Ohio Department of Rehabilitation and Correction

Ohio Institute on Correctional Best Practices

Best Practices Tool-Kit: Offender Job Readiness and Job Retention

Bob Taft
Governor

Terry Collins
Director
Offender Job Readiness and Job Retention

This Best Practices Tool-Kit aims to systematically identify empirical evidence regarding information and interventions on offender job readiness and job retention. It will highlight 2-4 practices/programs that are proven, promising or exemplary best practice and then provide citations/references for more extensive reading, if the reader so chooses. For definition purposes, best practices fall on a continuum ranging from those practices that are well established and have clearly demonstrated their effectiveness to those that show promise or may be exemplary practices, but have yet to be fully evaluated and their results documented (Wilkinson 2003). The objective of the tool kit is to provide a sound evidence base that will better inform policy makers, practitioners and researchers. In addition to this tool kit, see Hurry et al (2006) for a systematic review of research conducted on interventions that promote employment for offenders.

Research has shown that ex-offenders have a high risk of unemployment and that an association exists between adult offender unemployment and recidivism (Finn 1998; Andrews 1995; Bouffard et al 2000; Sherman et al 1997; Gendreau et al 1998; Gillis et al 1998; Uggen 2000; Petersilia, 2005). Additionally, offenders’ themselves consider that securing employment is important to maintaining a crime free existence upon release (Visher et al 2006). Reviews as far back as 1994 have been optimistic that effective employment-focused interventions can reduce recidivism, though policy makers need to be cautious as not all interventions will be as effective when placed in a different setting (Gaes et al 1999; Hull et al 2000; Adams 1994; Bushway 2003; Steurer et al 2001; Wilson et al 2001).

According to a survey of practitioners conducted by the National Institute of Correction’s Office of Correctional Job Training and Placement, the most significant job retention factors consist of matching

---


jobs with offenders’ skills and interests, the offender’s level of social and problem solving skills, and the offender having realistic work expectations (2001).^5

In relation to various policy statements regarding job training, employment and retention, the Reentry Policy Council (2005) recommends the following best practices in the specified areas:^6

- **Creation of Employment Opportunities**
  - Educate employers about financial incentives, including the Federal Bonding Program, Work Opportunity Tax Credit, Welfare-to-Work and other programs which makes an ex-offender a more appealing prospective employee
  - Determine which industries and employers are willing to hire people with criminal records and encourage job development and placement in those sectors
  - If possible, eliminate employment laws that affect the employment of people based upon criminal history, but are not directly linked to improving public safety
  - Promote individualized decisions about hiring ex-offenders instead of implementing blanket bans

- **Workforce Development and the Transition Plan**
  - Initiate job searches before offenders are released from prison
  - Encourage employers to meet with prospective employees through visits or teleconference before the offender is released from prison
  - Engage volunteers from the community and community based services to act as intermediaries between employers and job-seeking individuals
  - Promote the use of work-release programs as a transition between work inside prison and work in the community
  - Encourage community networks to support ex-offenders who participate in work release programs
  - Upon release, provide offenders with written information about their prospective employers and documentation of their skills and experience

- **Job Development and Supportive Employment**
  - Update community corrections policies to encourage the employment of ex-offenders
  - If possible, assist people seeking to overcome legal and logistical obstacles to employment
  - Promote supportive transitional employment programs through community corrections

- **Work Experience**
  - Provide prison work assignments that correspond to the needs of the employment market
  - Develop pre-apprenticeship work assignments
  - Establish work programs that involve non-profit, volunteer and community service organizations

- **Workforce Development Systems**
  - Increase system collaboration through local One-Stop Centers and Workforce Investments Boards
  - Ensure workforce development providers address the full spectrum of employment services
  - Locate employment services in neighborhoods where the need for them is highest
  - Develop measures to monitor and evaluate the performance of workforce development programs

Following an electronic search of programs and evaluations on adult offender job training and retention programs, the below programs showed promising practices:

---


SAFER FOUNDATION
The Safer Foundation provides employment services for ex-offenders in the US. Operating since 1972, their mission is to help offenders transition from prison to mainstream society. In addition to providing a general assessment, vocational counseling and job placement services, the Foundation assists with issues related to substance abuse, mental health and housing. They serve 6,000-7,000 hard-to-employee individuals each year, including ex-offenders. Of that number, approximately 3,200 receive employment services and 1,800 are given a referral to social services. About 60 percent of those placed in jobs retain their jobs for at least 30 days (Heinrich, 2000).

The program and services provided are similar to other programs and consist of outreach, intake, assessment, educational training, job placement and follow up. Over the years the organization has learned many lessons and as reported by Finn (1998), the keys to the success of the Safer Foundation include the following:

- Devising and implementing programs based on understanding the lives of ex-offenders
- Effective fundraising efforts
- Hiring talented staff and volunteers
- Gaining support from influential political figures at all levels of local government
- Balancing serving multiple clients
- Starting each new program component as a pilot demonstration
- Making clients responsible for doing their part
- Focusing on continuous improvement

Additional readings on the Safer Foundation:

READY4WORK
Ready4work is currently implemented in 14 US cities and 17 local sites. Drawing on faith-based and community-based organizations, the program prepares and places formerly incarcerated individuals in jobs, provide comprehensive case management services and use volunteers from faith and community groups to serve as mentors. Each month, Public/Private Ventures collects data on job attainment, retention, and return to prison from each site. For more information on the program’s initiative, implementation and funding, please visit the Public/Private Ventures website at http://www.ppv.org/ppv/community_faith/community_faith.asp. In a summary report, 60% of the participants obtained a job and 60% of those who obtained a job were employed for 3 months. The analysts found that mentoring was an important component of the Ready4Work program. The early, promising practices reported by Linda Jucovy (2006) are as follows:

- Job Training, Placement and Follow-up
  - Develop partnerships to provide a range of educational and job training opportunities.
  - Hire a staff member to recruit employers
  - Use a strategy to match the right offender with the right job
  - Follow up with offenders and their employers after job placement

- Recruiting Participants
  - Recruit participants during and following release from prison
  - Establish formal partnerships between the community and the corrections department
  - Begin services immediately

- Providing Case Management
  - Clearly define the case manager’s role and responsibilities
  - Keep caseloads manageable
  - Identify personal qualities and credentials for the case manager
  - Provide training and supervision for less experienced case managers
• Mentoring
  o Hire a mentor coordinator
  o Address practical and psychological barriers to mentoring
  o Provide training in building relationships and other relevant skills to help prepare mentors for their role
  o Ensure that the case manager provides a supporting role in the mentoring relationship
  o Always comply with federal guidelines when using faith-based organizations which prohibit the use of federal money for proselytizing or requiring participation in religious activities

Additional readings on the READY4WORK program:

Center for Employment Opportunities Comprehensive Prisoner Reentry Program
The Center for Employment Opportunities (CEO) was created as a demonstration project by the Vera Institute of Justice in the late 1970s, but has been an independent nonprofit corporation since 1996. CEO offers a highly structured, job-focused training program and employment services to offenders immediately after release from prison. The program and employment services consist of the following:
• Job Readiness Training / Pre-employment workshops
• Job Coaching/Support Services
• Paid Transitional Employment
• Vocational Development Program
• Job Placement
• Post-Placement Services

CEO places 70% of its graduates in full-time jobs within 2-3 months and approximately 75% of those placed are still employed in the same job after one month and about half are still employed at the same job after six months (Finn 1998). The lessons learned and promising practices reported by Finn (1998) are as follows:
• Developing a strong partnership between the program and the criminal justice agency in order to ensure an adequate supply of program participants
• Engage program participants in day labor to keep them motivated and out of trouble
• Hire competent operations staff
• Incorporate structure and discipline into program
• Incorporate an evaluation plan that tracks how long participants remain employed and whether they are less likely to commit new offenses than ex-offenders who do not participate in the program

A federally funded evaluation of CEO is underway by MDRC with assistance from the Urban Institute and results are expected by 2007. Their evaluation will include a random assignment design that will compare outcomes for CEO participants with a control group of non-CEO participants.

Additional readings on CEO Program:


Project Re-Integration of ex-Offenders (RIO)

Project RIO was initiated in 1985 in Dallas and Tarrant counties in the state of Texas as a pilot program and became a state run program in 1993. Project RIO serves juvenile and adult offenders. In addition to providing supportive service and employment referrals, labor market information, job search seminars, and job development services, program participants are provided with an individual employment plan. Project RIO’s success is partly attributed to the following:

- Job preparation services begins during incarceration
- It is based upon a strong collaboration between the state’s employment agency and the Texas Department of Criminal Justice
- Relationships have been developed with over 12,000 employers who have hired parolees referred by the program

In Menon et al’s 1992 evaluation of the program, 23 percent Project RIO participants categorized as high risk returned to prison versus 38 percent of non-participants. Additionally, during Fiscal Year 2005, 85 percent of the new Project RIO registered job seekers obtained employment.7

Additional readings on Project RIO program:


Additional Suggested Readings on Offender Job Training and Retention:


Description: Explores issues surrounding ex-offender employment programs, including their history, research, recent federal and state initiatives, program characteristics and challenges. Recommends stronger support for effective practices, combining employment and skills development, improving continuity of services and expanding research efforts.

Bloom, D. 2006. Employment-Focused Programs for Ex-Prisoners: What Have We Learning, and Where Should We Go From Here? Paper prepared as back ground for the meeting “Research on Prisoner Reentry: What Do We Know and What Do We Want to Know?” sponsored by the National


**Description:** Presents findings from focus group discussions conducted in three Cleveland neighborhoods regarding offenders returning home from prison. Discussions focused on perceptions of challenges facing offenders, family and community support, prisoners' preparedness for coming home, changes in neighborhood, impact on the community and ideas for improving reentry.


**Description:** Provides the citation and brief description of NIC materials and includes a section on offender/ex-offender employment.


**Description:** Includes policy statements, research highlights, recommendations and examples in various areas affecting prisoner reentry, including prison and jail intake, treatment and services during confinement, transitioning back to the community, community and community service systems.


**Description:** Reviews the barriers and opportunities to employment for ex-offenders as well as highlights some programs and lessons learned. Key elements of successful programs include: offering an holistic array of services, begin providing services before offenders are released, develop long-term relationships with employers, highlight advantages and services to employers who hire ex-offenders and provide long-term follow-up. Highlights the following programs: Chicago’s Safer Foundation; New York’s South Forty Corporation and Texas’ Project RIO.


**Description:** Reports the findings of a survey containing questions on employment and retention administered to 512 practitioners who participated in a distance learning broadcast of NIC’s Offender Employment Specialist Training. Some areas identified as important to offender job retention include development of a vocational self-concept, providing holistic case management services, tailoring services to meet individual needs, and providing consistent long term support and intervention.


**Description:** Based upon the results of a survey administered to employers and ex-offenders, the authors contend that with the right interventions, an employers’ reservation about hiring an ex-offender can be addressed through programs which contain certain activities, including, case
management services, some education or training in soft and hard skills, pre-release support and training, transitional work experience, job placement assistance and post-employment supports.


Description: Through a systematic literature search of various programs and research, the authors seek to answer the question, “What evidence is there about the types and levels of intervention that work best to promote employment for offenders?” Lists several promising policies and practices.


Description: Provides information and characteristics on The Corrections Clearinghouse unit of the Washington State Employment Security Department, which is aimed at preparing offenders for the workplace and finding employment for ex-offenders.


Description: Describes four programs aimed at the employment and retention of ex-offenders, including Chicago's Safer Foundation, New York City's Center for Employment Opportunities, Texas' Project RIO, and Washington State's Corrections Clearinghouse. The report provides a description of the program, evidence of effectiveness and cost implications as well as commonalities in terms of replicating the programs in other jurisdictions.


Description: Reports the findings of a survey conducted in Queensland and Victoria to assess the attitudes of employers, employment service workers, corrective services workers and prisoners and ex-offenders toward the employability of ex-prisoners and ex-offenders. The authors conclude that action should focus on three areas: providing employment assistance in obtaining and maintaining employment; skills training for offenders and people serving community corrections that focus on the specific development of employment-related skills and characteristics; and, broadly promoting the reintegration of ex-offenders.


Description: Using employment data gathered from interviews with 400 male Illinois prisoners before and after release from prison, the author presents findings on pre and in-prison employment training and experiences as well as post-release employment outcomes.


Description: Description of federal funding sources and financing strategies for developing, sustaining or expanding transitional jobs programs geared towards ex-offenders, the homeless and juveniles.

**Description:** Reviews 6 transitional jobs programs in relation to serving hard-to-employ TANF recipients.


**Description:** Reports the results of a telephone survey of 1,039 likely voters regarding their attitudes toward rehabilitation and reentry of prisoners into their home communities. The close-ended questions pertained to crime, punishment, rehabilitation and reentry.


**Description:** Evaluation of Canada’s National Employability Skills Program. The program is designed to target employability skills, attitudes and behaviors of offenders. The study population is small, 29 male adult offenders, but it offers promising results in terms of prison programming.


**Description:** Reports the findings of comparative study of using job kiosks or “locked down” computers in prisons for inmates to conduct job searches while incarcerated in England and Wales. Reports technical issues experienced and results of the outcome of offenders who used the equipment.


**Description:** Using interviews with prisoners, ex-prisoners and prison officials, the author reports on the barriers and obstacles of prisoner reentry and offers solutions for preparing inmates for release and recidivism reduction.


**Description:** Provides an overview of the key dimensions of prisoner reentry, including employment, health, housing, substance use, family, community, community supervision and public safety, and highlights the findings of research conducted by the Urban Institute in those areas.


**Description:** Following a review of sentencing policies and an examination of the nexus between prisoner reentry and seven policy domains, including public safety, families and children, work, housing, public health, civic identity and community, the author proposes five principles for successful reentry and five building blocks for a new jurisprudence of prisoner reintegration.


**Description:** Based on data from the national Supported Work Demonstration and 1977 Quality of Employment survey, the author finds that job quality reduces the likelihood of economic and non-economic criminal behavior among a sample of high-risk offenders.

Description: Presents the findings from surveys completed by 424 males shortly before their release from Ohio’s prisons. The report provides descriptive statistics on various subjects, including substance use, employment background and expectations for release.