

RochesterWorks, Inc.
Second Chance Monroe Transition Services RFP
Questions and Answers

Updated 10/10/2019

Q. What are the participant outcomes that were achieved by the current provider and have expectations changed since the program was implemented?

- Participation Rate: At least 50 program participants will receive transition services and a Transition Plan pre-release.
- Post-Release Enrollment Rate: At least 45 program participants will report for services at the community-based AJCs within 90 days of release.
- Post-Release Transition Services: At least 45 program participants will receive the transition and supportive services described on the Transition Plan post-release.

A. The current provider has achieved the following performance on the three transition-related outcomes. Expectations have not changed since the program was implemented. However, we will not hold the transition services provider accountable for challenges resulting from low program enrollment.

- 52 participants received transition services and a Transition Plan pre-release.
- 27 program participants have reported for services at the community-based AJCs within 90 days of release. The measurement period for this outcome measure will not end until 12/31/2019. This is an outcome measure for which RochesterWorks, Inc. and the transition specialist share the responsibility. We are at 60% of the goal with 67% of the measurement period completed.
- We do not yet have a reliable measure for Post-Release Transition Services. Current performance falls somewhere between 27 and 52 with 67% of the measurement period completed.

Q. Can you provide a summary of the current/established work flow for participant selection and engagement? Are we correct in assuming that Rochester Works staff select and orient participants before the contracted transition specialist is involved?

A. Most participants are referred to the program by staff at the Monroe County Jail or Monroe Correctional Facility.

1. RochesterWorks, Inc. (RWI) staff screen participants for suitability.
2. The transition specialist works with RWI staff to perform an assessment on newly enrolled participants. At this point an Individual Employment Plan/Transition Plan is initiated.
3. The transition specialist provides individualized pre-release transition services to participants throughout their pre-release period.
4. RWI staff provide group and individual instruction, career development, coaching, and planning throughout the pre-release period.
5. The transition specialist has a meeting just prior to release to finalize the transition plan.
6. The transition specialist provides individualized post-release transition services to participants throughout the post-release period, often in conjunction with the career and training services provided by RWI staff.

Q. What is the normal monthly/weekly influx of new participants?

A. New participants are enrolled in cohorts of between 5 and 15 participants. There is some variation to the interval between cohorts. Typically, a new cohort will begin every six weeks.

Q. How does a participant graduate/leave the program?

A. Program staff determine when to inactivate a participant. Reasons for inactivation may include:

- Transferred to another facility
- New conviction for a sexual offense
- No contact for 90 days (post-release)
- Not ready, willing, and able to begin employment within the next 6 months
- Moved out of area
- Rearrested and incarcerated in a facility other than the Monroe Correctional Facility
- Retained employment for one year
- Other reasons to be determined by program staff

Q. Is there a program summary or report available for review?

A. We have not yet completed the report for the quarter ending 9/30/2019. Here is the report for the previous quarter:

Quarterly Performance Report

Fiscal Year: October 1, 2018–September 30, 2019

Implementation Period: October 1, 2018–December 31, 2018

Program Operations Period: January 1, 2019–September 30, 2019

Reporting Quarter: April 1, 2019–June 30, 2019

Performance Outcomes

Outcome	Current Period	Cumulative	% of Goal	% of Outcome Performance Period
75 inmates served per year (1/1/19–9/30/19)	20	54	72%	67%
45 inmates served in the Career Center within 90 days of release (4/1/19–12/31/19)	12	17	38%	33%
22 inmates receive training services, post release (4/1/19–12/31/19)	0	1	5%	33%
36 inmates are placed in employment or training (4/1/19–3/31/20)	6	8	22%	25%

Performance Narrative

This our second quarter of program operations. During the quarter, we enrolled 20 participants—all men—in 2 cohorts, which corresponded with the construction course offered within the correctional facility and the [veterans](#) group in Monroe County Jail.

Program Successes:

- We successfully transitioned services from the E. Henrietta Rd. correctional facility to Monroe County Jail on S. Plymouth Ave. with strong support from the Jail leadership
- We increased the number of inmates reengaging with the career center for their first post-release appointment

Challenges:

- Although we have adjusted to the closing of the Monroe Correctional Facility, the transition has caused significant disruption in program services
- We must now work on continued engagement with participants in 2nd and subsequent meetings post-release

Q. What are demographics of current /graduated participants? (terms of male/female, language and cultural backgrounds, sentenced vs. non-sentenced other demographics)? This may help us better identify if one staff or a combination of staff to serve special populations would be helpful.

A. Here are some demographics from the first seven cohorts:

60% male, 40% female

10-15% unsentenced (though this could change)

We served one cohort of 14 male veterans

Nearly all participants are proficient in English

Many participants have a history of substance abuse