PROBATION AND REINTEGRATION COACH APPLICATION

OFFICER DASHBOARD
USER MANUAL
TRAVIS COUNTY

Q2i, LLC.

Version 1.4
Last Updated on: 04/25/2025

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1. What is PARCA?

1.1 Overview

Welcome to the PARCA Officer User Manual. This guide provides step-by-step instructions, tips, and troubleshooting advice to ensure the successful implementation of PARCA.

PARCA is a digital health tool in the form of an officer dashboard and a client mobile phone app. PARCA is designed to be used by officers and clients as an aid for community supervision.

Officer Dashboard

Client Mobile App

PARCA helps clients on community supervision by encouraging them to set and achieve goals that are important to successful reintegration into their community. Further, PARCA provides incentives for clients for the goals such as:

- Community supervision appointment attendance
- Substance use treatment initiation and continued appointment attendance
- Mental health treatment initiation and continued appointment attendance
- Negative drug tests

1.2 Why Use PARCA?

PARCA aids officers by:

- Streamlining supervisory activities
- Lightening the administrative burden of case management
- Increasing client engagement
- Strengthening relationships with clients

1.3 What are the Key Features of the Officer Dashboard?

Supplement case management:

- Manage community supervision goals
- Manage reward redemption process
- Review client journal entries
- Message directly with clients (2-way)
- Upload case plan for client viewing

2. What are the Computer Requirements for PARCA?

PARCA is a web-based software application accessible on all modern internet-connected computers running up-to-date operating systems.

2.1 Hardware Requirements

2.1.1 Supported devices

- Desktop and laptop computers, including both Windows and macOS systems
- Smartphones (Android and Apple)

2.1.2 Recommended specifications

- Processor: Dual-core processor or higher
- RAM: 4GB or more
- Screen Resolution: A minimum resolution of 768 pixels is required

2.2 Software Requirements

Before accessing PARCA, ensure your device's software components are up to date. PARCA is designed to be compatible with standard web browsers.

2.2.1 Supported web browsers

- Google Chrome: Current Version and Current Version minus 1
- Apple Safari: Current Version and Current Version minus 1
- Microsoft Edge: Current Version and Current Version minus 1

2.2.2 Browser settings

- JavaScript: Enable JavaScript for optimal functionality

2.2.3 Internet connection

A secure and high-speed internet connection is crucial for maintaining the confidentiality and integrity of your PARCA data. Follow these guidelines to ensure a secure connection:

- Use Encrypted Connections: Whenever possible, connect to PARCA using encrypted protocols (HTTPS).
- Secure Wi-Fi Networks: Do not use public Wi-Fi networks for sensitive PARCA activities. If available, use a Virtual Private Network (VPN) for added security.

2.2.4 Operating system compatibility

PARCA only works with the following operating systems:

- Windows 10 and 11 or later
- macOS X or later

2.2.5 Unsupported environments

PARCA is not guaranteed to work optimally in the following environments:

- Outdated Web Browsers
- Unsupported operating systems

Ensure that your device meets these software requirements and be sure to follow security best practices to safeguard client data while using PARCA.

3. How do I get Started?

3.1 How Do I Activate My PARCA Officer Account?

You will receive an email invitation from the PARCA system to activate your account.

Follow these steps:

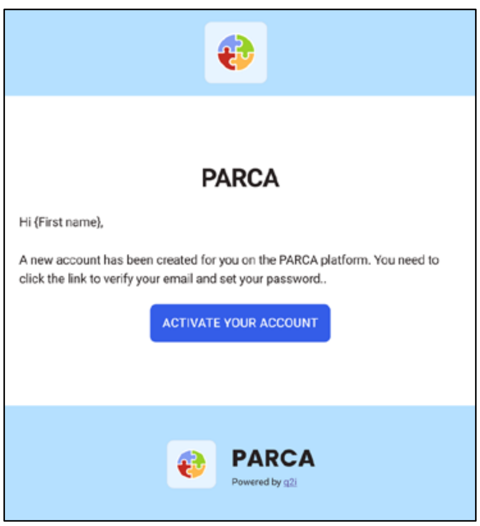
1. Check your email inbox:

   Look for the PARCA invitation email from no-reply@q2i-parca.com in your inbox (check your Junk and/or SPAM folders).

   If you can't locate this email, please email Lindsay Smith (Lsmith67@gmu.edu) so she can resend it.

2. Open the email and click the *ACTIVATE YOUR ACCOUNT* button:

   You will be redirected to the PARCA *Change your Password* page.

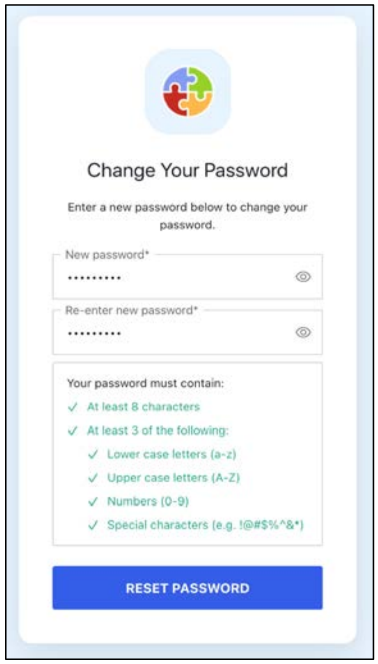


3. Create your PARCA account password:

   Your password needs to fullfil certain security conditions:

   - At least 8 characters
   - At least 3 of the following:
     - Lower case letters (a-z)
     - Upper case letters (A-Z)
     - Numbers (0-9)
     - Special characters (e.g. !@#$%^&*)

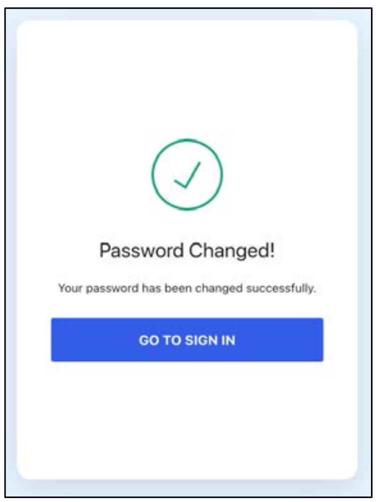
   After re-entering your password, click the *RESET PASSWORD* button.



Your PARCA account is now active, and you can proceed to *Sign in* using your work email address and your new password.

Click on the *GO TO SIGN IN* button and you will be redirected to the *Sign In* screen.

If you encounter any issues during this process, please contact the study research team (Lindsay Smith, Lsmith67@gmu.edu).



3.2 How Do I Sign In?

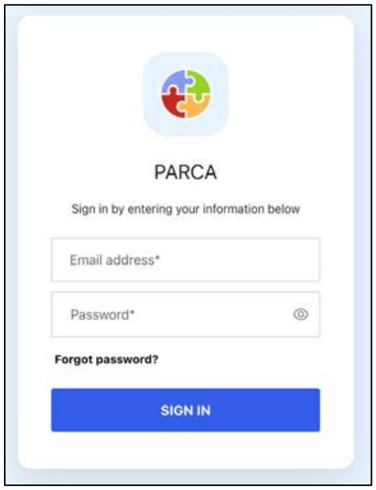
1. The PARCA *Sign in* page is located at:

   https://travis.q2i-parca.com

   Bookmark this URL in your browser for quick access.

2. Enter you work email address and PARCA account password.

3. Click the *SIGN IN* button.



4. What are PARCA Goals and Rewards?

4.1 What are the PARCA Client Community Supervision Goals?

PARCA's core feature is setting and tracking goals that are important to your client's reintegration into the community. PARCA has a list of goals from which to choose depending on the client's community supervision program (see below).

PARCA also manages the process of rewarding clients for completing steps towards achieving goals the department has chosen to incentivize. Clients can earn reward points, or PARCA Points (PPs), which can be redeemed for tangible rewards the client selects from a PARCA rewards catalog, which is also defined by the departments.

4.2 What are the Goals and Rewards in PARCA?

Goals and rewards vary depending on the community supervision program.

4.2.1 Goals and rewards: SMART Continuing Care, Substance Abuse and DWI Court

Goals

For these programs, clients can earn PPs for the following incentivized goals:

- Collaboration with Officer (10 PPs for each appointment attended)
- Substance Use Treatment Initiation (4 steps – 10 PPs per step completed)
- Substance Use Treatment Continuation (10 PPs for each appointment attended)
- Drug Test Results (10 PPs for each negative drug test)
- Mental Health Treatment Initiation (4 steps – 10 PPs per step completed)
- Mental Health Treatment Continuation (10 PPs for each appointment attended)

PARCA has additional goals (with associated pre-defined steps), which do not earn PPs but are important to your client's reintegration that you can select for them to work towards:

- Housing
- Employment
- Food
- Transportation
- Child Care
- Financial Services
- Health Care
- Education
- Harm Reduction Orientation
- Suicide Prevention

The PARCA Client Mobile App provides access to guidelines and resources in the *How to* and *Resources* features to help clients achieve their community supervision goals.

Rewards

PARCA Points (PPs) can be redeemed by clients for rewards (must be manually entered by community supervision personnel into the internal system):

- A reduction in court fines/fees
- A reduction in community service hours
- Other rewards can be added by the department as needed

4.2.2 Goals and rewards: DVAMP

Goals

For this program, clients can earn PPs for the following incentivized goals:

- Collaboration with Officer (10 PPs for each appointment attended)
- Substance Use Treatment Initiation (4 steps – 10 PPs per step completed)
- Substance Use Treatment Continuation (10 PPs for each appointment attended)
- Drug Test Results (10 PPs for each negative drug test)
- Mental Health Treatment Initiation (4 steps – 10 PPs per step completed)
- Mental Health Treatment Continuation (10 PPs for each appointment attended)
- DV Assessment with CES (10 PPs for completion)
- BIPP - Lifeworks Resolution Counseling (10 PPs for each completed step)
- BIPP - Center for Cognitive Education (10 PPs for each completed step)

PARCA has additional goals (with associated pre-defined steps), which do not earn PPs but are important to your client's reintegration that you can select for them to work towards:

- Housing
- Employment
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Rewards

PARCA Points (PPs) can be redeemed by clients for rewards (must be manually entered by community supervision personnel into the internal system):

- Reduction in court fines/fees
- Reduction in community service hours.
- Other rewards can be added by the department as needed

4.2.3 Goals and rewards: Felony Pretrial Diversion

Goals

For this program, clients can earn PPs for the following incentivized goals:

- Collaboration with Officer (10 PPs for each appointment attended)
- Substance Use Treatment Initiation (4 steps – 10 PPs per step completed)
- Substance Use Treatment Continuation (10 PPs for each appointment attended)
- Drug Test Results (10 PPs for each negative drug test)
- Mental Health Treatment Initiation (4 steps – 10 PPs per step completed)
- Mental Health Treatment Continuation (10 PPs for each appointment attended)

PARCA has additional goals (with associated pre-defined steps), which do not earn PPs but are important to your client's reintegration that you can select for them to work towards:

- Housing
- Employment
- Food
- Transportation
- Child Care
- Financial Services
- Health Care
- Education
- Harm Reduction Orientation
- Suicide Prevention

The PARCA Client Mobile App provides access to guidelines and resources in the *How to* and *Resources* features to help clients achieve their community supervision goals.

Rewards

PARCA Points (PPs) can be redeemed by clients for rewards:

- Verbal praise
- Good job card
- A round of applause
- Fishbowl - with level of incident appropriate
- Shining Star Certificate
- Individualized achievements - ex: artwork, pictures of family, writings
- Express Line in Court and released from court first
- Certificate of Drug Court Role Model
- Letter of attainment from the Judge
- Letter of Recommendation for Employment
- Other rewards can be added by the department as needed

4.2.4 Goals and rewards: Drug Diversion Court

Goals

For this program, clients can earn PPs for the following incentivized goals:

- Collaboration with case worker (1 PP for each appointment attended)
- Collaboration with treatment counselor (1 PP for each appointment attended)
- Court Appearances (1 PP for each court appearance)
- SUD Treatment Initiation (3 steps – 4 PPs in total)
- SUD Treatment Continuation (1 PP for each appointment attended)
- Weekly Drug Screen Call-ins (1 PP for each call-in)
- Weekly Drug Test Submissions (5 PPs for each submitted test)
- Self Help - Meetings/Support Groups (1 PP for each call-in)
- Self Help - Mentor/Sponsor/Coach (10 PPs for obtaining mentor/sponsor/coach)

  (1PP for each session with mentor/sponsor/coach where client is actively involved)
- Self Help - Recovery Activities (1 PP for each activity)
- Mental Health Treatment Initiation (4 steps – 5 PPs in total)
- Mental Health Treatment Continuation (1 PP for each appointment attended)
- Mental Health Treatment Compliance (5 PPs per month of compliance, including meds, for up to 6 months)
- Mental Health Support Lines/Chats (1 PP per contact with support line/chat)
- Housing (1 PP for each goal step completed)

  (5 PPs – maintain housing for 6 months)

  (10 PPs – maintain housing for 12 months)
- Employment (1 PP for each goal step completed)

  (3 PPs – hold job for 3 months)

  (6 PPs – hold job for 6 months)

  (9 PPs – hold job for 12 months)
- Food (1 PP for each goal step completed)
- Transportation (1 PP for each goal step completed)
- Child Care (1 PP for each goal step completed)

	(3 PPs – steady childcare for 3 months)
	(6 PPs – steady childcare for 6 months)
• Financial Services	(1 PP for each goal step completed)
	(1 PP – stay within budget for 1 month)
	(2 PPs – stay within budget for 3 months)
	(4 PPs – stay within budget for 6 months)
• Health Care	(1 PP for each goal step completed)
• Education	(1 PP for each goal step completed)
	(3 PPs – attend program for 3 months)
	(6 PPs – attend program for 6 months)
	(20 PPs – complete program)
• Harm Reduction Orientation	(1 PP for each goal step completed)
• Suicide Prevention	(1 PP for each goal step completed)
	(5 PPs – reach out for assistance)
	(3 PPs – fill out safety plan)

The PARCA Client Mobile App provides access to guidelines and resources in the *How to* and *Resources* features to help clients achieve their community supervision goals.

Rewards

PARCA Points (PPs) can be redeemed by clients for rewards:

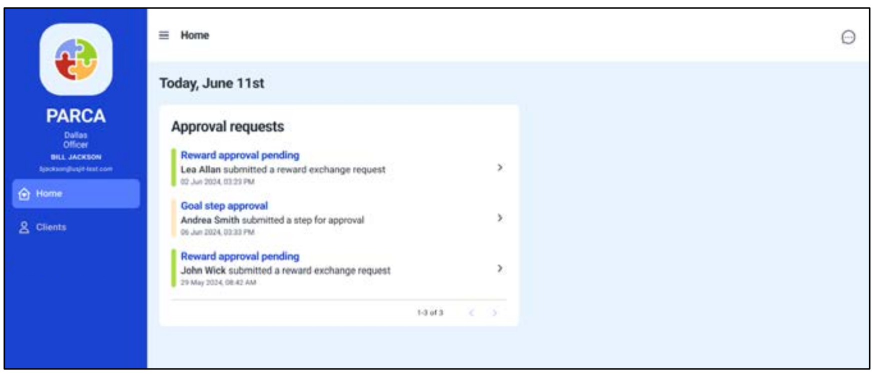
- Verbal praise
- Good job card
- A round of applause
- Fishbowl - with level of incident appropriate
- Shining Star Certificate
- Individualized achievements - ex: artwork, pictures of family, writings
- Express Line in Court and released from court first
- Certificate of Drug Court Role Model
- Letter of attainment from the Judge
- Letter of Recommendation for Employment
- Other rewards can be added by the department as needed

5. What Features does PARCA have?

5.1 What Is on the Officer Dashboard *Home* Page?

On your PARCA *Home* page, you will see:

- Side menu to navigate to the *Home, Clients* and *Help & Support* pages.
- Client Approval requests:
  - Pending client approval requests for goal step completions
  - Pending client approval requests for reward redemptions

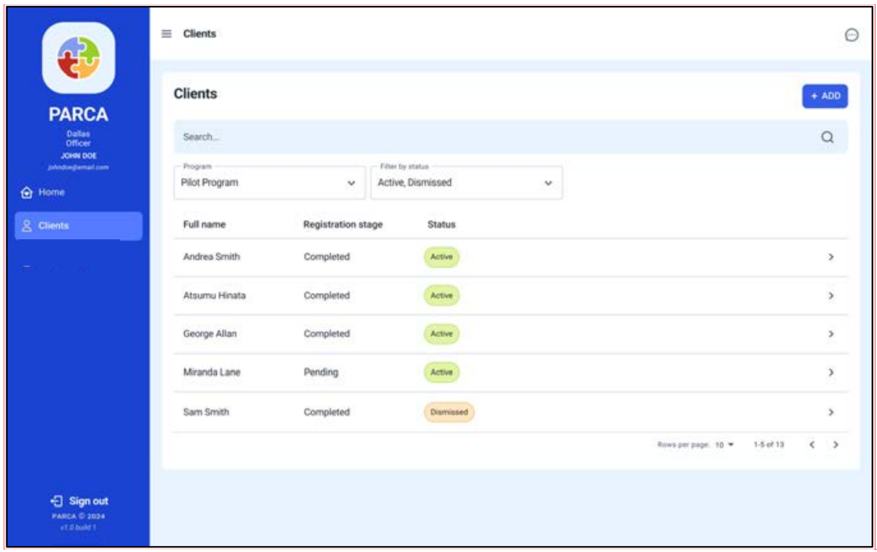


Clicking on a listed Approval request will take you directly to the details of that Approval request, where you approve or reject the client's request.

5.2 What is the *Clients* Page?

You can view your client list by selecting *Clients* in the left menu bar.

Your client list will be populated by the research team.



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5.2.1 What is on the *Clients* page?

Officers can view each client's:

- Full name
- Registration stage refers to the PARCA registration status of the client:
  - *Pending*: The client has been sent a PARCA invitation to activate their account but has not activated it.
  - *Completed*: The client has activated their PARCA account.
- Status refers to the *Program* (study) status of the client:
  - *Active*: The client has been entered into the *Program* (but may not have activated their account).
  - *Dismissed*: The client is no longer participating in the *Program*.

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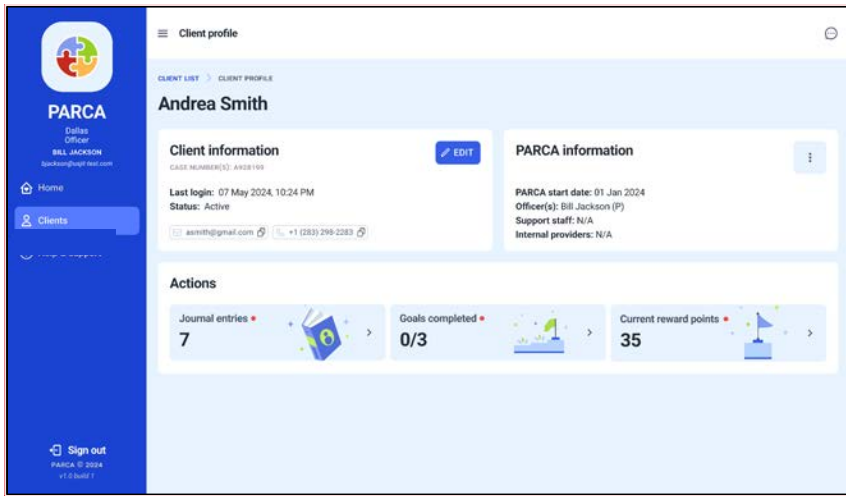
Clicking any row for a client will take you directly to their *Client profile* page, which contains detailed study data for the client.



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5.2.2 What is on the *Client profile* page?

Officers can view individual client data:

- Client information (e.g., last login date/time, program status)
- PARCA information (e.g., staff overseeing the client, start date)
- Journal entries *(red dot means there is a pending journal entry to review)*
- Goals completed *(red dot means there is a pending goal step completion request)*
- Current reward points *(red dot means there is a pending reward redemption request)*

Clicking on *Journal Entries, Goals completed,* or *Current reward points* will take you directly to the detailed client data for these sections.

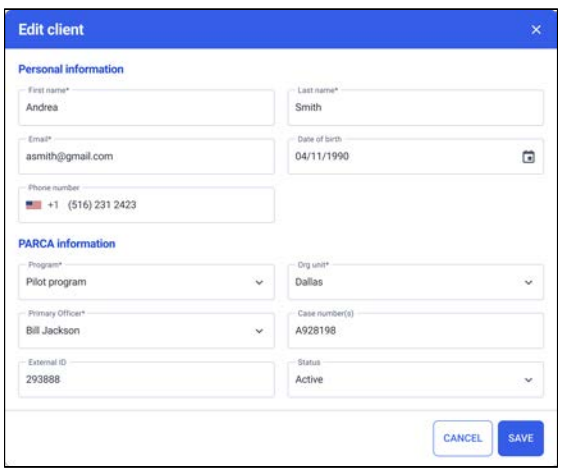
5.2.3 How do I edit a client's profile?

Once a client profile has been created by a member of the research team, you can easily update or modify their details as needed.

<u>Client information</u>:

Follow these steps to edit a client's profile:

1. Click the *EDIT* button in the *Client information* box to bring up the *Edit client* screen.



2. The following fields can be edited (only those fields with an * require data):
   - *Full name*:* Correct or update the client's first and/or last name.
   - *Birth date:* Add or modify their birth date.
   - *Phone Number:* Add or modify their phone number.
   - *Program*:* Ensure program is correct; choose from the drop-down menu.
   - *Org unit*:* Ensure organizational unit is correct; choose from the drop-down menu.
   - *Primary Officer*:* Update client's primary officer; choose from the drop-down menu.
   - *Case Number:* Input the client's **State ID number**.
   - *External ID:* Do not use this field.

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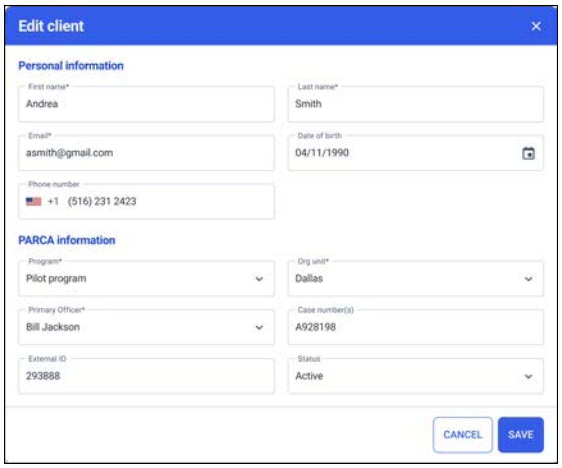
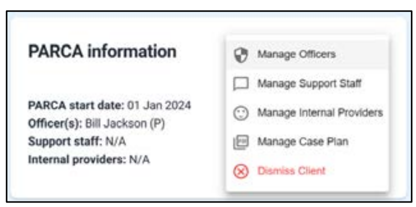
3. Make changes as needed:
   - Double-check the entered details before saving to avoid errors.
   - Regularly update client information to maintain accurate records.

4. Click the *SAVE* button to update the client's profile. Or click on *CANCEL* to cancel the update.



<u>PARCA information</u>:

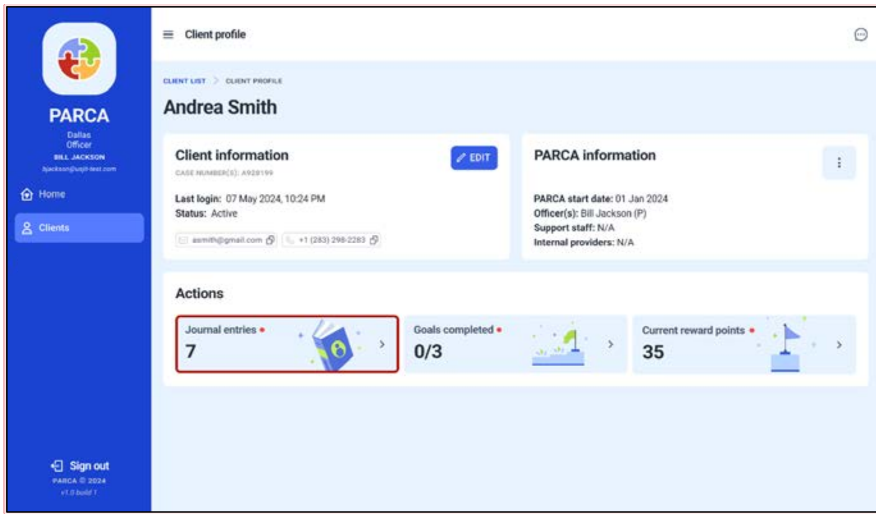


By clicking on the 3-dot icon in the client's *PARCA information* section on the *Client profile* page*, you can*:

- *Manage Officers:* Add additional officers who are authorized to manage the client (e.g. in case the primary officer is out long term).
- *Manage Case Plan:* Upload a PDF version of client's case plan so they can view it in the PARCA mobile app.
- *Dismiss Client:* Dismiss a client from participating in the PARCA program (e.g., rearrested, reconvicted, sent back to jail, probation revoked, etc.). Clients will still be able to redeem any PPs they have earned up to the date of dismissal.
- *Manage Support Staff* and *Manage Internal Providers:* These features are disabled.

5.2.4 How can I view client journal entries?

From the *Client profile* page, you can access the client's journal entries.



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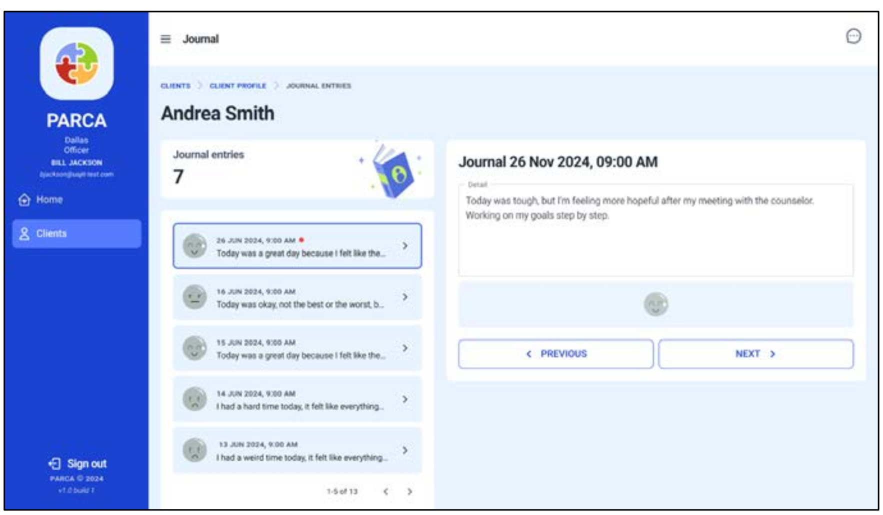
These journal entries allow you to review information about your client's mental wellbeing. Each journal entry also includes a mood indicator (smiling, straight-faced and frowning emojis), which provides insight into how the client was feeling at the time of submission.

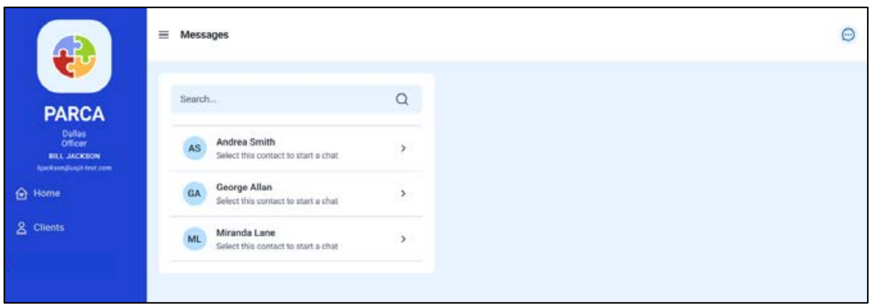


5.2.5 Where can I exchange messages with clients?

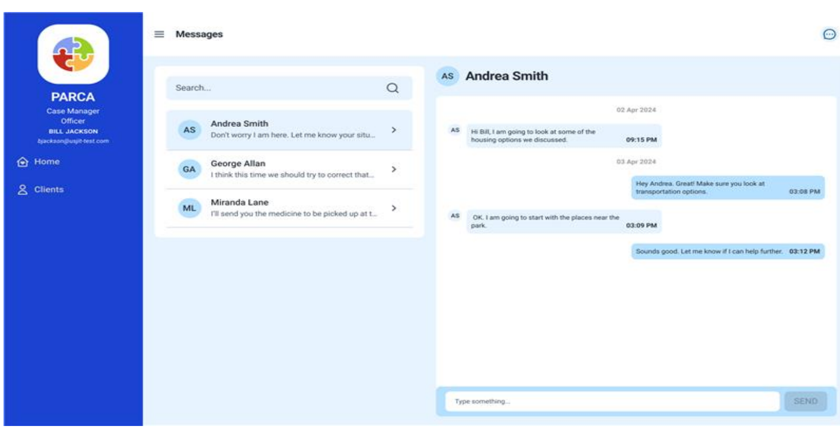
You can easily access the *Chat* feature from any page within the PARCA app. Simply click the *chat icon* ( ) located in the upper-right corner of the page. This will open the *Messages* page, where you can exchange messages with your clients.

In the Messages section:

1. Locate a client conversation
    - Scroll through the list of conversations, or
    - Use the *search box* at the top to quickly find a specific client by name.



2. View a client conversation
    - After selecting the desired client profile, all interactions with that client will be displayed on the right-hand side of the screen.
    - This view allows you to:
        - exchange messages with clients, and
        - review a client’s full conversation history in one place.



5.3 How are Client Community Supervision Goals Managed?

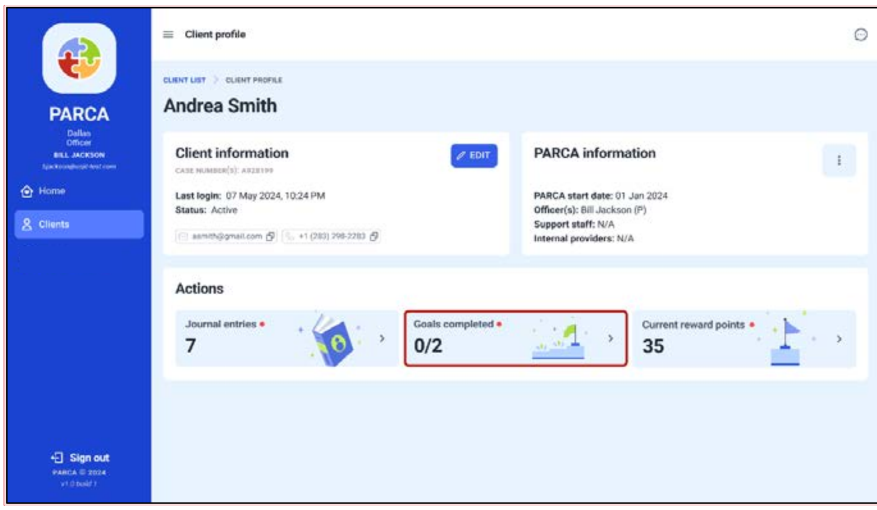
Officers should collaborate with clients to select their community supervision goals. Clients should be encouraged to work on three goals at a time.

Each goal is broken down into steps to make the goal easier for a client to achieve. PARCA tracks progress on each goal by tracking the completion of the individual steps.

The PARCA Client Mobile App provides access to guidelines and resources in the *How to* and *Resources* features to help clients achieve their community supervision goals.

5.3.1 How do I review client goals?

On the *Client profile* page, click on the client's *Goals completed* button to select and track their community supervision goals.



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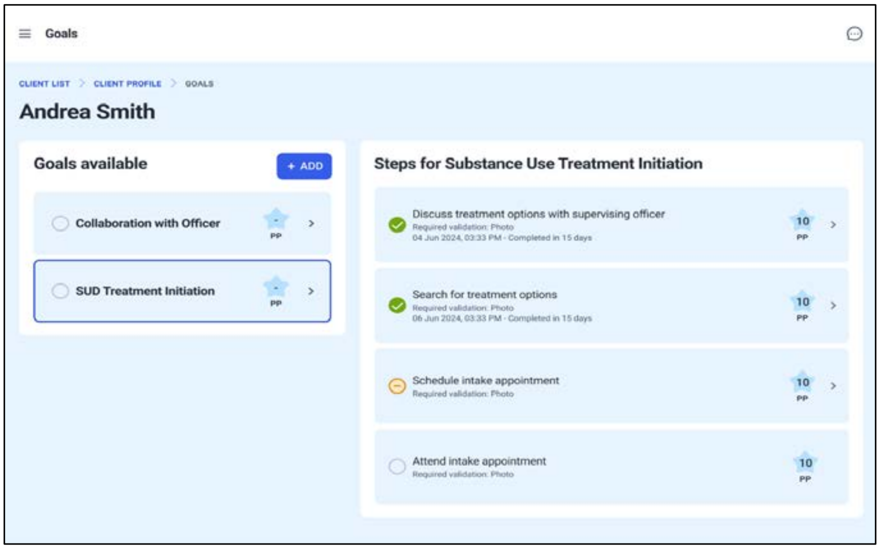
This will take you to their *Goals* page.



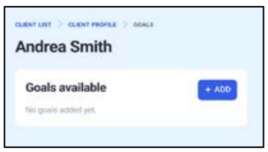
From their *Goals* page, officers can view:

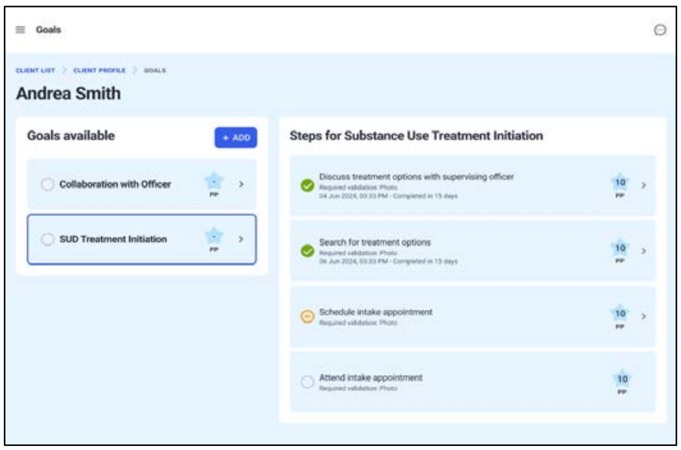
- On the left side, a list of client goals that they are working on or have completed.
- On the right side, a list of steps that need to be completed for the highlighted goal.
- Whether the step has been completed (e.g., 2/4 steps have been completed, and the 3rd step is pending approval).
- Amount of PPs that can be earned for each step is listed inside the blue star (will be a "-" or zero for unincentivized goals).

5.3.2 How do I add client goals?

Officers, not clients, are able to add client goals in PARCA. Officers should work in collaboration with their clients to choose their community supervision goals by asking clients what they want to achieve in the coming months.

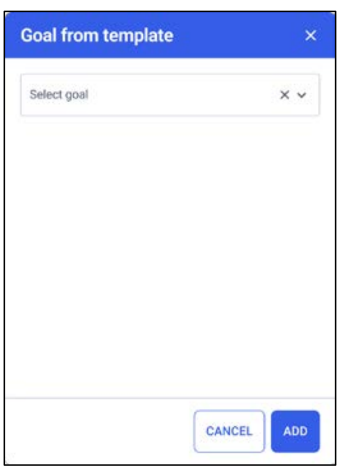
To add a client goal, click on the *+ ADD* button (you will see the screenshot on the left when you enter a client's 1st goal):

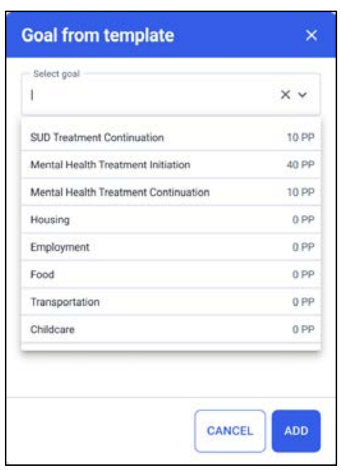




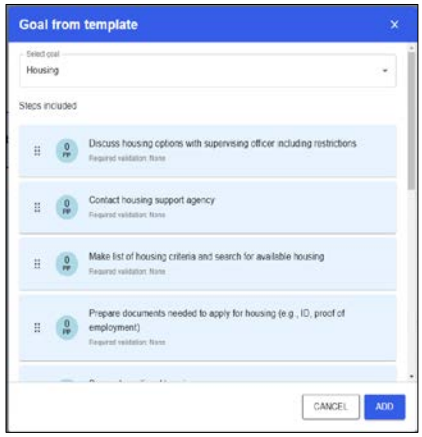
Clicking on the *+ ADD* button takes you to the *Goals from template* page.

Select a goal from the drop-down menu.





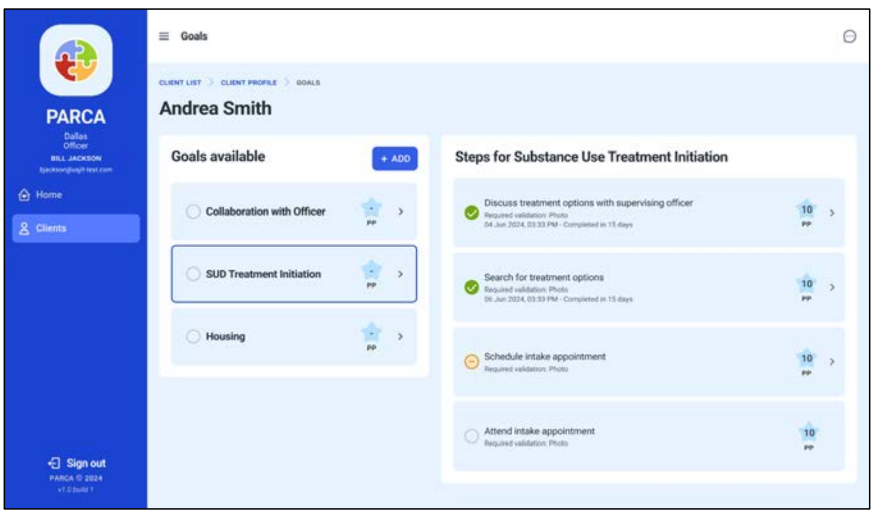
If you make an incorrect selection from the drop-down menu, you can cancel the action and start over. Click on the “X” on the upper right corner of the *Select goal* box, this will clear the drop-down selection allowing you to select another goal.



Once the correct goal is selected, click the *ADD* button to assign the goal to the client.

NOTE: You will not be able to remove a goal after it has been assigned to a client. If you need to remove a goal after it has been assigned, please contact the research team.

Clicking the *ADD* button takes you back to the client’s *Goals* page.

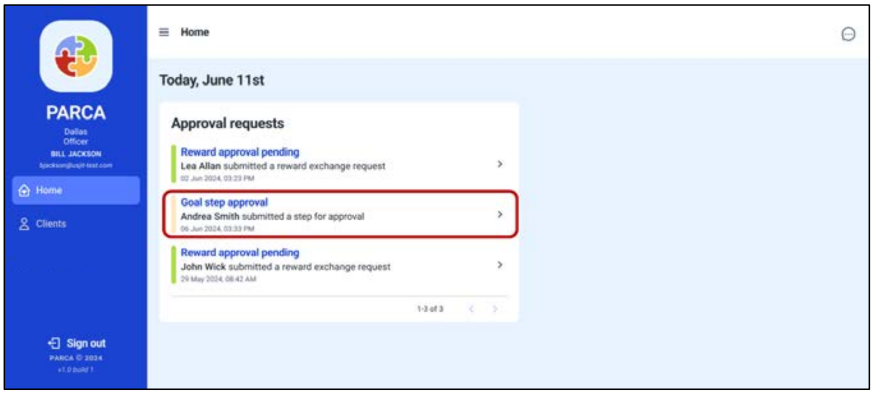


Remember, goals can only be added by an officer. You are encouraged to work with your clients to select goals that are important to them and consistent with their case plan.

5.3.3 How do I review and approve goal step completion requests?

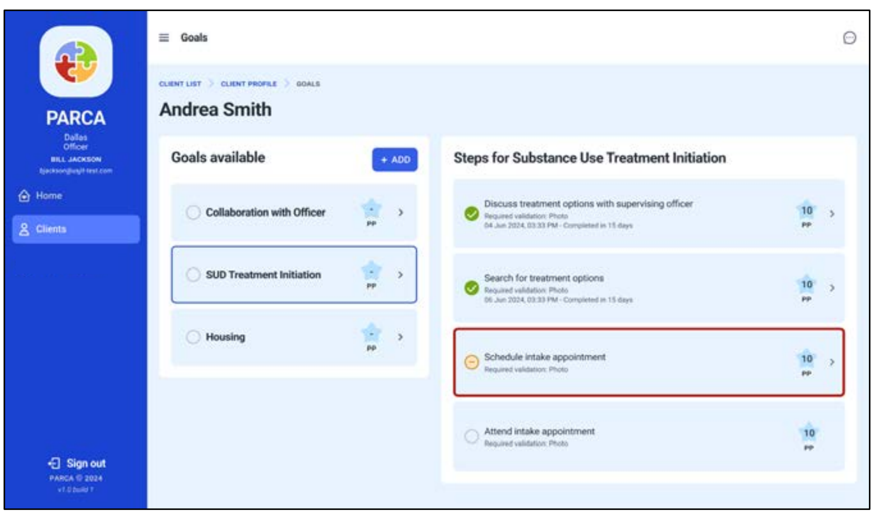
Using the PARCA mobile app, clients will indicate they have completed a step and submit any supporting evidence to confirm completion (if evidence is required).

You will be notified on your PARCA *Home* page that a step completion review is pending.



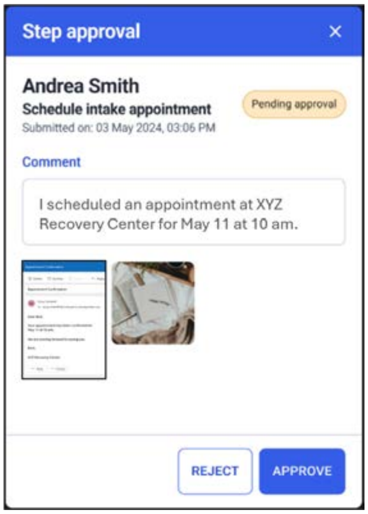
Click on the pending *Goal step approval* request from the *Approval requests* list. This will take you to directly to the goal step completion review step.

You can also access the goal step approval request from the client's *Goals* page.



Select the goal of interest. Click on the goal step that is pending review (orange dot with a dash).

A popup window will appear displaying the supporting evidence of step completion that was submitted by the client (NOTE: not all steps require supporting evidence).



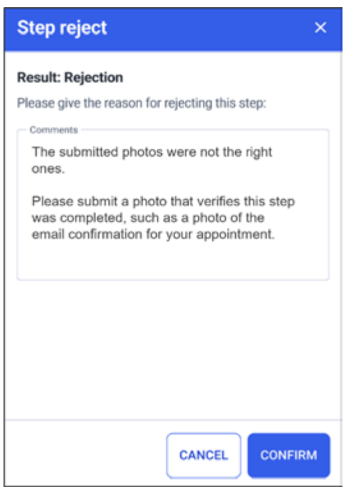
Review the goal step approval request and any supporting evidence (if required), and approve or reject the goal step completion request.

<u>Approve goal step completion:</u>

- Click on the *APPROVE* button.
- A confirmation message will appear. Click on *Accept*.
- The client will be notified through the PARCA mobile app that their request was approved, and any associated PPs will be added to their available PP balance.

Reject goal step completion:

- Click on the *REJECT* button.
- A confirmation popup window will appear. Enter the reason for rejection and click on *CONFIRM*.
- The client will be notified through the PARCA mobile app that their request was rejected, including the reason it was rejected.
- The client will then need to correct the issue and resubmit the goal step for approval once they have done so.



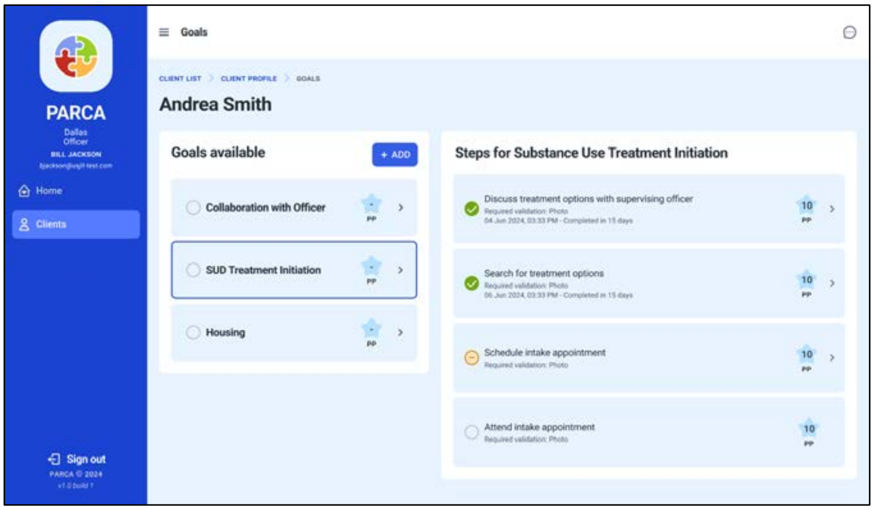
5.3.4 How do I track goal completion?

Goals will be completed automatically once all the steps within a goal have been approved by the officer. Once a goal is completed, you should contact the client to set a new goal.

5.4 How do I Manage Client Rewards?

5.4.1 What is the process for approving client rewards?

Clients earn PPs for completing steps towards achieving the incentivized community supervision goals. The amount of PPs they can earn is listed in the star icon for the goal step.



PPs can be redeemed by the client through the PARCA mobile app.

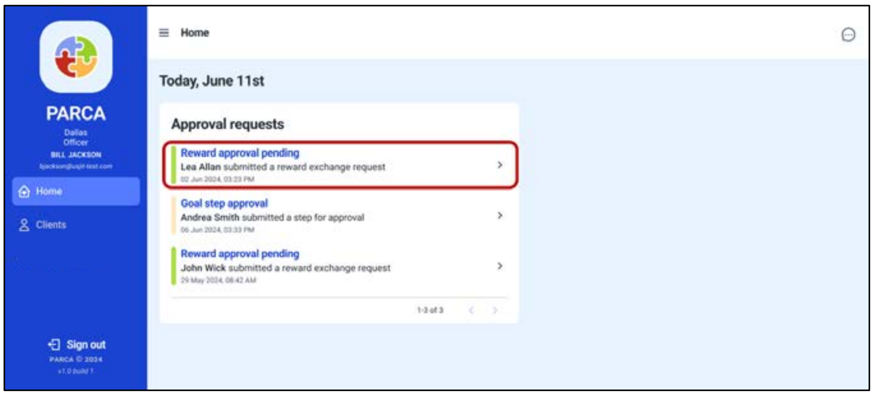
Clients must submit PP redemption requests to their officer for approval through the PARCA mobile app. All PP redemptions must be approved by the officer before the client can receive their reward.

Please note that client reward redemption requests should only be rejected if their request cannot be fulfilled for some reason, such as:

- Their redemption request exceeds the current balance of their community service hours.
- Drug court clients: their redemption request exceeds the current balance of their court fees/fines.

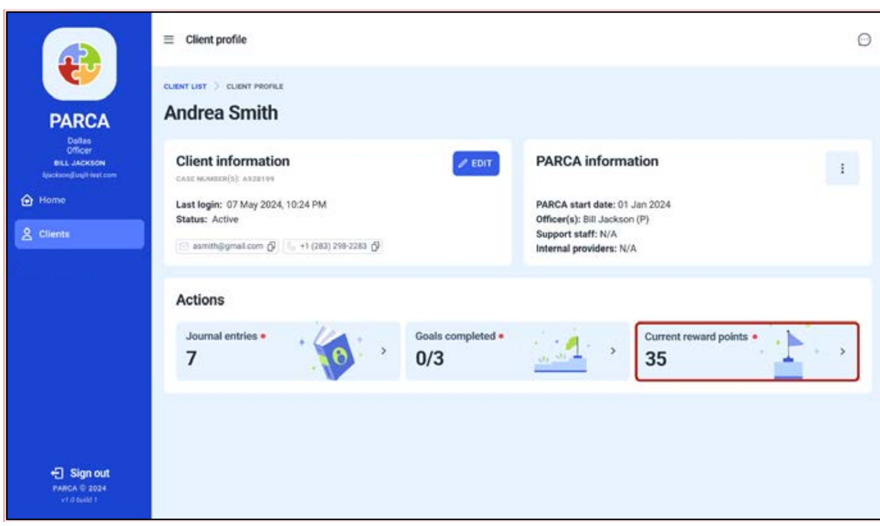
NOTE: PARCA does not actually deliver rewards to clients. This must be done by manually entering the rewards into the department's internal system. The research team will provide a report to aid in this process.

You will receive a *Reward approval pending* notification on your PARCA *Home* page that a client's reward redemption review is pending.

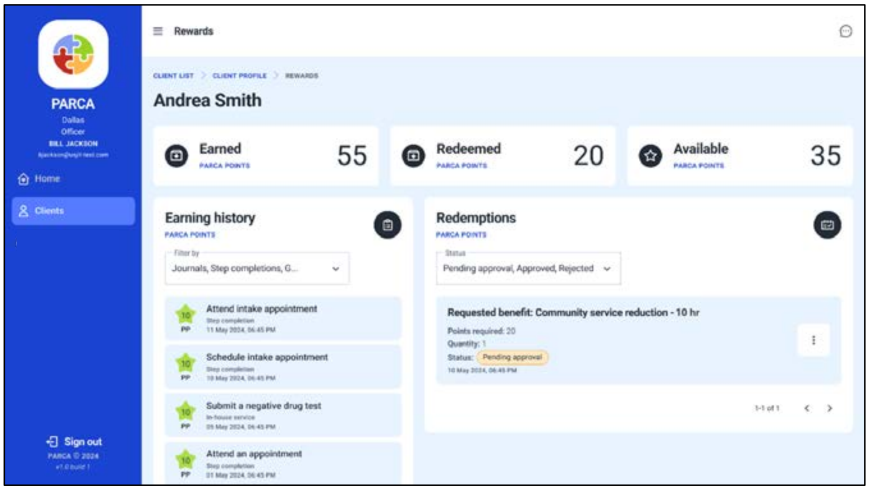


Click on the *Reward approval pending* request from the *Approval requests* list. This will take you directly to the reward redemption review step.

You can also access the reward redemption approval request from the client's *Rewards* page. Go to the client's *Rewards* page from their *Client profile* page by clicking on the *Current reward points* button.



Commented [DC7]: Update image: Client information should say Program Status.



From the *Rewards* page, officers can view the client's:

- Total number of PPs earned
- Total number of PPs redeemed
- Total number of PPs available for redemption
- PPs *Earning history*
- Detailed *Redemptions* history, including the status of the client's redemption approval requests (Approved, Rejected, or Pending)

<u>Pending redemption requests:</u>

Officers need to respond to pending requests as quickly as possible to get the maximum benefit of the incentive to encourage behavioral change.

<u>Approved redemption requests:</u>

The client will be given the reward in exchange for their PPs. The associated PPs are deducted from the client's available PP balance.

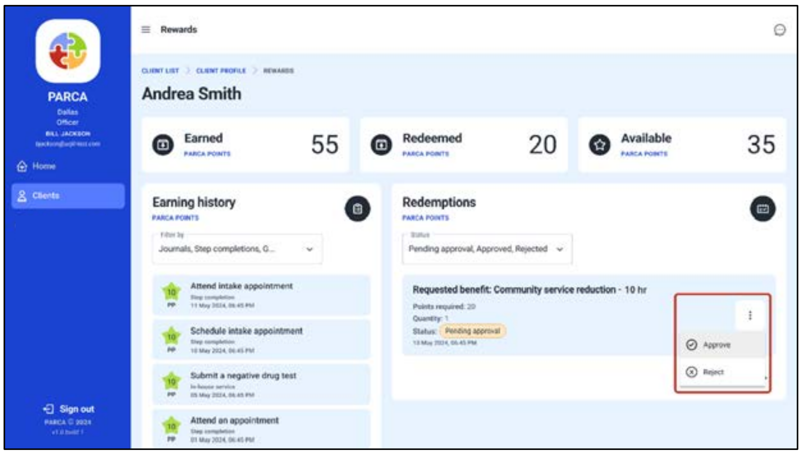
<u>Rejected redemption requests:</u>

You should only reject a redemption request if the requested reward is not available.

The client will not be given the reward in exchange for their PPs. The associated PPs are not deducted from the client's available PP balance.

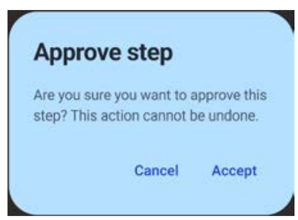
5.4.2 How do I review pending client redemption requests?

Click on the *three*-dot icon on the right side of the Requested incentive showing the *Pending approval* status.



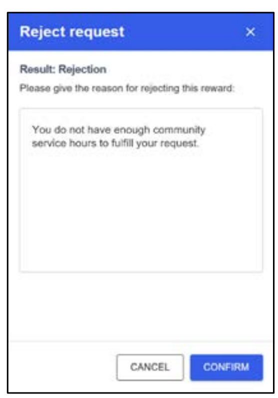
<u>Approve reward redemption:</u>

- Click the *Approve* button.
- A confirmation popup window will appear. Click *Accept*.
- The client will be notified through the PARCA mobile app that their request was approved and that they will receive their reward.
- The associated PPs will be deducted from the client's available PP balance.



<u>Reject reward redemption:</u>

- You should only reject a redemption request if the requested reward is not available.
- Click the *Reject* button above.
- A confirmation popup window will appear. Enter the reason for rejection and click on *Confirm*.
- The client will be notified through the PARCA mobile app that their request was rejected, including why it was rejected, and that they will not receive their reward. You should discuss this further with the client.
- The associated PPs would not be deducted from the client's available PP balance.



5.5 Where Can I Find the Officer Dashboard User Manual?

The Officer Dashboard User Manual can be found at the PARCA Help and Support website: https://q2i.com/parca/help/.

6 What are the Troubleshooting Tips?

Password resets:

- To reset your PARCA password, use the *Forgot Password* option on the *Sign-In* page to request an email link to reset your password.
- You will then enter your account's associated email address so you can reset your password. If an account exists under the provided email address, a reset link will be sent to the email address with further instructions.
- Email will come from no-reply@q2i-parca.com (check your junk and SPAM folders).

Remove or Edit a goal:

- For any incorrectly entered goals, please get in touch with your assigned Q2i PARCA administrator (support@q2i-parca.com), they will be able to remove and modify any entries.

Page not loading:

- Confirm that you have an internet connection by attempting to access a different site; if the other site does not load either, most likely, you will have to contact your network administrator.
- Cookies and cache can become corrupted in any browser, especially if you access multiple pages on a daily basis. Clearing cookies and cache and relaunching the browser often helps.
- Wrong URL entered; this is a common error that can be avoided by saving the PARCA URL in your favorites https://travis.q2i-parca.com/.

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7 What are the Legal Terms of Use for PARCA?

7.1 Terms of Use

For a full and complete list of Q2I's Terms of Use, please visit the Q2I webpage found here: https://q2i.com/privacy-policy/

7.2 Privacy Policy

For Q2I's Privacy Policy, please visit the Q2I webpage found here: https://q2i.com/privacy-policy/