

# Wake County Inmate Employment & Education Initiative

WCIEEI

# Background

- ▶ 2 year pilot funded by Wake County
- ▶ Client management awarded to Eckerd Connects, a nation-wide non-profit with 50+ years of experience
- ▶ First cohort started in March 2018
- ▶ Key partners include Wake County Sherriff's Office Department of Detention, Capital Area Workforce Board, Wake Technical Community College, and Community Success Initiative

# Partners

- ▶ Eckerd provides program management, career and education advising, and client tracking
- ▶ WTCC provides High School Equivalency and technical training: customer service, ServeSafe, Microsoft Office
- ▶ Wake County Sheriff's Office Department of Detention manages the service provider contract and coordinates all Detention Center activities
- ▶ Community Success Initiative provides leadership training and mentoring in the Detention Center and mentoring and reentry assistance upon exit
- ▶ Capital Area Workforce Board provides follow-up support at the NCWorks Career Center, manages CSI contract, and provides general program support and oversight



# Reentry process flowchart

## Intake

- Needs identified
- Initial goals
- Test for Adult Basic Education



## Case Management

- Reentry plan
- Goals developed
- Classes assigned
- GED and occupational classes
- Mentoring in leadership and life skills
- Coordination with post-release supports



## Release

- Reentry plan completed
- Link to NCWorks Career Center for training, work experience, and employment
- Link to Wake County Human Services, housing, MH/SA, Wake Tech, and other necessary supports
- Ongoing mentoring and support

# Projected Outcomes

Metric	Baseline	Expected Outcome	Expected Number	Actual Outcome
Enrollment= number of participants enrolled	120	100%	120	134
Participation= ongoing participants, pre-release	120	90%	108	94
Pre-release Mentoring= create mentoring relationship focuses on life skills development	120	100%	120	94
Post-Release Enrollment= number who complete a NCWorks Online profile	120	80%	96	24
Post-release Mentoring= continue mentoring relationship focused on life skills	120	80%	96	49
Placement= number placed in employment or education	120	60%	72	18
Completion Rate= participants successful completing all program activities, including 3 months of mentoring	120	60%	72	32

# Annual Budgets

Line Item	2018	2019	2020
Contractual Services- Eckerd Connects, WTCC	\$107,099	\$182,560	\$182,560
Supplies/Materials	\$12,836	\$7,521	\$7,521
Travel/Training	\$14,432	\$14,000	\$14,000
Contracted Mentorship Provider- Community Success Initiative	\$50,000	\$50,000	\$50,000
<b>Totals</b>	<b>\$184,367</b>	<b>\$254,081</b>	<b>\$254,081</b>

# Snap Shot of Participants

- ▶ 9 Cohorts with a maximum of 20 people
- ▶ 134 enrolled, 94 completed– 70% completion rate
- ▶ 42 Females/ 91 Males
- ▶ 60 Completed and Released

# Breakdown By Cohort

Cohort	# of Participants	Completed		# Completed & Released		Attended Post-Release Appt. (% of released)	
1 (M)	13	11	85%	10	77%	2	20%
2 (F)	16	10	63%	10	63%	2	20%
3 (M)	12	8	67%	6	50%	1	17%
4 (M)	13	8	62%	7	54%	4	57%
5 (M)	15	10	67%	10	67%	8	80%
6 (F)	8	7	88%	5	63%	3	60%
7 (M)	20	17	85%	7	35%	2	29%
8 (M)	19	10	53%	4	21%	1	25%
9 (F)	18	13	72%	1	5%	1	100%
TOTALS	134	94	70%	60	45%	24	40%



# Education Outcomes

## High School Equivalency

	# of Students
Students Enrolled	67
Tests Administered	33
Tests Passed	27
GED Completions	2* (one completed final test at WTCC after release and has enrolled in college courses)

## Vocational Courses

Course Title	# of Students
Microsoft Office Word	36
Customer Service Training	42
Certified Restaurant Server	37- Certified AH & LA
ServSafe	28
<b>TOTAL</b>	<b>143</b>

# Employment

- ▶ 24 of the 60 participants that have completed and released attended a follow-up meeting at the NCWorks Career Center
- ▶ 18 participants have found employment with an average of \$10 an hour
- ▶ Positions include line cook, wait staff, sales associate, cabinet maker, painter, landscaper, truck driver, and glass installer
- ▶ Continuing to develop strategies to track employment of all participants that have completed and been released

# Words from Participants

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"It has changed my life around positively, making me focus on important life priorities. I have set new positive short and long term goals."

"I have real life goals and I'm so excited and anxious to complete (them). To know that there is help after this chapter in my life motivates me to take each day one day at a time"

"These classes have meant a lot for me. Not just because it gives me something to do, but because even though I have made an error, I was able to redeem myself. These certifications that I have acquired by being here will allow me to get out of jail and get a job while I still work on my career."

"Every class offers you a new challenge to overcome and once completed, a new outlook for the future."

# Challenges

- ▶ Maintaining contact upon release
- ▶ Tracking progress after release
- ▶ Residents being moved to prison or other facilities before completion
- ▶ Substance abuse creating barriers to employment
- ▶ Difficulty finding affordable housing for males
- ▶ GED training difficult with different levels of skills and one instructor



# Responses to Challenges

- ▶ Completing NCWorks Online in detention center since internet was installed in Spring 2019
- ▶ Transportation assistance (Transit passes, Uber gift cards)
- ▶ Provide cell phones to help with follow-up and job search
- ▶ Goal-based incentive program
- ▶ Temporary hotel stays
- ▶ Sharing of follow-up information between CSI and Eckerd
- ▶ Joint post-release meetings that include Eckerd and NCWorks Career Center to create smoother handoffs
- ▶ Self-paced, computer-based GED training

# Program Year 2019 Improvements

- ▶ Will include OSHA 10, and CDL prep based on labor market data and participant feedback. This is in addition to ServeSafe and customer service
- ▶ Continuing to monitor the courses participants want and that lead to family-sustaining wages and will add courses accordingly
- ▶ Inclusion of substance abuse program- AA added to all residents in Spring 2019

# Continuous Improvement Strategies

- ▶ Involving family members more intentionally in the reentry plan
- ▶ Offering more classes and possibly longer courses with certifications (would require more education funding)
- ▶ Providing additional reentry support to connect participants with housing, employment, and other needs. Seeking additional funding to support these efforts

# Performance Indicators for 2019 and Beyond

Indicator	Goal for 2019
Complete # cohorts with an average of 15 participants	7 cohorts, 105 participants
Provide GED and credentials to become more job ready	
# enrolled in GED	31
# of GED subject tests taken	29
# of credentials earned in ServeSafe, CDL Introduction, and other career credentials	41
Post-release career and employment support	
# who attend NCWorks Career Center meeting	36
# employed in 6 months	18
Document recidivism rate of completers compared to non-completers to track impact on recidivism	Develop system, establish baseline



# Questions?