Program Delivery Methods

Delivery of Program   Back to Top

The classroom instruction for Windows to Work is made up of five core components. Within each of these components are required learning activities, as well as identified resource materials to meet each learning activity. As the pre-release (or classroom instruction) phase of Windows to Work is provided in a variety of facility settings, the method of delivery for required resource materials shall be determined by contracted agency supervisors with direction from the DOC Reentry Unit. Staff resources, facility schedules, and various agency needs are considered. The most effective method for achieving the desired effect of the program is to provide instruction on various skills and to allow participants to role-play or practice these skills. This is an important aspect of Windows to Work, and every opportunity should be utilized to allow for continued practice and/or discussion regarding the various topics and curriculum components.

Group size/Frequency   Back to Top

It is recommended that each new Windows to Work group include 8-10 participants, however contracted agency and/or facility resources shall be considered when determining program enrollment (maximum of 16 participants if co-facilitated). Participants shall be selected utilizing the defined eligibility criteria, and it is strongly encouraged that the pre-release phase of Windows to Work be provided in a "closed" group format, whereas all members are enrolled at the same time and vacancies that may occur are not filled.

ECRM > Windows to Work > Program Deliver Methods > File Content Section Amended

The pre-release phase of the program should be scheduled so that there is a minimum of two group sessions per week, however the total number of sessions per week shall be determined by contracted agency staff and DOC Institution staff, with direction from DOC Reentry Unit. Staff resources, institution schedules, and agency needs shall be taken into consideration. In addition to group meetings, Windows to Work Coaches shall meet with participants individually throughout the course of the program to evaluate progress and provide instruction related to specific tasks and goals.

Lessons/Sessions/Groups   Back to Top

Group Meetings: Defined as a period of time when all participants are in attendance and where instruction on core content material is provided. Lessons are typically one to two hours in duration, however this is a function of contracted agency and facility needs and resources. It is anticipated that the competencies and required learning activities for Windows to Work are expected to require 24 lessons for completion, depending on structure and setting, as well as additional discussion during individual meetings.

Individual Meetings: Defined as a period of time when the Windows to Work Coach meets individually with a participant to evaluate progress and provide instruction related to specific tasks and goals. It is expected that these meetings will be utilized to provide individualized instruction related to a participant's needs and concerns. In particular, it is suggested that instruction related to the Community Resources curriculum component be provided during these individual meetings. Individual meetings shall be scheduled as appropriate, taking in to account group and individual progress and staff resources. During the pre-release phase (curriculum phase), it is suggested that individual meetings occur with each participant at least monthly. During the post-release phase, these meetings should take place weekly immediately following release, and can gradually taper off as the participant gains employment and achieves goals as determined in their individual case plan.

Curriculum Structure   Back to Top

Curriculum Outline: A blueprint for facilitating Windows to Work. The curriculum has five main components. The method of delivery for required resource materials shall be determined by contracted agency supervisors with direction from DOC Reentry Unit, taking in to account staff resources, facility schedules, and various agency needs. All required resource materials are kept in the Windows to Work DOC SharePoint site. If a Windows to Work staff member needs access to this site, they shall contact the DOC Reentry Employment Coordinator. If a Windows to Work Coach and/or agency wishes to

ECRM > Windows to Work > Program Deliver Methods > File Content Section Amended

utilize alternative resource materials in order to meet a defined competency and/or learning objective, prior approval must be granted and documented by the Workforce Development Board Program Supervisor and DOC Reentry Employment Coordinator

Curriculum Checklist: Completion of required learning activities shall be documented for each participant on the DOC-2960E Windows to Work Curriculum Checklist. At the completion of the pre-release phase of the program (or if participant is removed/terminated from the program), a copy of this checklist shall be forwarded to the participant's facility Social Worker, DOC Site Coordinator, and DCC Agent.

Post-release structure: Windows to Work Coaches provide services for approximately 12 months post-release or until the individual finds employment and remains stable in that employment. At minimum, the Coach shall contact the participant every 30 days to monitor the participant's stability in the community, employment status and completion of the participant's employment goals. If a participant fails to attend a scheduled appointment or scheduled contact, the Coach shall attempt to contact the participant at their last known phone number. After two failed contact attempts by phone are made, the Coach shall send a letter to the last known address of the participant requesting communication by a certain date. The Coach shall also notify the DCC Agent, at this time, about the missed appointment or contact. The DCC Agent shall assist the Coach in contacting the participant or give the Coach an update on the participant's supervision status. The Coach shall make a final contact attempt by mail to the participant with a specific date and time to contact the Coach. The Coach shall terminate the participant from the program if there has been no contact or active involvement with the participant for 60 days. The Coach shall enter a program end date and end code in the DOC Program Data Collection System (PDCS). All employment and education information shall also be updated in PDCS and any entries shall have end dates and end codes listed.

If a participant needs services beyond the 12 months, written justification must be completed by the Coach utilizing the DOC-2960B Windows to Work Extension Request and sent to the DOC Reentry Employment Coordinator for review and must provide approval in writing. Justification must include what goals and action steps the participant has attempted to gain employment in the previous 12 months of programing and the barriers they have encountered in the previous 12 months of programming that has made it difficult to find stable employment. Justification shall include identified goals that are Specific, Measurable, Achievable, Realistic and Timebound (SMART) the participant is

ECRM > Windows to Work > Program Deliver Methods > File Content Section Amended

planning to work on to address these barriers during the program extension. The participant also needs to be on DOC supervision during the extension period. Extensions will vary in length depending on the needs determined by the Coach and Reentry Employment Coordinator. Extensions cannot exceed six months, for a total post-release service period of no longer than 18 months.

The structure for the post-release phase of the program will vary from area to area, and contracted agency supervisors shall determine staff expectations, including standards for client interaction. At a minimum, each agency shall ensure that Windows to Work participants are linked with potential job opportunities in the community, as well as all other relevant resources. The Coach shall collaborate with the DCC Agent to assist participants with job search and job retention activities.

Participants shall additionally receive assistance in accessing available community resources to address needs for food, shelter, clothing, transportation, and other services. Windows to Work programs sometimes have limited funds to assist participants in addressing barriers to employment such as transportation, education, identification and work supplies. The manner in which these funds are made available shall be determined by agency policies and procedures. The Coach shall notify the participant's DCC Agent prior to making phone and shelter purchases to verify rules of community supervision are being followed.

File Content   Back to Top

Each Windows to Work program provider will maintain a case file for each participant. Minimum file contents include (copies):

- DOC-2541 Windows to Work Program Participant Referral form (For DAI Sites)

- DOC-1336 Referral to Purchase Offender Services (For Jail Site Programs)

- DOC-1163 Authorization for Disclosure of Non-Health Confidential Information form

- DOC-1163A Authorization for Use and Disclosure of Protected Health Information

- COMPAS Bar Chart and Narrative

- DOC-2960G Windows to Work Guidelines and Expectations

- DOC-2960E Windows to Work Curriculum Checklist

- DOC-2960A Individual Action Plan (IAP)

- Career Assessment/Interest Inventory

- Program Completion/Termination

ECRM > Windows to Work > Program Deliver Methods > File Content Section Amended

- Case Notes

Individual Action Plan (IAP) Back to Top

During the early stages of enrollment in Windows to Work, the Windows to Work Coach shall work with the participant to begin developing an Individual Action Plan (IAP), DOC -2960A which outlines specific tasks and goals that the participant will work toward during the program. The IAP shall also contain basic information regarding past employment, past education, various needs and resources that the participant may have in relation to reentering the community upon release from incarceration. Information regarding specific employment and post-release goals can be completed at the end of the pre-release curriculum phase of the program or immediately following the participant's release from incarceration.

In cases where a Windows to Work program provider delivers the pre-release curriculum and services to an individual releasing to a different Workforce Development Board area, within the first 30 days of programming, the originating Coach shall send the IAP and acceptance letter to the receiving Coach. The originating Coach shall update the IAP and send it to the receiving coach prior to the participants transfer and release from the institution.

Data Tracking- Program Data Collection System Back to Top

Each Windows to Work program provider is responsible for tracking participant data related to enrollment, education, and employment. Participation data, including curriculum completions, employment and education episodes, and group participation will be tracked utilizing the Program Data Collection System (PDCS). PDCS is used by DOC staff and external community providers to enter and collect outcome data for Appropriation 112 funded programs. Program providers enter the participant data at their sites with unique user logins and access to their own assigned agencies. Such a system ensures that data is accurate and can be evaluated with additional DOC data sources.

DOC requires providers to maintain program participation data current at all times. Start and end dates of programming, service dates, and employment and education episodes shall be entered as close to the actual date of occurrence as possible. For Windows to Work, it is expected that all participant data shall be entered by the Windows to Work Coach or contracted agency desginee no later than the 5th day of the month following services (i.e., information for participant services

ECRM > Windows to Work > Program Deliver Methods > File Content Section Amended

occurring during the month of August, 2021 will be inserted in PDCS no later than September 5, 2021).

The DOC Reentry Employment Coordinator shall audit PDCS data at least quarterly and notify Windows to Work Coaches if there are any questions or concerns about data entry.

Program Completion and Termination   Back to Top

Reasons for program termination other than successful can occur at any time and include:
- Reincarceration
- Violation of supervision
- Movement out of participating area
- Failure to meet program requirements
- Administrative terminations (no fault)
- Withdrawal

If a participant has not actively participated in the post-release portion of the program for up to 60 days, due to absconding or being held in custody, the Windows to Work Coach shall terminate the participant from the program. If a participant is located at an institution site and is terminated or withdrawals from the program while in the pre-release portion of the program, the Coach shall notify the DOC Site Coordinator. The Site Coordinator or designee shall follow Division of Adult Institution (DAI) Policy #300.00.25 and update WICS with the participant's program status. If the participant has employment listed as an identified primary program need in WICS, DAI Policy #309.55.01 shall be utilized to determine voluntary unassigned status of persons in our care who are terminated. The Coach shall update PDCS with the proper end code and end date. If a participant is located at a county jail site and is terminated or withdrawals from the program while in the pre-release portion of the program, the Coach shall notify the DCC Agent. The Coach shall update PDCS with the proper end code and end date. If the participant is terminated or removed from the program post release, the Coach shall notify the DCC Agent. The Coach shall update the Program Data Collection System with the proper end code and end date.

Participants shall be recognized once they successfully complete the pre-release curriculum phase of the Windows to Work program. It is important to acknowledge that the completion of the pre-release curriculum and all related activities is a significant accomplishment. A template for a certificate of

completion for this pre-release phase will be provided to each program provider. The Coach shall forward a copy of the completion certificate to the DOC Site Coordinator if the participant is located at an institution site. The DOC Site Coordinator or designee shall update the participant's status in WICS of the program completion. The Coach shall forward a copy of the completion certificate to the DCC Agent if the participant was located at a county jail site.

Successful completion of the full program shall be done within 12 months of post-release programming or when the participant has found employment and it is determined by the Coach that the participant has shown stability in the community, stability in their employment status and completion of their individual employment goals. The Coach shall notify the DCC Agent when full program completion has been acquired. The Coach shall enter a program end date and end code in the DOC Program Data Collection System (PDCS). All employment and education information shall also be updated in PDCS and any entries shall have end dates and end codes listed.

Exit Survey   Back to Top

All exit surveys shall be mailed to:

DOC Reentry Employment Coordinator

Wisconsin Department of Corrections

3099 E Washington Ave

P.O. Box 7925

Madison, WI 53707-7925

At the final meeting, before successful discharge from the Windows to Work program, participants shall complete the DOC -2960D Windows to Work Participant Exit Survey. Please inform the participant that the survey is not anonymous, and that we will ask for their name and DOC number. The survey is, however, confidential. This means that the reporting of the results will not be associated with the participant's name. To keep the results confidential, Windows to Work Coaches are asked to provide the survey and an addressed, stamped envelope to the participant and allow the participant to complete the survey privately. Upon completion, participants are asked to place the survey in the envelope and seal the envelope prior to returning to the Coach, who will then mail the sealed envelope to the DOC Reentry Employment Coordinator.

ECRM > Windows to Work > Program Deliver Methods > File Content Section Amended

For participants who withdraw from the program during the pre-release phase, Coaches are to provide the survey, along with an addressed, stamped envelope to the participant's DOC Site Coordinator or Social Worker for completion and return to the Reentry Employment Coordinator. For participants who are discharged during the post-release portion of the program due to non-participation, Coaches shall mail the survey to the participant, along with the addressed, stamped envelope to their last known address. This shall be documented as part of a closing note in the participant's case file.