

Program Name: Ex-Offender Employment Program – Jacksonville Area Legal Aid

Department Name: Recreation and Community Services Department

Prepared By:
Jacksonville Area Legal Aid, Inc.

Reporting Month:
February 2011

Contact Info:
Michael Figgins, Executive Director 356-8371 Ext 325

Type Allocation: City Direct Delivery Competitive Bid Legislative Award

Program Strategy: Focusing on Felon Re-Entry

Program Summary:

Provide job placement services to ex-offenders.

Program Overall Status:

- During the month of February, the Jacksonville Area Legal Aid (JALA) Ex-Offender Re-entry Program opened (46) new cases in which the applicant was screened and placed on our employment/case management list.
- JALA staff sent (24) clients to a job and/or educational lead during the month of February.
- There are currently a total of (71) clients working in the month of February.
- (1) client is no longer employed who had been working as of our last grant report month, bringing the total number of participants who have not been able to maintain employment once obtained to (9).
- Also, (16) clients are currently enrolled in an educational/apprenticeship program, furthering their likelihood of obtaining and maintaining employment.
- JALA Re-entry Program staff conducted (4) New Start Clinics with WorkSource informing attendees of our program and its services.
- JALA Re-entry Program staff maintains active membership in the Jacksonville Area Discharge Enhancement Consortium.
- Recidivism Breakdown FY1- For those clients who have participated in the Program for a minimum of 1 year (October 2008- September 2009), only (108) of the total (508) have been re-arrested since joining our Program. Of these (108) repeat offenders, (56) were misdemeanors (petit theft, e.g.), and (52) were felonies (armed robbery, e.g.).
- Recidivism Breakdown FY2- For those clients who have participated in the Program for a minimum of 6 months (October 2009- June 2010), only (55) of the total (419) have been re-arrested since joining our Program. Of these (55) repeat offenders, (21) were misdemeanors (petit theft, e.g.), and (34) were felonies (violation of probation, armed robbery, e.g.).

Successes:

- Our program has successfully assisted an ex-offender avoid homelessness by intervening in an illegal eviction between the landlord and tenant.

Challenges:

Corrective Action Plans:

New Clients:

To date Jacksonville Area Legal Aid, Inc. is behind a total of 20 clients. The program saw applications for assistance drop to only 37 applicants in November and 24 applicants in December. Historically the program has seen similar drops in applicants to the program in prior fiscal years for the months of November and December. To stay on track for New Clients contacting program, Jacksonville Area Legal Aid, Inc. has made phone intake available to JREC participants that may have issues with travel. Jacksonville Area Legal Aid, Inc has also increased appointment slots by 10 per week for intake purposes for the re-entry program.

Employment in FY 2011:

Jacksonville Area Legal Aid, Inc. has seen a drop in employment opportunities were ex-offenders traditionally have work experience such as construction. Clients are experiencing a long process of applications and searching prior to being hired. To remedy the low placement of clients Jacksonville Area Legal Aid, Inc. has sent their job coordinator to training currently being provided for offender work placement. Our Job coordinator is actively contacting employers and recording openings and hiring policies.

Employment year to date retention:

Currently individuals obtaining employment are retaining employment. However, the number of individuals currently employed for FY 2011 is 5. To remedy the low placement of clients, Jacksonville Area Legal Aid, Inc. has sent their job coordinator to training currently being provided for offender work placement. Our Job coordinator is actively contacting employers and recording openings and hiring policies. Very few clients have not been able to maintain employment when obtained.

Completers:

The timeframe for Jacksonville Area Legal Aid, Inc. varies depending on what legal assistance the client is receiving from JALA advocates. There are several legal issues we assist clients with that can take months or years for the case to complete/ or become a completer of our program. The completer category is broadly defined and covers many circumstances. A completer may be only advised and/or counseled; may have maintained employment for a year; exited when a legal outcome occurs such as a settlement or a final judgment or a completer has been assisted to the extent of JALA services provided. We continue to work with FY 01 and FY 02 clients.

Education:

Jacksonville Area Legal Aid, Inc. has seen a low number of clients agree to complete GED requirements. JALA continues to refer clients to apprenticeships and training opportunities. We have created a relationship with the Small Business Development program and have several upcoming sessions scheduled. Six ex-offender clients were referred to training at SBDC for exploring self-employment. The next enrollment period starts in March and JALA will continue referring clients to this opportunity.

Budget:

It has been a challenge to capture all the time-spent on the project because often the time gets split among many attorneys. The attorneys that are dedicated to the project are usually not the first individuals to see the clients. The intake and case screening at JALA is done by intake attorneys or unit heads who may spend a considerable time with each client. We are trying to track that time for project purposes. Also the legal assistant/secretary for the project spends 50% of her time working with Journey clients but none of her time has been reported to the project so far. We will include that in the March report.

Program Providers – Where there are multiple agencies working together, please specify each agencies role. If type other than those illustrated below, please add to legend type below. Types: D\$=City direct funded provider PT = Partner or subcontracted provider – NO FUNDING

PT\$ = Partner or subcontracted provider receiving funds from direct funded provider

| Provider(s) | Type (Include type code from above) | Contact Name | Address/Tel. No. | Program Specifics/Services Provided |
|-----------------------------|-------------------------------------|-----------------|--|--|
| Jacksonville Area Legal Aid | D\$ | Michael Figgins | 126 W. Adams St. Jax, Fl. 32202 356-8371 | To provide assistance to ex-offenders trying to obtain employment. |

Program Budget/Financial Status

| Budget Item | Budget | Actual (cumulative) | Balance | Variance/Explanation |
|-----------------------------|-----------|---------------------|-------------|----------------------|
| Jacksonville Area Legal Aid | \$125,391 | \$38,094.44 | \$87,296.56 | Behind with spending |

Program Information

Program Metrics/Statistics/Outcomes: SCOPE OF SERVICE

- Develop a staffing plan for the programs and qualifications of staff conducting the re-entry program
- Develop a program plan to include but not be limited to: detailed case management; screening and assessment; job coaching; job placement/job retention; assistance with civil legal barriers to re-entry.
- Identify transportation and employment barriers and develop actions to address them.

DELIVERABLES-Five key deliverables from the organization are expected at the conclusion of the project:

| A. Quantity: How much? | Current Month | YTD | Proposed |
|--|---------------|------|----------|
| Number of Participants Receiving Legal Services | 31 | 158 | 287 |
| Limited Legal Advocacy | 21 | 80 | 145 |
| Legal Advocacy | 3 | 14 | 30 |
| Prison Advocacy | 3 | 6 | 12 |
| New Clients contacting program | 46~ | 211 | 550 |
| Returning Clients 10/11 | 109 | 109~ | N/A |
| Prior Clients (419) 09/10 | 0 | 37^ | N/A |
| Prior Clients (508) 08/09 | 0 | 120* | N/A |
| Inactive (No contact for 90 days) | Current Month | YTD | Proposed |
| 2010-2011 | 1 | 6~ | 225 |
| 2009-2010 | 31 | 287^ | 225 |
| 2008-2009 | 0 | 288* | 225 |
| Completers | Current Month | YTD | Proposed |
| 2010-2011 | 14 | 50~ | 275 |
| 2009-2010 | 23 | 95^ | 275 |
| 2008-2009 | 34 | 100* | 275 |
| Gained employment | Current Month | YTD | Proposed |
| 2010-2011 | 2 | 7 | 29 |
| 2009-2010 | 4 | 34 | 40 |
| 2008-2009 | 0 | 30 | 40 |
| Education placements | Current Month | YTD | Proposed |
| 2010-2011 | 0 | 6 | 20 |
| B. Quality / Effort: How well services provided? | Current Month | YTD | Proposed |
| Job retention: 30 days/ 2010-2011 | 3 | 3 | 26 |
| Job retention: 90 days/ 2010-2011 | 2 | 2 | 24 |
| Job retention : 1 year/ 2010-2011 | -- | N/A | 22 |
| C. Client Benefits: Is anyone any better off? | QTR | YTD | Proposed |
| Reduce recidivism rates at 6 months - 3 years. | n/a | n/a | 15% |
| Year 1 Clients (1 year) | | | |
| Year 2 Clients (6 mos) | | | |
| Year 3 Clients | | | |

| |
|---|
| Intake Clients- 550 (contact with legal aid for services of PRP) |
| Number of Clients receiving legal services- 287 (self-help information, advice and counsel letters) |
| Limited legal advocacy-145 (assisted with driver's licenses, Florida IDs, Birth Certificates, Social Security Cards, Food Stamps, payment plans, etc.) |
| Legal Advocacy- 30 (represented in child support case, motion to convert fines, seal /expunge, wage claims, etc.) |
| Prison Advocacy- 12 (monthly legal self-help clinic/ seminar, handing out of materials and self-help packets. Info on ex-offender programs available upon release) |
| Number of Clients gaining employment- 29 |
| Recidivism at 6 mos, 1 year and 3 years- 15% |

Formulas:

$$*508=100+288+120$$

$$^419=95+287+37$$

$$\sim 211=50+6+109+46$$

| | | |
|--|--|--|
| Program Name: Ex-Offender Employment Program – Operation New Hope | | |
| Department Name: Recreation and Community Services | | |
| Prepared By: Marie J. Carter-Calvin, Program Director | Reporting Month: February 2011 REV | Contact Info: 904-425-6002 mcalvin@operationnewhope.com |

Type Allocation: City Direct Delivery Competitive Bid Legislative Award

Program Strategy: Focusing on Felon Re-Entry

Program Overall Status:
Ready4Work Program continues to serve Duval County providing a reentry program for ex-offenders by providing them with life skills training, intensive case management, job placement, and follow up for one year. The program continues to make strides in the area of referrals and job retention. Our statistics reveal that once a client is placed, they continue with very stable employment.

The numbers of clients entering the program to date this year as compared to this time last year is down. We have collaborated with WorkSource to develop an advertising campaign to assist in increasing our numbers. We believe by the end of the grant period, we will meet or exceed our goal.

- Successes:**
- Ready4Work has established a Career Development Course that is dynamic and keeps the participants engaged.
 - We have completed recruited 24 new Life Coaches who will be trained in the month of March.
 - We have improved our working relationships with JREC to insure that the clients we serve are provided with the best services. There is a meet and greet meeting scheduled for March for the staff at ONH and JREC to spend some time getting to know each other.

Challenges:
We continue to struggle with enrollment numbers. As a solution, the below corrective action plan has been developed:

- Corrective Action Plan:**
1. Increase advertisement
 - a. Comcast TV Commercials- commercials will run on designated channels (2/21-3/6)
 - b. JTA Bus Advertisements – we have signed agreement with JTA that our Advertisement will be placed on 6 buses and will run for 3 months. The buses chosen are in the areas that our demographics indicates are where the majority of our clients live – Beginning March - 2011
 - c. We ran advertisement in the Victims Advocate – February 2011
 2. Increase recruitment in local jails – Beginning March 1, 2011
 - a. Weekly visits to Montgomery, Duval County Jail, Community Transition Center, Bridges, and Dinsmore.
 3. Increase Community Organization Recruitment – Beginning February 1, 2011
 - a. Giving out flyers at all the local Bails Bondsmen Offices, Local neighborhood stores, and churches
 4. Increase Training Opportunities – Beginning March 1, 2011
 - a. Expanding our partnerships with Florida State College - Jacksonville to offer our clients an opportunity for internship and apprentice programs
 5. Increase Job Opportunities – Beginning February 15, 2011
 - a. Expanding our search for job opportunities by inviting more businesses to meet our clients and spend some time in our training sessions. In addition, we have expanding our relationships with local staffing agencies

Program Providers – Where there are multiple agencies working together, please specify each agencies role. If type other than those illustrated below, please add to legend type below.

Types: D\$=City direct funded provider PT = Partner or subcontracted provider – NO FUNDING
PT\$ = Partner or subcontracted provider receiving funds from direct funded provider

| Provider(s) | Type (Include type code from above) | Contact Name | Address/Tel. No. | Program Specifics/ Services Provided |
|--------------------|-------------------------------------|--------------|--|--|
| Operation New Hope | D\$ | Kevin Gay | kgay@operationnewhope.com 425-6452 1830 North Main Street, 32206 | To assist ex-offenders re-entering Jacksonville with pre-release and post-release in-depth employment assessments, job coaching and placement, follow-up, and case management in order to reduce recidivism. |

Program Budget/Financial Status (February 2011)

| Budget Item | Budget | Actual (cumulative) | Balance | Variance/Explanation |
|--------------------|-----------|---------------------|--------------|----------------------|
| Operation New Hope | \$349,609 | \$100,835.88 | \$248,773.12 | |

Program Metrics/Statistics/Outcomes:

SCOPE OF SERVICE

- Each participant will receive intensive case management services which will include referrals and guidance through reintegration
- Participants will receive life skills and job readiness training to assist in a success transition.
- Participants will receive assistance with job placement. Once employed that participant will be followed by a job coach for retention purposes every 30, 60, and 90 days
- If it is determined that a client is in need of a Life Coach, we will ensure that we match them with a volunteer to assist them with the transition.

DELIVERABLES

Five key deliverables from the organization are expected at the conclusion of the project:

| | Current Month | YTD | Proposed 10/11 |
|--|---------------|--------------|-----------------|
| A. Quantity: How much? | | | |
| Number of Participants Referred | 35 | 184 | 1400 |
| New Clients | 13 | 33 | 200 |
| Returning clients 2010/2011 | 20 | 31 | 0 |
| Prior year clients 2009/2010 | 28 | 228 | N/A |
| Prior year clients 2008/2009 | N/A | N/A | N/A |
| Inactive (No contact for 90 days) | | | |
| 2010-2011 | 0 | 0 | 22 or 11% |
| 2009-2010 | 1 | 27 | 19 or 11% |
| 2008-2009 | N/A | N/A | N/A |
| Completers (employed 1 Year service) | | | |
| 2010-2011 | 0 | 0 | 80 or 40% |
| 2009-2010 | 6 | 64 | N/A |
| 2008-2009 | N/A | 42 | N/A |
| Gained employment | | | |
| 2010-2011 | 6 | 9 | 130 or 65% |
| 2009-2010 | 1 | 51 | N/A |
| 2008-2009 | N/A | 77 | N/A |
| B. Quality / Effort: How well services provided? | | | |
| Job retention: 30 days | 1 | 3 | 80 |
| Job retention: 90 days | 0 | 0 | 80 |
| Job retentions: 1 year | 0 | 0 | 80 |
| C. Client Benefits: Is anyone any better off? | | | |
| | Qtr | YTD | Proposed |
| Reduce recidivism rates at 6 months - 3 years | | | |
| Year 1 Clients 2008-2009 Clients Recidivism at 1 Year | 5/186 = 0.3% | 60/186 = 32% | 29% |
| Year 2 Clients 2009-2010 Clients Recidivism at 1 Year | 10/168 = 0.6% | 41/168 = 24% | 19% |
| Year 3 Clients 2010-2011 Clients Recidivism at 6 months | 0/6 = 0% | 0% | 16%* |

Narrative