

#8

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, January 08, 2020 12:33:54 PM
Last Modified: Wednesday, January 08, 2020 2:02:17 PM
Time Spent: 01:28:23
IP Address: 165.189.255.44

Page 1

Q1 Contact Information for Nomination

Name of Contact	Katie Mueller
Full Name of State Agency	Wisconsin Department of Workforce Development
Email Address	Kathryn.Mueller@dwd.wisconsin.gov
Name of Initiative the state (and/or partnership) is being nominated for:	Innovative Workforce Services Delivery within Correctional Facilities

Q2 1. Provide a brief description of the innovative services, innovative service delivery, or efforts of national impact you have chosen as your primary focus for the nomination. Response Word Limit: 150

Wisconsin Departments of Workforce Development (DWD) and Corrections (DOC) partnered with the South Central Wisconsin Workforce Development Board to establish a job center at Oakhill Correctional Institution (OCI), a minimum-security state correctional facility. The OCI Job Center operates out of the facility's educational building for approximately 20 hours per week with integrated agency staff providing direct services to inmates, including career readiness programs, job search assistance, resume development, registered apprenticeships, Workforce Innovation Opportunity Act (WIOA) services, and assistance for veterans and individuals with disabilities.

This innovative service delivery method is the first job center in a Wisconsin correctional institution. Its innovative design creates a continuity of services from pre-release to post-release with an integration of reentry and workforce services. Most workforce services start for former offenders post-release. The OCI Job Center was the first to begin services pre-release, connecting inmates to the workforce system and its opportunities before reentry. Inmates are released to their "home" community and may not stay in the area around Oakhill, but by connecting them to job center staff prior to release, inmates are referred to area WIOA Title I and III staff and appropriate Disabled Veterans' Outreach Program (DVOP) representative or Vocational Rehabilitation staff post-release.

2020 NASWA State Innovation Award Nomination - **Pinnacle Award for Workforce Development**

Q3 2. Provide a statement of results, accomplishments, impacts and any other appropriate information that demonstrates why the nominee's efforts described in question #1 were an exceptional contribution. Response Word Limit: 200

Since the success of the OCI project, DWD and DOC have continued their partnership and opened a Job Center at Taycheedah Correctional Institution (TCI), a female-only state correctional facility.

In-facility Job Centers were developed using evidence-based practices, which found that inmates who were engaged in pre-release services and continued after their release had lower likelihood of being incarcerated again. Over 200 inmates at both OCI and TCI have received 2,220 different career services. Additionally, staff are connecting veterans with DVOPs, identifying if VR services are appropriate and completing proper referrals, and introducing pre-apprenticeship and registered apprenticeship opportunities to inmates with interest in these programs.

Additionally, the creation of the in-facility job centers requires DWD and DOC to align technical and security needs to allow inmates to access the state's online labor exchange, allow non-DOC staff and employers to access the facilities, and connect case management data. Connecting the case management data will allow for longitudinal analysis of services provided pre-and post-release to determine successful customer outcomes. The alignment of these resources creates better partnerships, program development, and evaluation.

Q4 3. Provide a brief description of the nominee's significant contributions in any one of the other two areas listed under "criteria" that you did not focus on above. Response Word Limit: 200

Job Center projects at OCI and TCI were created using the innovative service delivery model, establishing a customer-centered design that meets improved strategies/outcomes with integrated service delivery and partnerships. Employers working with OCI have indicated that they and other employers are willing to interview inmates prior to their release to potentially offer positions once released. Knowing this, DWD recently implemented the use of Microsoft Skype with employers throughout the state to facilitate interviews with soon-to-be-released inmates. This meets the needs of employers using an innovative way to connect them to inmates pre-release.

In-facility Job Center partners have streamlined the delivery of services to both employers and soon-to-be employees (inmates) to meet the needs of businesses throughout the state and assist them in accessing an untapped talent pool. Innovations with partnership is key for this initiative. Partners using evidence-based practices and sharing resources, data, and outcomes have led to approval to implement additional correctional job centers around the state. This will include four new correctional job centers in the calendar year 2020, which will be modeled after OCI and TCI. More and more businesses across Wisconsin are also reviewing their hiring practices to be more inclusive to meet their operational demands.

Q5 4. Provide samples of work including creative materials, videos, graphics, documents, plans, etc. regarding the efforts and results you outlined in questions #1 and #2. File size limit is 16 MB. Only PDF, DOC, DOCX, PNG, JPG, JPEG, GIF files are supported.

Oakhill Job Center NAWSA Award.pdf (1.3MB)

Q6 Sample of Work #2 File size limit is 16 MB.

Oakhill Job Center Recent Success Stories.docx (13.4KB)

Q7 Sample of Work #3 File size limit is 16 MB.

Sign up sheet.pdf (489.8KB)

2020 NASWA State Innovation Award Nomination - **Pinnacle Award for Workforce Development**

Q8 Sample of Work #4File size limit is 16 MB.

Appointment form.pdf (466.5KB)

Q9 Sample of Work #5File size limit is 16 MB.

Pre registration form.pdf (661KB)

Q10 Please upload a statement of approval from the Agency Administrator

Statement of Approval Pinnacle Award 2020.pdf (511.3KB)

Department of Workforce Development
Secretary's Office
201 E. Washington Avenue
P.O. Box 7946
Madison, WI 53707
Telephone: (608) 266-3131
Fax: (608) 266-1784
Email: sec@dwd.wisconsin.gov



Tony Evers, Governor
Caleb Frostman, Secretary

January 8, 2020

National Association of State Workforce Agencies (NASWA)
444 North Capitol St, NW
Suite 300
Washington, DC 20001

Dear esteemed members of the NASWA Board of Directors,

Please accept this letter as verification that I have reviewed and approved the Wisconsin Department of Workforce Development's (DWD) submission for the 2020 Pinnacle Award for Workforce Development. DWD's administration is proud of the innovation used in the development of job centers at correctional facilities and the positive impact they have on employers and those reentering society after incarceration. This innovative service delivery model continues to meet our customers where they are to provide the most impactful service to meet the needs of both inmates and employers.

The staff and partners working on this project are very deserving of the 2020 Pinnacle Award for Workforce Development, and we appreciate being considered for this prestigious honor.

Sincerely,

A handwritten signature in black ink, appearing to read "Caleb Frostman".

Caleb Frostman
Secretary



Job Center Appointment Notification

Name: _____

DOC #: _____

Housing Unit: _____

Date: ____ - ____ - 2019

Time: ____ : ____ (AM / PM)

Location: Education Building (2nd Floor)

Things to bring with you:

- Completed Pre Registration Form
- Prior Work Experience Sheet
- An idea of what type of work you would like

THIS APPOINTMENT DOESN'T WORK FOR ME

If this appointment doesn't work due to scheduling conflicts please Return this notification back to the Education Department for Rescheduling.

A proud partner of the  AmericanJobCenter network



Job Center Appointment Notification

Name: _____

DOC #: _____

Housing Unit: _____

Date: ____ - ____ - 2019

Time: ____ : ____ (AM / PM)

Location: Education Building (2nd Floor)

Things to bring with you:

- Completed Pre Registration Form
- Prior Work Experience Sheet
- An idea of what type of work you would like

THIS APPOINTMENT DOESN'T WORK FOR ME

If this appointment doesn't work due to scheduling conflicts please Return this notification back to the Education Department for Rescheduling.

A proud partner of the  AmericanJobCenter network

WISCONSIN



DWD

The Oakhill Job Center

Connecting the Dots

Partnership is Key!



- Division of Employment & Training
 - Job Service
 - Apprenticeship
 - Veteran Services
- Division of Vocational Rehabilitation

- Division of Adult Institutions
 - Oakhill Correctional Institution
- Reentry Unit
- Bureau of Technology Management

- Employment and Training Association (EATA)



Preparations

- Staff Training & Access
- Inmate Access to Job Center and Information Technology Resources
- Creating of Job Center of Wisconsin (JCW) Accounts
- IT Security Protocols
- Preparation for Inmate Release/Transfer



Services Provided


- Labor Market Information
- JCW Registration
- Referrals
- Assessments
- Employment Plan Development
- Case Management
- Program Enrollment
- Interviewing Prep & Interview Coordination








Future Outlook for Correctional Job Centers




Milwaukee
Women's
Correctional
Center &
Robert E.
Ellsworth
Correctional
Center



Chippewa Valley
Correctional
Treatment
Facility



Prairie du Chien
Correctional
Institution



Racine Youthful
Offender
Correctional
Facility



Contact Us

Becky Kikkert

Department of Workforce Development
Director, Office of Special Initiatives
rebeccal.kikkert@dwd.wisconsin.gov

Ray Woodruff

Department of Corrections
Employment Program Manager
ray.woodruff@wisconsin.gov



Oakhill Job Center Recent Success Stories

Participant D.P. registered in September 2019 to use the Oakhill Job Center. At that time, he was on a work release assignment, so he was only available to work with staff on the Thursday evening sessions. He was laid off in early November and started utilizing the job center during the day time hours. He was initially scheduled to be released in early December, so staff and D.P. started working on job applications right away. His release date got pushed back a couple of weeks to the end of December. During those last two weeks, staff assisted D.P. by allowing him to reach out via several phone calls to the employer he worked with on work release. He was hoping once he was released, they would hire him back in a different capacity. He was able to speak to his supervisor and secure an interview. The job center staff discussed interviewing strategies before he was released.

Fortunately, D.P. was hired back by the employer. He started in early January 2020 as a forklift operator earning \$20 per hour. He recently stopped by the Dane County Job Center and chatted with the staff who also work at the Oakhill Job Center about how his first day went. He has an apartment and is planning on starting school this fall at Madison College. He is doing well and is very happy.

K.V. was a tutor working across the hall from the job center. His planned release date was the end of December 2019. He started applying for jobs in early December when he was able to have time away from his work assignment. He was really interested in working again for a previous supervisor. With the help of job center staff, K.V. reached out via email and telephone to this supervisor. He left Oakhill with an interview scheduled for two day after his release. He called the Oakhill Job Center to inform staff that he was hired and started working immediately. He is working for a car wash in Waukesha as a technician. He is earning \$8 per hour plus commission on sales. K.V. stated that he has already earned \$600 in commissions since starting. He wanted to thank DWD for all of the provided help, which allowed him to be successful upon release. He said the job center really worked for him.

Job Center Pre-Registration Form

Please complete this form and bring it with you to your initial appointment so that we may better serve you.

 First Name Middle Initial Last Name

_____/_____/_____
 Date of Birth Work Assignment/Work Release _____
 Circle if N/A

Are you a Military Veteran? _____ Yes _____ No
 If yes, have you served over 180 days active duty: _____ Yes _____ No

 The following information will be used to put together your employment plan.

Do you know when you will release? _____ Yes _____ No Approximate date if known: _____

Where do you plan to release? _____ Don't Know

Do you have at least one support person where you will release (family, friend, other)? _____ Yes _____ No

Education Level: _____ High School Diploma _____ GED or Equivalent _____ Certificate of Completion
 _____ Associates Degree _____ Bachelor's Degree _____ Master's Degree
 _____ Doctorate Degree _____ Other Post-Secondary Degree
 _____ Other (less than High School, last grade completed) _____

What type of work are you interested in after release? Check any that apply but please do not answer anything.

____ Manufacturing/Assembly _____ Customer Service/Sales/Retail
 ____ Office/Accounting _____ IT/Financial
 ____ Construction/Welding _____ Other Skilled Trades (Plumbing, Electrical, etc.)
 ____ Health Care Occupations _____ Food/Travel Industry
 ____ Other _____

Do you have any restrictions or issues that will/could affect your ability to secure and maintain employment?

____ Transportation Concerns _____ Health/Disability
 ____ Child Care/Other Family Responsibilities _____ Basic Needs (food, shelter, health care)
 ____ Mental Health/AODA Issues _____ Ongoing Treatment Needs
 ____ Communication Needs (phone/email) _____ Do not wish to disclose at this time

Please expand upon any of the above so we can have a better understanding of how to serve you.

Oakhill Job Center Sign Up

*** Please write your full name and DOC # in the chart below. Place a ✓ on the days/times you are available for employment services***

FULL NAME	DOC #	<u>MON</u> 8:00 am to 11:00 am	<u>MON</u> 1:00 pm to 4:00 pm	<u>WED</u> 8:00 am to 11:00 am	<u>WED</u> 1:00 pm to 4:00 pm	<u>THUR</u> 6:15 pm to 8:30 pm	<u>FRI</u> 8:00 am to 11:00 am	<u>FRI</u> 1:00 pm to 4:00 pm	WORK ASSIGNMENT

**Job Center staff will review this list and schedule employment service appointments. Appointment notifications will be sent to your mailbox. Please contact Mr. Grahn (Education Director) with any questions. **