

# ECRM > Reentry Folder > Windows to Work > Coach

- The Windows to Work Coach is the contracted staff member primarily responsible for the implementation of Windows to Work programming. The Coach is employed by the Workforce Development Board or the subcontracted agency and is given limited access to DOC technology resources and, upon acceptance to the program, participant information. Serving as a link between incarceration and the community, the Coach provides both pre- and post-release services to participants in order to assist in the transition from incarceration to the community. This allows for continuous service that is vital to the participant achieving self-sufficiency.
- During the pre-release phase of the program, the Coach provides classroom training in the five core program components, as well as providing individual release/case planning in conjunction with the Institution Social Worker and/or DCC Agent (*please note that for jail programs, portions of the classroom instruction may actually occur in the community*). While providing services to participants pre- and post-release from incarceration, the Coach develops and maintains contacts in each community, forming a network of employers, residential property owners, educational institutions, community support agencies and treatment providers willing to assist Windows to Work participants.
- Working in coordination with the DCC Agent during the post-release phase, the Coach assists participants with job search and job retention activities. The Coach is able to assist the participant with the purchase of services such as work supplies, bus passes, state identification, driver's license, tuition, rent subsidies, on-the-job training, work experience and program services, depending on the Board areas funding. These funds shall be utilized to assist participants in addressing barriers to employment. Payment of fines or those which address punitive issues are not an allowable expense. The Coach shall communicate with the DCC Agent about the purchase of these services when applicable.