff Report (discussion only)
  - a. Safe Injection Sites Tour
  - b. Confirmed List of Subcommittee Members
  - c. Amended Subcommittee Rules
  - d. BOS Appointed Reentry Council Seats – Recruitment Update
  - e. Mayoral Appointed Reentry Council Seats - Recruitment Update
  - f. Retreat Dates and Topics
  - g. Reentry Council Budget
  - h. 2018 Legislation on the Governor’s Desk
  - i. Reentry Council Budget
  - j. Getting Out and Staying Out Guide updates
4. Report-backs from the five Workgroup committees:
  - a. Reentry Dinner/ Reentry Conference
  - b. Reentry Navigation
  - c. Alternative to Incarceration (programming credits)
  - d. Stop the Violence in the Tenderloin
  - e. Breadwinners/ Toastmasters
  - f. Justice Involved Homeless Transitional Age Youth Group
5. New Business
  - a. Community Forums Events
6. Member Roundtable and Agenda Items for Next Meeting (discussion only)
7. Adjournment

**Next Meeting:**  
**November 8, 2018**  
**2:30-4:30pm**  
**Public Defender’s Office**  
**555 7<sup>th</sup> Street, the 3<sup>rd</sup> Floor**

# Reentry Council

## City & County of San Francisco

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### SUBMITTING WRITTEN PUBLIC COMMENT TO THE REENTRY COUNCIL

Persons who are unable to attend the public meeting may submit to the Reentry Council, by the time the proceedings begin, written comments regarding the subject of the meeting. These comments will be made a part of the official public record, and brought to the attention of the Reentry Council. Written comments should be submitted to: Geoffrea Morris, Reentry Policy Planner, Adult Probation Department, 564 Sixth St., San Francisco, CA 94102, or via email: [reentry.council@sfgov.org](mailto:reentry.council@sfgov.org).

### MEETING MATERIALS

Copies of agendas, minutes, and explanatory documents are available through the Reentry Council's website at <http://sfreentry.com> or by calling Geoffrea Morris at (415) 241-4241 during normal business hours. The material can be Faxed or mailed to you upon request.

### ACCOMMODATIONS

To obtain a disability-related modification or accommodation, including auxiliary aids or services, to participate in the meeting, please contact Geoffrea Morris, at [reentry.council@sfgov.org](mailto:reentry.council@sfgov.org) or (415) 241-4241 at least two business days before the meeting.

### TRANSLATION

Interpreters for languages other than English are available on request. Sign language interpreters are also available on request. For either accommodation, please contact Geoffrea Morris, at [reentry.council@sfgov.org](mailto:reentry.council@sfgov.org) or (415) 241-4241 at least two business days before the meeting.

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Government's duty is to serve the public, reaching its decisions in full view of the public. Commissions, boards, councils and other agencies of the City and County exist to conduct the people's business. This ordinance assures that deliberations are conducted before the people and that City operations are open to the people's review. Copies of the Sunshine Ordinance can be obtained from the Clerk of the Sunshine Task Force, the San Francisco Public Library, and on the City's web site at: [www.sfgov.org/sunshine](http://www.sfgov.org/sunshine).

### FOR MORE INFORMATION ON YOUR RIGHTS UNDER THE SUNSHINE ORDINANCE OR TO REPORT A VIOLATION OF THE ORDINANCE, CONTACT THE SUNSHINE ORDINANCE TASK FORCE:

Administrator  
Sunshine Ordinance Task Force  
City Hall, Room 244  
1 Dr. Carlton B. Goodlett Place,  
San Francisco, CA 94102-4683.  
Telephone: (415) 554-7724  
Fax: (415) 554-5163  
E-Mail: [soft@sfgov.org](mailto:soft@sfgov.org)

### CELL PHONES

The ringing of and use of cell phones, pagers and similar sound-producing electronic devices are prohibited at this meeting. Please be advised that the Co-Chairs may order the removal from the meeting room of any person(s) responsible for the ringing or use of a cell phone, pager, or other similar sound-producing electronic devices.

### LOBBYIST ORDINANCE

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# Reentry Council

## City & County of San Francisco

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### Subcommittee on Direct Services

#### DRAFT MINUTES

Thursday, July 12, 2018

2:30-4:30pm

Office of the Public Defender

555 Seventh Street, 3<sup>rd</sup> Floor

**Members Present:** Angela Coleman, Donna Mandel representing Demarris Evans, Destiny Pletsch, Ali Riker, Freda Randolph Glen, David Wiesner, and Maggie Rivera

**Members Absent:** Jose Bernal, Kim Courtney, Andy Chu, Noah Eastman, Lt. Steve Ford, Bobby Jackson, Wyatt Lim-Tepner, Curtis Penn, Amarita King, Ali Riker; Ernest Kirkwood, Alex Weil, Majeid Crawford, Monica Wong

**Guests Present:** Jeanie Austin; Geoffrea Morris, Victoria Westbrook, Charles Adams

Minutes: The minutes could not be approved because the group did not have quorum. The minutes for May 10, 2018 were reviewed. Ali Riker requested that agency affiliations be included in the notes so members could readily identify who was represented at each meeting. There were no corrections to the minutes occurring on May 10, 2018; however there was a pronoun typo.

#### Staff Report

- a. Gang Injunctions  
Donna Mandal provided an update on Gang Injunctions. On June 13, 2018 the Board of Supervisors' Public Safety and Neighborhood Services Committee held a hearing in which the City Attorney, Public Defender, Police Department and the Public spoke on the subject of gang injunctions. There was no known conclusion on next steps.
- b. Guidelines for Work Groups  
Geoffrea Morris led the discussion on work group guidelines. Geoffrea drafted for subcommittee review a guideline sheet. The committee discussed the proposed guidelines and agreed to adopt.
- c. Getting Out and Staying Out Updates  
Destiny Pletsch gave the subcommittee an update on the next print edition of the Getting Out and Staying Out guide. The Reentry Division of the Adult Probation Department is still collecting entries before printed publication. The Reentry Division is in the preliminary stages of digitizing the resource guide.
- d. Reentry Council and Subcommittee Recruitment

# Reentry Council

## City & County of San Francisco

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Geoffrea Morris informed the subcommittee of the two vacancies on the Reentry Council, the Mayoral Appointee seat and the TAY seat. She explained the parameters around the TAY seat and encouraged anyone interested in the position to contact her for application instructions.

e. Reentry Council Budget

Geoffrea Morris shared that there is an idea proposed to create a small budget for the Reentry Council and its subcommittees. Geoffrea will provide updates to the subcommittees as they become available if the idea gains traction.

f. Meet the Mayor

Geoffrea Morris encouraged the subcommittee to reach out and talk to the new Mayor, London Breed, in the near future about the work occurring in each subcommittee.

### San Francisco Public Library's Jail and Reentry Services

Jeanie Austin, SF Library, presented to the subcommittee an idea the Public Library currently does and hopes to replicate with San Francisco's reentry populations. Jeanie shared examples of zines currently being published within in custody settings. Jeanie stated the Reentry Library services division hoped that this could be duplicated with San Francisco County's reentry population. Jeanie believes this would be a way to create community and build expression of shared experience. Jeanie stated anyone interested in partnering on the idea is encouraged to contact Jeanie.

### Workgroup Report-Backs

a. Reentry Dinner/Reentry Conference

The Reentry Conference organized by the San Francisco Archdiocese is on September 7, 2018 at St. Mary's Cathedral. Julio Escobar from the Archdiocese's Restorative Justice Ministry is seeking volunteers to assist with this event. All are welcome but registration is required for this free event.

b. Reentry Navigation

The subcommittee discussed ideas for the workgroup. Victoria Westbrook will be leading Reentry Navigation workgroup and will contact identified members of the workgroup.

c. Alternative to Incarceration (Programming Credits)

Geoffrea Morris stated Demarris Evans, although absent had completed some preliminary research on the topic. It was agreed that a representative from the Sheriff's Department should be a part of this workgroup.

d. Stop the Violence Tenderloin Event

Charles Adams from Intercept Equals Change provided an update on Stop the Violence event. A firm date for the event has not been set but organizers are aiming for September or October. Help from the subcommittee was requested.

e. Breadwinners

# Reentry Council

## City & County of San Francisco

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Ernest Kirkwood was not present to provide an update on the workgroups activities.

### Subcommittee Transition Period

a. Review Subcommittee Rules

The Direct Services Subcommittee reviewed the rules made recommendations for the full Reentry Council to adopt regarding the operations of the subcommittee.

b. 2018 Mid-Year Goals

c. Retreat Ideas and Take-Aways

Geoffrea reminded the subcommittee that there is a scheduled retreat for October. She asked the subcommittee if they had ideas for the agenda and encouraged members to come prepared with ideas to contribute. The hope is that out of the retreat a strategic plan can be created.

### Member Roundtable and Agenda Items for Next Meeting

Members discussed the changes to Human Services Agency (HSA) food stamps program. The changes include requiring recipients to participate in workforce programs unless in they were a member of an exemption category. Recipients are encouraged to contact HSA to see if the changes, which are slated to go into effect September 1<sup>st</sup>, affect them or their clients. .

Adjournment



# Subcommittee on Direct Services

## Reentry Council of the City & County of San Francisco

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### *Roster of Members*

**Amarita King (Co-Chair)**  
Deputy Probation Officer  
Adult Probation Department  
[amarita.king@sfgov.org](mailto:amarita.king@sfgov.org)

**Ernest Kirkwood (Co-Chair)**  
Member of the Reentry Community  
[kirkwoodernest@yahoo.com](mailto:kirkwoodernest@yahoo.com)

**Charles Adams**  
CEO  
Interception Equals Change  
Member of the Reentry Community  
[charlesa32966@gmail.com](mailto:charlesa32966@gmail.com)

**Jeanie Austin**  
Jail and Reentry Services Librarian  
San Francisco Public Library  
[Jeanie.austin@sfgov.org](mailto:Jeanie.austin@sfgov.org)

**Angela Coleman**  
Case Manager, Walk-In Center  
Glide  
[acoleman@glide.org](mailto:acoleman@glide.org)

**Majeid Crawford**  
Renaissance Parents of Success  
1800 Oakdale, #510  
San Francisco, CA 94124  
[majeidcrawford@gmail.com](mailto:majeidcrawford@gmail.com)

**Demarris Evans**  
Deputy Public Defender  
Office of the Public Defender  
[demarris.evans@sfgov.org](mailto:demarris.evans@sfgov.org)

**Freda Randolph Glenn**  
Operations Manager  
Department of Child Support Services  
[freda.randolph@sfgov.org](mailto:freda.randolph@sfgov.org)

**Destiny Pletsch**  
Reentry Services Coordinator  
San Francisco Adult Probation Department  
[destiny.pletsch@sfgov.org](mailto:destiny.pletsch@sfgov.org)

**Ali Riker**  
Director of Program  
SF Sheriff's Department  
[Alissa.riker@sfgov.org](mailto:Alissa.riker@sfgov.org)

**Maggie Rivera**  
Women Rising Case Manager  
Community Works West  
[mrivera@communityworkswest.org](mailto:mrivera@communityworkswest.org)

**Andres Salas**  
Reentry Services Coordinator  
San Francisco Adult Probation Department  
[Andres.salas@sfgov.org](mailto:Andres.salas@sfgov.org)

**Alex Weil**  
Citywide Forensic Team  
[alexander.weil@ucsf.edu](mailto:alexander.weil@ucsf.edu)

**Victoria Westbrook**  
Director of Programs and Operations  
Code Tenderloin  
[Victoriawestbrook1@gmail.com](mailto:Victoriawestbrook1@gmail.com)

**David Wiesner**  
Recovery International  
[david@dwassociates.us](mailto:david@dwassociates.us)

**Monica Wong**  
Acting Supervising Probation Officer  
San Francisco Adult Probation  
[Monica.wong@sfgov.org](mailto:Monica.wong@sfgov.org)

# Subcommittee on Direct Services

## Reentry Council of the City & County of San Francisco

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*For more information, contact  
Geoffrea Morris, Reentry Policy Planner, at  
geoffrea.morris@sfgov.org or  
(415) 241-4241 or visit  
<http://sfgov.org/reentry>*



1 **Reentry Council of the City and County of San Francisco**

2 **Reentry Council Subcommittees**

3  
4 **Mission**

5  
6 The mission of the Reentry Council Subcommittees (“Subcommittees”) is to assist the  
7 Reentry Council of the City & County of San Francisco (“Reentry Council”) in  
8 addressing issues related to the reentry population. The Subcommittees are comprised of  
9 previously incarcerated people, other individuals who are deeply invested in improving  
10 the criminal justice system and its treatment of the reentry population, nonprofit services  
11 providers, public servants, and advocates.

12  
13 **Meetings**

14  
15 The Subcommittees shall hold meetings as may be required for the satisfactory  
16 performance of its mission in accordance with the Bylaws of the Reentry Council as  
17 established by Chapter 5.1 of the San Francisco Administrative Code (“Bylaws”).

18  
19 The Subcommittees shall hold at least one annual retreat each year.

20  
21 Regular meetings of the Subcommittees shall be convened at dates decided by the  
22 Subcommittee members in consultation with the Reentry Council Staff.

23  
24 Special meetings shall be convened by decision of the Subcommittees.

25  
26 The Reentry Council Staff shall notify Subcommittee members and the public of the  
27 location and time of all Subcommittee meetings.

28  
29  
30 **Agenda**

1 The agenda for each regular meeting shall be prepared by the Reentry Council Staff in  
2 consultation with the Chairperson of the Subcommittees, in conformity with the Bylaws  
3 and the rules herein, and shall include:

4 (a) Any item the inclusion of which has been ordered by the Subcommittee at a  
5 previous session;

6 (b) Any item proposed by the Chairperson of the Subcommittee;

7 (c) Any item proposed by the Reentry Council;

8 (d) Any item proposed by a member of the Subcommittee.

9 The agenda for each special meeting shall consist only of those items which are proposed  
10 for consideration at that special meeting.

11

12 During a meeting, the Subcommittees may revise the agenda and may, as appropriate,  
13 defer or delete items; only urgent and important items may be added to the agenda.

14

#### 15 **Subcommittee Membership**

16 The members of the Subcommittee (“Members”) shall be appointed by the Reentry  
17 Council in accordance with the Reentry Council Ordinance and the Bylaws during the  
18 July meeting.

19

20 The term of office of the Members shall begin on the day of the appointment by the  
21 Reentry Council and expire a year from the date of appointment.

22

#### 23 **Subcommittee Chairperson**

24 Each Subcommittee shall elect from among its members one or two Chairperson(s) to  
25 represent the Subcommittee. The subcommittee chair/s must agree to a two year  
26 commitment. The voting requirement for such election shall be simple majority.

27

1 The Chairperson shall declare the opening and closing of each meeting of the  
2 Subcommittee, direct the discussion, ensure observance of these rules herein, accord the  
3 right to speak, put motions to the vote and announce decisions. The Chairperson, subject  
4 to these rules, shall have control over the proceedings of the Subcommittee and over the  
5 maintenance of order at its meetings.

6

7 The Chairperson shall confer with Reentry Council Staff on the logistics of conducting  
8 the Subcommittee meetings.

9

10 The Chairperson shall represent the Subcommittees in front of the public, the Reentry  
11 Council, the Mayor, the Board of Supervisors and other public entities or organizations.

12

13

14 The Chairperson of each Subcommittee shall serve as a liaison to the other  
15 Subcommittee(s), and shall be supported by the Reentry Council Staff in the performance  
16 as such.

17 **Attendance Requirement**

18 The subcommittee chairs shall monitor the attendance of subcommittee members. In the  
19 event that any subcommittee member misses three regularly scheduled subcommittee  
20 meetings in a twelve-month period without prior notice to the Reentry Policy Planner the  
21 subcommittee shall certify that fact in writing to the appointing authority, and the  
22 subcommittee member shall be deemed to have resigned from the Reentry Council  
23 subcommittee on the date of such certification.

24 **Voting**

25 A Subcommittee Member shall have the right to introduce a motion and the Chairperson  
26 shall put the motion to vote after receiving a second. Each Member shall have one vote.

27

28 Decisions of the Subcommittee shall be made by a simple majority of the Members  
29 present.

30

31 **Quorum**

1 The number of total members appointed in the July's meeting by the Council, then  
2 divided by two. If an odd number of members, then quorum is established by rounding to  
3 the nearest whole number.

4

5 **Communications with the Reentry Council**

6 The Subcommittees shall bring to the attention of the Reentry Council, in accordance  
7 with the Bylaws and the rules herein, communications ("Communication(s)") which are  
8 for consideration by the Reentry Council.

9

10 The Communications shall be in writing, and may include concerns, requests, questions  
11 and comments.

12

13 A Communication may begin by a motion by a Member.

14

15 Prior to submission to the Reentry Council, the Chairperson(s) of the Subcommittee that  
16 originated the Communication ("Originating Subcommittee") shall send the  
17 Communication in writing to the Chairperson(s) of the other Subcommittee(s) ("Non-  
18 originating Subcommittee(s)).

19

20 The Chairperson(s) of the Non-originating Subcommittees shall forward the  
21 Communication to their Subcommittee members to consider for endorsement.

22

23 A Communication shall be submitted to the Reentry Council if the Communication has  
24 been approved by a simple majority vote of the Originating Subcommittee and the Non-  
25 Originating Subcommittee(s) has/have had an opportunity for endorsement.

26

27 The Chairperson of the Originating Subcommittee is responsible for the submission of  
28 the Communications to the Reentry Council. The Reentry Council Staff shall assist the  
29 Chairperson in doing so. If a written response by the Reentry Council is requested by the  
30 Subcommittee, the Chairperson shall specify such a date in the Communication.

31

1 **Adoption of Rules**

2 The rules contained herein are effective if and only if they have been approved by at  
3 least two thirds of the Subcommittee Members, and subsequently passed by the Reentry  
4 Council. Changes to these rules must be made in writing and approved by the same  
5 process.

6

7 The Reentry Council Staff shall keep a log of when the rules are adopted and changed.

8

9 **Updated August 16, 2018**





## Capitol Alert

The go-to source for news on California policy and politics

CAPITOL ALERT

# Jerry Brown signs bill eliminating money bail in California

BY ALEXEI KOSEFF  
*akoseff@sacbee.com*

August 28, 2018 12:46 PM  
Updated August 29, 2018 01:20 PM

Gov. Jerry Brown on Tuesday signed sweeping legislation to eliminate cash bail in California. The change, which will take effect in October 2019, goes further than any other state in the country to remove money from pretrial detention.

“Today, California reforms its bail system so that rich and poor alike are treated fairly,” Brown said in a statement.

Under Senate Bill 10, California will replace bail with “risk assessments” of individuals and non-monetary conditions of release. Counties will establish local agencies to evaluate any individual arrested on felony charges for their likelihood of returning for court hearings and their chances of re-arrest.

A person whose risk to public safety and risk of failure to appear is determined to be “low” would be released with the least restrictive non-monetary conditions possible. “Medium-risk” individuals could be released or held depending on local standards. “High-risk” individuals would remain in custody until their arraignment, as would anyone who has committed certain sex crimes or violent felonies, is arrested for driving under the influence for the third time in less than 10 years, is already under supervision by the courts or has violated any conditions of pretrial release in the previous five years.

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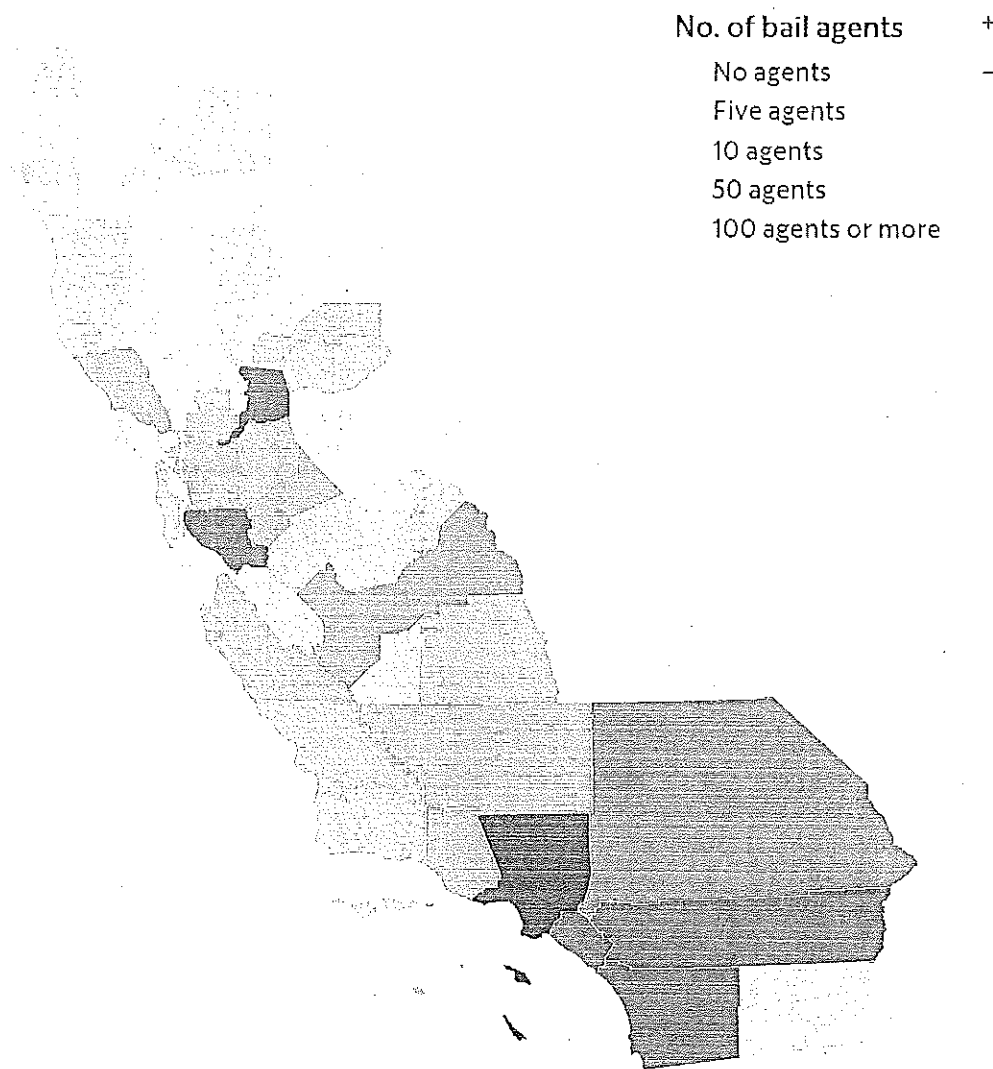
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Advocates of abolishing bail contend that too many defendants remain stuck in custody because they cannot afford to bail out, effectively creating unequal justice based on wealth. Nearly two-thirds of inmates in California jails are being held awaiting trial.

California is at the forefront of a national campaign to end money bail that has also recently seen states like New Jersey and New Mexico adopt policies to circumvent the for-profit bail industry, though none had yet eliminated bail completely.

### HOW MANY BAIL AGENTS ARE IN YOUR COUNTY?

California has 122 different bail agencies, and more than 2,200 individual bail agents licensed in its 58 counties, who stand to be affected by a new law that eliminates the system of cash bail for criminal suspects starting in 2020. Click on a county to see details.



Map denotes numbers of individual bail agents licensed in each California county through June 2019.

Map: Tim Sheehan / The Fresno Bee • Source: California Department of Insurance • Get the data

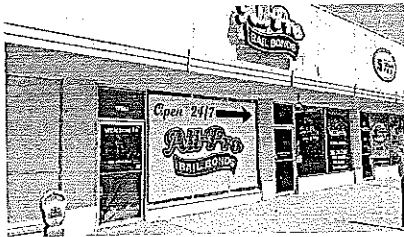
SB 10 was approved by the Legislature last week, after a nearly two-year push, with largely Democratic support. But it faced heavy opposition from the bail industry and some former supporters of the bill, who said significant amendments to the final version would unjustly expand the number of suspects in pretrial detention.

The American Civil Liberties Union of California, an original co-sponsor of the measure, and other organizations pointed to provisions giving judges greater discretion during the arraignment hearing to decide whether to release an

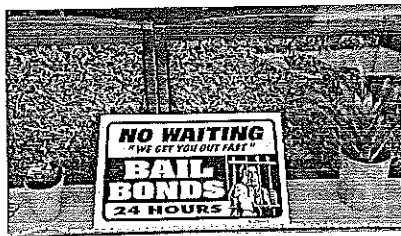
individual and on what conditions. SB 10 also introduces a process for the prosecution to file for “preventive detention,” blocking the defendant’s release pending a trial, if they believe there are no conditions that would ensure public safety or their appearance in court.

Margaret Dooley-Sammuli, a senior strategist with the ACLU’s Campaign for Smart Justice, said California’s approach was not an improvement on the old system and sent a signal to advocates across the country to move ahead cautiously. The organization is involved with bail overhaul efforts in more than 30 other states.

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Bail bondsmen ask voters to kill California law that puts them out of business



How will no cash bail work in California? Here are answers to common questions

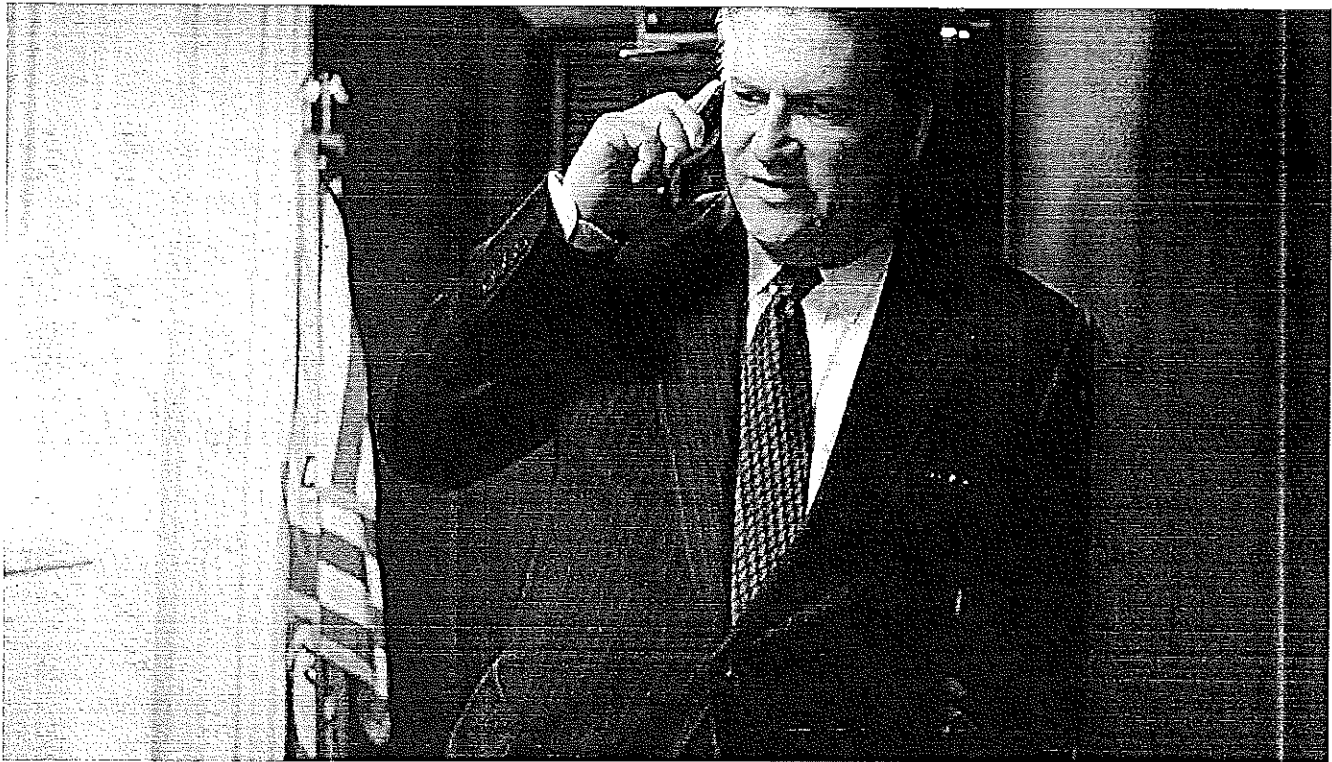


California has the bail industry on the run. Don’t give up on bail reform now, Jerry Brown



This is not the way to reform California’s bail system

This is not the bail reform California needs



VIEWPOINTS

## This is not the way to reform California's bail system

BY ERWIN CHEMERINSKY  
*Special to The Sacramento Bee*

August 20, 2018 12:00 PM

The important effort to eliminate money bail in California has reached a huge snag: The revised version of Senate Bill 10, which passed the state Assembly on Monday and the Senate on Tuesday, risks making a bad system even worse.

Although I strongly support eliminating money bail and urged passage of SB 10, the recent amendments to the bill could lead to the detention of more people, and likely will exacerbate racial injustices. Gov. Jerry Brown should veto it.

Opinion

California's current cash bail system jails tens of thousands of people each year simply because they are poor and do not have the personal wealth to post bail before trial. There also is a racially discriminatory impact: African-American men are less likely to be released on their own recognizance and their bail amounts are 35 percent higher than for white men.

Nor can it be assumed that those who are detained are guilty or dangerous. One-third of felony arrests do not result in a conviction and only 14 percent of felony convictions in California result in a prison sentence.

Erwin Chemerinsky

The need to eliminate money bail is not new. Forty years ago, then-Gov. Jerry Brown said that bail is a “tax on poor people in California. Thousands and thousands of people languish in the jails of this state even though they have been convicted of no crime. Their only crime is that they cannot make the bail that our present law requires.”

But there is a particularly urgent need for reform now because in January 2018, the California Court of Appeal declared the state's bail system unconstitutional and concluded that “legislation is desperately needed.”

SB 10, if enacted, would eliminate money bail in California and replace it with individual risk assessments. A person whose danger to public safety and flight risk is determined to be low would be released with the least restrictive conditions possible. Local standards would determine whether “medium-risk” individuals are detained or released. Judges would be required to keep “high-risk” individuals in custody until their arraignment. But as defined in SB 10, this includes anyone under supervision by the courts or who has violated any conditions of pretrial release in the previous five years.

#### READ MORE



California could lead the way on criminal justice reform.  
First the Legislature must do away with cash bail

The key problem is that the current version of SB 10 has no criteria for how risk is to be determined. The bill leaves this to each locality and ultimately gives judges total discretion to decide whether to release an individual and on what conditions. SB 10 also provides a process for prosecutors to file for “preventive detention,” blocking the defendant's release pending a trial.

Allowing pretrial detention without any criteria creates a serious risk that more, not fewer, people will be detained. Experience shows that judges often will over-predict dangerousness. If a judge releases a person who then commits a serious crime, the judge will be subjected to great criticism and perhaps even recall or defeat at the polls. But keeping a person in custody never risks such consequences for a judge.

Moreover, SB 10 creates a presumption in favor of detention – including for certain misdemeanors – which could mean that more people are subject to pretrial detention. Putting the presumption against release requires that a defendant prove a negative -- that he or she is not a flight risk or a danger to the community.

The presumption must be the opposite: A person should be released unless the prosecutor proves that the person is a flight risk or a significant danger to the community.

#### READ MORE

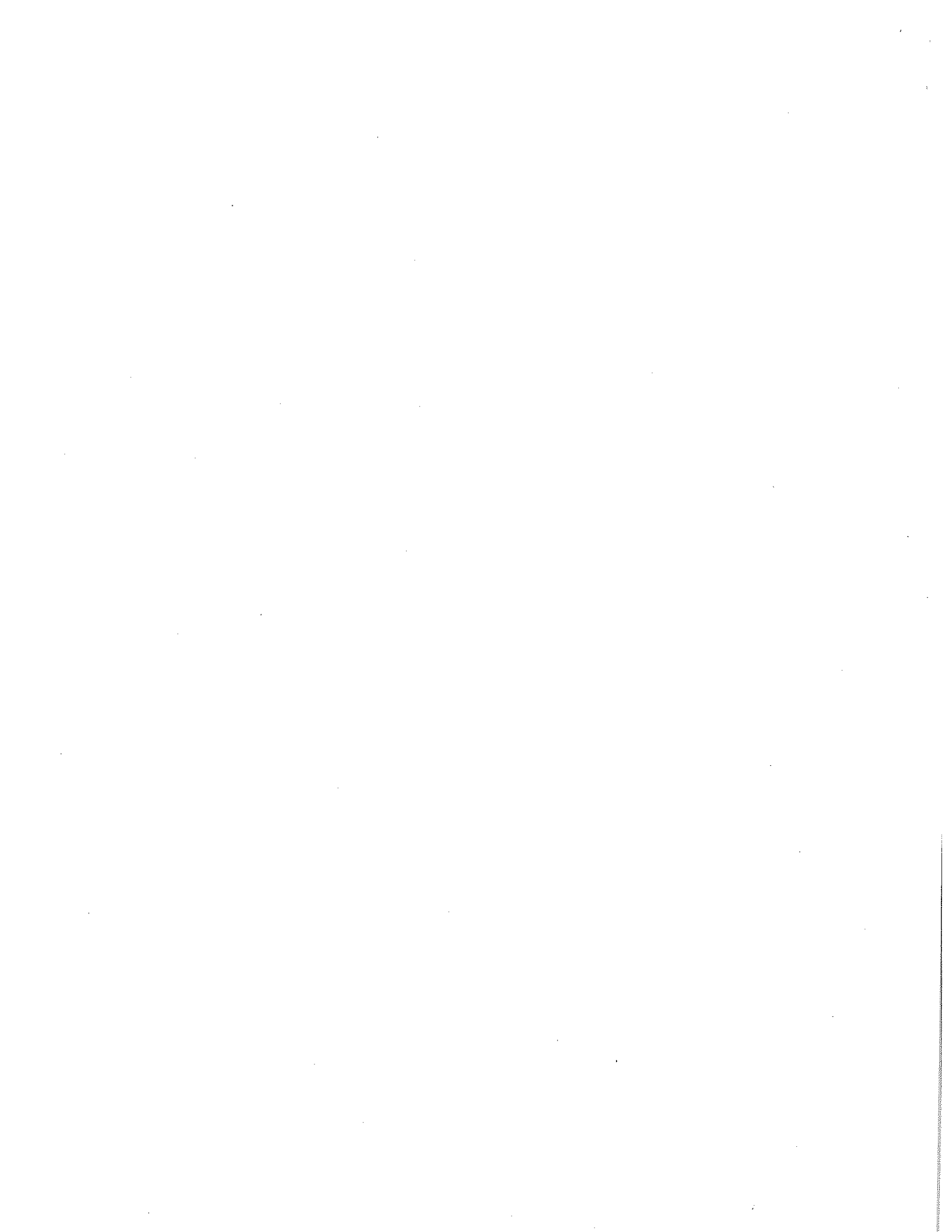


Bill to eliminate bail advances despite ACLU defection

The broad discretion given to judges in assessing risk likely will lead to racially biased decisions. Everything we know about the criminal justice system is that when there is substantial discretion, it is exercised in a racially biased manner. As President Barack Obama explained: “A large body of research finds that, for similar offenses, members of the African American and Hispanic communities are more likely to be stopped, searched, arrested, convicted, and sentenced to harsher penalties.”

The revised version of SB 10 gives judges unfettered discretion in deciding whether to keep a person in jail and has no mechanisms for monitoring the racial impact of these decisions.

Money bail should be eliminated. But not with something that could be even worse.





# BE BOLD. BE HEARD.

Are you on probation? Are you ready to motivate other women in the criminal justice system to tackle challenges, feel the beauty of success, and heal?

**"Breadwinners" is an in-custody program that teaches public speaking skills, and inspires women to make positive life decisions.**

**INVITATION:** You are specially invited to Breadwinners to speak on your own journey into and OUT OF the system. **We seek those who are honest, committed to their own success and who want to inspire others!**

Sound interesting? The Breadwinners program will reach out to schedule an orientation.



