



Parole Electronic Referral Process Statewide Rollout Plan

Presented by:

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What is the electronic referral process?

- DAPO created an electronic referral process for Parole Agents to refer their clients to AJCCs to receive workforce and educational services.
- An automated email with a PDF attachment to the email address provided by the AJCC.
- The attachment includes:
 - Individual's name and phone number,
 - Parole Agent's name, phone number, and email address,
 - Any certificates, training, or employment restrictions in the comments section

Test Runs with SELACO & SETA

- **Lessons Learned**

- Can be difficult to contact potential participants (e.g. outdated contact information, transient, etc.)
- Communication with the Parole Agent/Administrator is key
 - Some potential participants said they had full-time jobs upon referral
 - AJCC hours conflicted with participants' schedules
- Volume of the workload
 - Possible limit for the number of referrals based on Case Managers' capacity

Cont... Test runs with SELACO & SETA

• Potential Best Practices

- Establish points of contacts between 21 local Parole Administrators and the 45 Local Workforce Development Boards (LWDBs)
- Encourage Parole Agents to hold Parole Unit Meetings, or tours, at the AJCCs/LWDBs
- Inform Parole Agents about AJCC's hours and assessment schedule
- Include potential participant's employment history, certifications, education, etc. on the referral
- AJCCs/LWDBs attend Parole and Community Team (PACT) Meetings in their areas
- Parole Offices and AJCCs exchange marketing materials to display in offices

Statewide Rollout Process

- Meet and Greets to have Parole Administrators and Workforce Staff to establish primary points of contact in each area and develop the logistics of the referral process
 - Goals:
 - January-March: Meet and Greets
 - By April: Rollout local electronic referral process

For example:

- Identify the Parole Agent IIIs and the AJCCs that will need to work together as points of contact
- Or identify the LWDB's point of contact for all AJCCs

Next Steps

- **Coordinate Meet and Greets with Parole and Local Boards**
 - In January, Parole Administrators will reach out to Workforce to schedule meetings
 - Question: Should Parole Administrators reach out to Regional Organizers or LWDB Executive Directors?
- **Create general email addresses to receive referrals**
 - Issue with updating the system when there is staff turnover
 - Decide at the local level who will receive referrals – each AJCC or the LWDB?



Questions?

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