

Automated Rehabilitation Catalog and Information Discovery Demonstration
Attendee Questions and Answers
September 29, 2020

Name	Job Title	Company	What Question do you have for the ARCAID Team	Responses
Racy Ming	Principal	Racy Ming Associates LLC	I looked around the ARCAID website and have a couple of questions - are they still in the process of entering resources into their database? Seems like a lot of the pages show no results, or results that are very far away. I entered my town just to see what I could find, and a lot of the tabs said "no results found" - for example all of the child support tabs. Also, are they going to have resources on record expungement and legal aid? Seems like those would be good resources to connect people to.	Our original resources were generated with collaboration with the Division of Adult Parole Operations (DAPO) and existing Division of Rehabilitative Programs (DRP) funded programs. If a local service provider is not currently in ARCAID (Automated Rehabilitation Catalog and Information Discovery) they can be added for free through the new provider Portal.
Herb Schneider	Business Resource Specialist P2E/RESET	Tulare County Employment Connection	What is the linkage between Newly release individuals and the existing Workforce P2E programs?	There is not a direct linkage as it relates to ARCAID. Any linkage would be based on a Parole referral for these services.
Maira Durazo	Development Specialist	Riverside County Workforce Development	How has ARCAID adapted to provide services in the COVID era?	There are three ways and end-user can access ARCAID. The first is by Kiosk (Located at institutions and parole units). The two additional ways to access ARCAID include Desktop computers and smart phone or Tablet as long as the end user knows their CDCR# and Birthdate. The latter two options provide the end-user, especially in the community, with access to ARCAID without the need for travel to a physical kiosk location.

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Heather Chavez	P2E Project Coordinator	NoRTEC	What transition information are all persons given pre-release (baseline)?	<p>DRP offers a variety of programs to help with the transition process. In addition to DRP treatment and education programs, all inmates prior to release are enrolled into a Transitions class which prepares them with employment related activities (resume writing, interview techniques, etc). Other activities such as receiving a CAL-ID and initiating medical benefits are typically provided prior to release.</p> <p>The Division of Adult Parole Operations (DAPO) also offers pre-release related services. For more information on these services, go to www.cdcr.ca.gov/parole/parole-services/</p>
Ryan Youtsey	Parole Administrator	CDCR DAPO	Will the ARCAID's in the parole units have this information?	<p>Yes. The Kiosks located within the Institutions, MCRPs, and Parole Offices have access to the ARCAID system. The end user will be able to access the ARCAID if they know their CDCR# and Birthdate.</p>
Erica Johnson	Program Coordinator	Yolo County	What areas were consulted with for resources, explored the service and many local resources do not come up for folks that will access the site.	<p>Our original resources were generated with collaboration with the Division of Adult Parole Operations (DAPO) and existing DRP funded programs. If a local service provider is not currently in ARCAID they can be added for free through the new provider Portal.</p>

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Mohua Chatterjee	Employment Development Liaison	Geogroup	How can our participants get access to desktop/laptops if they are not staying with family.	Besides kiosk and desktop access, ARCAID is available via smart phone (iphone and android) or tablet. In general, most individuals on parole or probation have access to, or ownership of, a cell phone where ARCAID can be accessed.
Troy Henry	Career Services Manager	Goodwill Industries	How will we get referrals	Referral services are not made through ARCAID, however ARCAID can provide information that can be used to request services.
AMY TORRES	Operations Manager	Mother Lode Job Training	Will the system point re-entry to contact their AJCC as a first stop to success upon release?	As currently designed, ARCAID does not direct the end user to any one specific service. However, they can be referred to the respective provider through their parole agent.
Lisa Martinez	Workforce Development Analyst	Workforce Investment Board of Tulare County	How are resources updated and confirmed in the ARCAID system to ensure participants are receiving the most current resources available.	ARCAID is built with a new portal that will allow any existing provider to develop their own profile that they can update their information. DRP is currently working on a mass media outreach to inform Service Providers of the ARCAID and invite them to add/edit their information in the ARCAID Portal.
Charles West	Program Specialist II	Employer's Training Resource-County of Kern	I have 20+ yrs. experience in employment placement concerning this population . I want to share ?	Any and all vendors interested in being added to the ARCAID provider list can do so by sending email to ARCAIDSupport@cdcr.ca.gov.
Maria Guerrero	Assistant Director	Employment Connection	How to keep participants engage through out the process.	Please clarify the question.

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Tracy Zabala	career service specialist	Goodwill Southern California	Seeking resources to better serve individuals	Please clarify the question.
Kate Vacanti	Senior Program Manager	LA County Office of Diversion and Reentry	Interested in learning about how this tool works and how we could include info on ODR reentry services for people returning to LA County.	DRP has a full compliment training unit and can be contacted through email at ARCAIDSupport@cdcr.ca.gov.
Joann Sanchez	Director Of Operations	Amity Foundation	How has COVID-19 affected this project and will the contract time be extended as a result of things being on hold.	COVID-19 has not had a significant impact on the ARCAID product. There has been an impact to access to the KIOSK usage due to limited movement of end users in the institutions due to COVID. No contracts related to the ARCAID product has been impacted.
Michelle Vargas	Program Specialist	ETR	Does CAL PIA assist parolees with job search when they are released?	CDCR works with CAL PIA on a variety of initiatives. However, DRP is unfamiliar with their internal post release assistance to the parolee population. For more information you can contact PIA directly at https://www.calpia.ca.gov
Charles Turner	Program Coordinator	Alameda County workforce Development Board	What is the best way to communicate with clients remotely?	Please clarify the question
Luis Servin	Program Manager	County of Santa Barbara Workforce Development Board	Looking to learn more about ARCAID	DRP has a full compliment training unit and can be contacted through email at ARCAIDSupport@cdcr.ca.gov.

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Mariann Johnson	Deputy Director, Special Projects	San Bernardino County Workforce Development Department	How will this work with CalJOBS?	There is currently no direct interface with CALJOBS. However, DRP and the ARCAID team is interested in exploring a future interface with this data system.
Carrie Ortiz	Senior Employment and Training Tech.	Kings County Job Training Office	Who has access to Automated Rehabilitative Catalog and Information Discovery (ARCAID)	Access is available to any and all end users who are currently in an institution or active Parole or Probation (as long as the Probationer has released from a CDCR institution). They do have to have an active CDCR#. Spouses and or family are also able to access ARCAID. Select CDCR staff that work with the reentry process also have access to the ARCAID.
Valerie Thompson	Case Manager	GG One-Stop/MCS	How can we serve people who are out of prison more effectively	Please clarify the question
Estela Portillo	Intake Case Manager	MCS	Will be working with other partners to help meet the Re Entry Enrollments?	Please clarify the question
Boumediene Belhaoua		MCS-One Stop	What does it take in order to create a culture of employment readiness and retention for Incarcerated Individuals	This is a higher level question that should be answered outside of this forum.
Luz Vega-Gutierrez	Client Service Case Manager	ORange County One-Stop Center (MCS)	This there such a list of employer that hire felons or does it depend on the felony?	There is no specific felon friendly list of employers in ARCAID. However, there is a function within ARCAID that will allow Service Providers to post employment opportunities the end-user can apply for.

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Laura Sweeney		Goodwill Industries of Ventura and Santa Barbara Counties	Is there more focus to help inmates connect with their local community resources? Many of our Parolees we work with don't ever seem to know resources available to them, so I was not sure if it was voluntary or if there is more effort being made to implement education on this to all before they are released.	DRP offers a large series of rehabilitative services for those releasing to the community including but not limited to substance use disorder treatment, housing, employment and education. Referrals to DRP programs are initiated by DAPO Parole Agents. For more information on DRP programs in the community, please go to www.cdcr.ca.gov/rehabilitation/programs/after-prison-programs/ In general, most of DRP's community providers also have access to other local community resources.
Justin Jennell	Training Coordinator	Americaworks	What resources do we have to connect clients with work?	ARCAID is available as a tool to provide various employment opportunities to your clients.
Adrienne Conger	Employment Specialist	Managed Career Solutions (MCS)	If an expungement is possible, how long would the process likely take?	DRP/ARCAID team is unfamiliar with the expungement process.
Stacie Mathews	Deputy District Attorney and RESTOAR Coordinator	Riverside County District Attorney's Office	How do organizations add and/or update information in the system?	DRP created an ARCAID Portal where Service Providers can request an account to add their service. Once in the ARCAID system, the Service Provider can update their information as needed.
Linda Daniels	Employment Specialist	MCS Orange County One Stop	How often are the Job Leads up-loaded.	Current employment opportunities in ARCAID are updated in real time.
Lindsay Macon	Project Analyst/MIS Administrator	Mother Lode Job Training	What are some examples of employment assistance & supportive services that will available through ARCAID?	This will be demonstrated in the demo of the ARCAID System.

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Luanne Santos	Program Coordinator	Kern, Inyo, Mono Workforce-Employers' Training Resource	How do we add our resources in Kern County to this service to assist our participants.	This will be discussed and demonstrated in the demo of the ARCAID system.
Carrie Ortiz	Senior Employment and Training Tech.	Kings County Job Training Office	Who has access to ARCAID?	Access is available to any and all end users who are currently in an institution or active Parole or Probation (as long as the Probationer has released from a CDCR institution). They do have to have an active CDCR#. Spouses and or family are also able to access ARCAID. Select CDCR staff that work with the reentry process also have access to the ARCAID.
Heather Alexander Chavez	P2E Project Coordinator	AFWD, Inc.	What basic transition information is given to every person released from CDCR?	DRP offers a variety of programs to help with the transition process. In addition to DRP treatment and education programs, all inmates prior to release are enrolled into a Transitions class which prepares them with employment related activities (resume writing, interview techniques, etc). Other activities such as receiving a CAL-ID and initiating medical benefits are typically provided prior to release. The Division of Adult Parole Operations (DAPO) also offers pre-release related services. For more information on these services, go to www.cdcr.ca.gov/parole/parole-services/

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Cecil Argue	Inmate Programs Manager	Ventura County Sheriff's Office	Our P2E participants are being released from County jail, and linked to our Ventura Adult and Continuing Education (VACE) for post-release case management services. Will ARCAID kiosks be installed at VACE campus and/or Ventura County's Job & Career Center?	There are three mediums currently to access ARCAID. The first median is by Kiosk (Located at 13 Institutions, 3 MCRPs, and 22 Parole Offices. The two other mediums to access ARCAID would include Desktop computers and smart phone or Tablet as long as the end user knows their CDCR# and Birthdate.
Troy Henry	Manager	Goodwill Industries	how do we engage CDCR for referrals	Referral services are not made through ARCAID. We recommend working with local DAPO parole units and staff to develop linkage and service referrals.
Salvador Barajas	WorkPlace Manager	Pacific Gateway Workforce Innovation Network	How often are the resources updated in the ARCAID system?	The jobs section is in real time. ARCAID is built with a new portal that will allow any existing provider to develop their own profile that they can update at any time. DRP is currently working on a mass media outreach to inform Service Providers of the ARCAID and invite them to add/edit their information in the ARCAID Portal.

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Lisa Martinez	Workforce Development Analyst	Workforce Investment Board of Tulare County	How are resources updated and confirmed for this site? Will it be used to send referrals to agencies?	<p>ARCAID is built with a new portal that will allow any existing provider to develop their own profile that they can update at any time. DRP is currently working on a mass media outreach to inform Service Providers of the ARCAID and invite them to add/edit their information in the ARCAID Portal.</p> <p>Referral services are not made through ARCAID, however ARCAID can provide information that can be used to request services.</p>
Timothy Druihet	Administrative Analyst	Imperial County Workforce Development Board	What organizations are currently doing this work in Imperial County?	We can demonstrate what organizations in Imperial County are currently in ARCAID. Our original resources were generated with collaboration with DAPO and existing DRP funded programs. If a local service provider is not currently in ARCAID they can be added for free through the new provider Portal.
Deidra Vandiegriff			What types of training is offered while incarcerated?	Please clarify the question.