



CALIFORNIA DEPARTMENT OF CORRECTIONS AND REHABILITATION
DIVISION OF REHABILITATIVE PROGRAMS
Director's Stakeholder Advisory Group Meeting

May 1, 2014

Meeting Notes

The Division of Rehabilitative Programs Director's Stakeholder Advisory Group (DSAG) meeting convened on Thursday, May 1, 2014 at 9:30 a.m. at the Richard A. McGee Correctional Training Center, 9850 Twin Cities Road, Galt, CA 95632.

DSAG Members: Present at the meeting were **Millicent Tidwell**, Chair, Director of the Division of Rehabilitative Programs (DRP); **Rodger Meir**, Deputy Director, DRP; **Robert Storms**, Chief Clinical Program Administrator, Division of Adult Parole Operations (DAPO); **Deborah Johnson**, Parole Administrator (alternate for Maritza Rodriguez), DAPO; **Charles Pattillo**, California Prison Industry Authority; **Ken Quesada**, California Workforce Investment Board; **Douglass Sale**, California Workforce Investment Board; **London Biggs**, California State Association of Counties; **Norman Jackson**, University of California, San Diego; **Demetrius Andreas**, HealthRight 360; **Albert Senella**, California Association of Alcohol and Drug Program Executives (CAADPE); **Vanessa Nelson-Sloane**, Life Support Alliance; **Carolyn Eggleston**, California State University, San Bernardino; **Sarah Glenn-Leistikow**, Center for Employment Opportunities; **Bill Heiser**, Center for Employment Opportunities; **Sheldon Zhang**, Professor, San Diego State University; **Rev. Richard Carnell Baker**, Third Baptist Church of San Francisco; **Brett O'Brien**, Vice President, County Alcohol and Drug Program Administrators Association of California; **Shawn Jenkins**, Senior Vice President, Westcare Inc.

California Department of Corrections and Rehabilitation (CDCR) Staff: **Kevin Wortell**, Associate Director, Office of Offender Services, DRP; **Robert Downs**, Associate Director, Office of Program Accountability and Support, DRP; **Jennifer Winistorfer**, Superintendent (A), Office of Correctional Education, DRP; **Kelly Medina**, Chief (A), In Prison Programs, DRP; **Thomas Powers**, Retired Annuitant on Special Assignment, DRP; **Regina Banks**, Staff Services Manager II (SSMII), DRP; **Tina Bayles**, SSMII, DRP; **Robert Logan**, Staff Services Manager I (SSMI), DRP; **Marie Del Real**, SSMI, DRP; **Yong Lee**, SSMI, DRP; **Suzanne Medina**, Associate Governmental Program Analyst (AGPA), DRP; **Paul Bernal**, AGPA, DRP; **Marty Ellis**, AGPA, DRP;

Marivel De La Torre, AGPA, DRP; **Sherry Celio**, Special Assistant to the Director, DRP; **Sherry Christopher**, Assistant to Associate Director, DRP.

Agenda Item 1. Registration.

Agenda Item 2. Welcome and Introductions.

Director Tidwell introduced herself and opened the meeting. Ms. Tidwell asked all members and attendees to introduce themselves. Ms. Tidwell informed the group of the new and improved Division of Rehabilitative Programs (DRP) website that has many new features and encouraged everyone utilize the site and provide feedback of site. An overview of the agenda took place. Ms. Tidwell asked DSAG members to review the minutes from last meeting. Ms. Tidwell made a motion to approve previous DSAG meeting minutes as submitted; all members unanimously approved previous minutes. Ms. Tidwell went over some housekeeping items, and announced the group would break for lunch at 11:45 a.m.

Agenda Item 3. Budget Update.

Director Tidwell stated there have been several hearings to date, but no action was taken on any of the items she reported on to the Legislature. Ms. Tidwell is preparing for the May 2014 revise of the budget which is anticipated to be released on May 14, 2014. Ms. Tidwell opened up the floor to members for comments regarding the budget, there were no responses.

Agenda Item 4. Updates on DRP Programs.

Director Tidwell announced that Governor Brown issued a press release on April 29, 2014 outlining the appointments of Brantley Choate and Shannon Swain, respectively, who will join DRP and begin working on June 2, 2014.

Brantley Choate has been appointed Superintendent of Correctional Education. Mr. Choate has been the Director of Inmate Educational Programs at the Los Angeles County Sheriff's Department since 2011 and also an adjunct faculty member for the University of Phoenix since 2002.

Shannon Swain has been appointed Deputy Superintendent of Correctional Education. Ms. Swain held multiple positions for CDCR and worked for the Contra Costa County Office of Education from 1989 to 2012 in various positions including Principal, Program Manager, Project Coordinator, and Teacher. Ms. Swain was an Assistant Program Manager at Orange County Youth and Family Services from 1984 to 1989.

Director Tidwell thanked Jennifer Winistorfer and her team for the leadership she provided over the Office of Correctional Education for the past few years and commended her and her team in accomplishing many of the goals outlined in CDCR's Blueprint.

Associate Director Kevin Wortell reported that the Specialized Treatment for Optimized Programming (STOP) Intent to Award notices went out on April 29, 2014. STOP replaces the current Substance Abuse Services Coordination Agencies (SASCA) contract, which ends on June 30, 2014 and focuses on a wider array of services.

Female Offender Treatment and Employment Program (FOTEP) site visits are currently being conducted and the Intent to Award will be announced the second week of May 2014.

The release of the Invitation for Bid for the Parolee Service Centers (PSC) is forthcoming with intent to commence services on January 1, 2015. Mr. Wortell stated there will be some changes to the scope of work, and DRP is looking to expand the number of counties that host PSC's to include Sacramento, Riverside, San Bernardino, Stockton, and Shasta/Butte.

The Parolee Services Network programs will end on June 30, 2014 and the ramping down process is well under way. DRP is working with the Department of Health Care Services (DHCS) and will transition the Parole Services Network participants into SASCA, STOP, and FOTEP programs where applicable.

Mr. Wortell introduced the return of Thomas Powers to DRP as a retired annuitant. He is working closely with Robert Storms of the Division of Adult Parole Operations on Medi-Cal enrollment for parolees.

Deborah Johnson, Parole Administrator, DAPO, who is working under Maritza Rodriguez, stated that they are working to reduce female recidivism and female homelessness. They are conducting in reach efforts at the Reentry Hubs and Parole level and are also creating specialized caseloads.

Kelly Medina, Chief (A), In Prison Programs, stated that seven more Reentry Hubs are active and operational, bringing the total to 13. There were 10 interdiction contracts awarded recently. The DMV/Cal-ID program is expanding.

Jennifer Winistorfer, Superintendent (A), Office of Correctional Education, stated that they are rolling out a new English Language and Arts curriculum respectively. The Career Technical Education program has upgraded their equipment and has incorporated green technology. Trainers have been hired and new textbooks purchased. They also developed a Closed Caption Television media program to provide educational services directly to inmates that will provide GED, college prep and various other courses. The purchases were made possible through monies available from CDCR's Blueprint.

Director Tidwell announced that there will be an unveiling of the Automated Rehabilitation Catalog and Information Discovery (ARCAID) machines at DRP Headquarters on May 2, 2014. ARCAID machines make comprehensive program and resource information easily accessible to parolees to help them successfully reintegrate into their communities. Each machine is a durable kiosk featuring a user-friendly touch-screen interface, a dedicated printer, and access to a database of more than 800 community resources such as:

- Service Providers
- Substance Abuse Treatment
- Education Opportunities
- Life Skills Training
- Medical Services
- Driver License/DMV Locations
- Tax/Legal Assistance
- Social Security Offices
- Employment Opportunities
- Housing
- Sober Living Support
- Child Services
- Veteran's Affairs Offices
- Public Libraries

Director Tidwell noted the ARCAID will not be tied into the agent referral system but DRP will be able to retrieve data to assist DRP in program development. A smart phone application version may also be launched in the future.

Agenda Item 5. Sub-Committee Reports.

Incentives

The DSAG Ad-Hoc Incentives Committee was formed in January 2014 to explore placing language into future DRP contracts that would link program contract incentives for successful contract deliverables and incentives for program participants to increase successful program outcomes. Committee members Carolyn Eggleston and Bill Heiser provided a PowerPoint presentation on "Incentives in Reentry". The presentation focused on two types of incentives: participant-based and program-based. The goal of incentives is to encourage behavior and outcomes from both. The committee identified key elements for incentives to be successful which included; the right incentive for the right person/program, priority/outcome matching between provider and contractor and to incorporate incentives into the programs in a structured, meaningful way. Some of the challenges the committee noted were no budget funds, lack of guidelines, dependence on incentives, and an unintentional transfer from intrinsic to extrinsic motivation.

The next steps are to develop a plan for implementation, pilot various incentive models, determine unique options for diverse geographical areas, and to identify statewide versus local parole office plans and models.

An email will be sent out prior to the next meeting in an effort to gather interested parties and ideas regarding incentives. The committee's next presentation will be on the process and thresholds of Social Impact Bonds. It was noted that Santa Clara County has a similar program in place.

The DSAG Ad-Hoc Incentives Committee's next conference call will be held on May 21, 2014 from 1:30pm-2:30pm.

Medi-Cal

Robert Storms, Chief of Clinical Programs, DAPO, presented information on Medi-Cal information related to parolees. The current focus is to obtain the eligible parolees in the community medical program coverage. Mr. Storms talked briefly about the medical card inmates can now procure prior to being released from prison. Mr. Storms emphasized that offenders need to be educated on the process and type of services available to them. As of now 90% of CDCR's population is eligible, compared to a previously reported statistic of 18%.

Mr. Storms also stated that the web -based Tele-Psychiatry program is now operating in every parole unit statewide. Tele-Psychiatry is the application of telecommunications and computerized information technology as an alternative to face-to-face interactions between the psychiatrist and patient.

Agenda Item 6. Break.

Group members decided to work through break time.

Agenda Item 7. Employment Unit.

Regina Banks, SSMII, Office of Offender Services, DRP provided details regarding the development of the Community and Reentry Employment Services (CARES) unit.

The goal of the CARES unit will be to review, research, develop and enhance post release employment programs and services for the offender population which includes providing both inmates and parolees. The CARES unit will develop linkages, resources and standardization for employment readiness programs and job development skills.

The next steps in the development of CARES unit will be:

- Research employment efforts to include In-Prison and current community programs
- Hire qualified CARES unit staff
- Conduct information meetings
- Develop education awareness
- Training and statewide implementation

Agenda Item 8. Lunch Break:

The members broke for lunch at 11:45 a.m. with instructions to return at 1:00 p.m.

Agenda Item 9. Performance and Data Fidelity Division: An Overview of ARMS.

Tina Bayles, SSMII from the Performance, Evaluation, Data and Fidelity unit, provided a presentation of the Automated Reentry Management System (ARMS). Ms. Bayles stated the ARMS system is still in development and described ARMS as being a comprehensive data management system that will be used for securing data at the field level, standardization of business definitions and processes, system reporting, DRP/CDCR needs, provider and stakeholders needs as well as program referral and transition planning. There were nine vendors in the first round of the Request For Information, and DRP selected the four most viable for divisional needs.

The next steps will be the awarding of a contract, identifying user groups, begin development sessions, piloting and testing, and statewide implementation.

Agenda Item 10. Break.

Group members decided to work through break time.

Agenda Item 11. Descriptive Studies Update.

Dr. Sheldon Zhang, Professor at San Diego State University provided a presentation of "A Descriptive Analysis of Community-Based Programs for California Parolees". At task was to examine the deployment of community based services deemed important for reintegration within DRP contracted programs. The study will look at provider methods for gathering data, the use of COMPAS, systems used, treatment rationales and utilization patterns.

The study will also explore policy recommendations, identify areas for improvement, setting performance benchmarks, enhancing program activity measures and outcomes and providing strategies for greater consistency and accountability.

Dr. Zhang set forth the following tasks and targeted due dates:

Task 1. Analysis of organizational structure- July 30, 2014

Task 2. Analysis of major treatment services and rationales-October 30, 2014

Task 3. Analysis of service utilization-January 30, 2015

Task 4. Analysis of provider use of COMPAS-April 30, 2015

Task 5. Assessment of provider's management information systems-June 30, 2015

Task 6. Analysis of participant dropouts-October 31, 2015

Task 7. Analysis of provider collaboration-January 31, 2016

Task 8. Analysis of provider perception of state oversight-April 30, 2016

Task 9. Integration of analyses and final report-July 26, 2016

Agenda Item 12. Agenda Items for Next Meeting.

- DRP Programs Updates
- Subcommittee Updates
- CARES Update
- Social Impact Bonds
- ARMS Update

Agenda Item 13. Meeting Recap and Setting of Next Meeting Date.

Mr. Wortell recapped today's meeting, asked audience members if there were any questions or follow up requests and turned the meeting back over to Director Tidwell.

Next meeting date was tentatively set for Thursday, August 7, 2014. DRP staff will be looking into and identifying a new facility to host the next meeting as the current facility in Galt will not be available.

Agenda Item 14. Adjournment.

Meeting adjourned at 3:00 p.m.