

ECRM > Windows to Work > Staff Responsibilities

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 (WDB) 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 WDB Area's 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.

Windows to Work Site Coordinator

- Each Windows to Work site has a DOC staff member assigned as the Site Coordinator for Windows to Work.
- Every month, the Reentry Employment Coordinator sends out a monthly potentially eligible list to Windows to Work Site Coordinators and the corresponding Windows to Work coach.
- Site Coordinators will disseminate potential participants' information within the facility and provide prioritization of referrals if necessary.

Social Worker/Treatment Specialist:

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The Social Worker or Treatment Specialist shall understand the eligibility requirements and enrollment process for the Windows to Work program. The Social Worker or Treatment Specialist shall evaluate the assigned caseload and determine persons in our care who are potentially eligible for the Windows to Work Program and communicate that information with the Windows to Work Coach or Site Coordinator. The Social Worker or Treatment Specialist shall meet with persons in our care and explain benefits of the program. The Social Worker or Treatment Specialist may contact the Coach and Site Coordinator with any questions pertaining to potentially eligible participants, or to set up a meeting between the Coach and person in our care. The Social Worker and Treatment Specialist may assist in the recruitment of appropriate participants to the Windows to Work program by providing information to persons in our care, through flyers, brochures, and/or information sessions.

DCC Agent

- The DCC Agent shall make referrals as appropriate for the Windows to Work program.
- The Windows to Work Coach shall notify the DCC Agent of a participating offender's enrollment in the program.
- The Coach shall collaborate with the DCC Agent to assist participants with job search and job retention activities.
- The Coach shall work in collaboration with the DCC Agent when appropriate for purposes of evaluating program participation, and general supervision concerns and/or questions.