

Pennsylvania Workforce Development Board

A Comprehensive Inventory of Reentry Services Across
Pennsylvania

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INTRODUCTION

This project, in response to the request by the Pennsylvania Workforce Development Board (PA WDB) to survey reentry service providers and stakeholders to identify strategies and services provided to reentering citizens in Pennsylvania. This project was also structured to identify best practices and gaps in services from the perspective of local stakeholders and providers.

To achieve this, the contractor developed two rounds of survey. The first survey was sent to Parole & Probation contacts, local workforce development boards, Chambers of Commerce, and PA Reentry Coalition contacts. The second survey was sent to Title II AEFLA Providers and PA CareerLink® staff. Lastly, interview requests were sent to survey takers who were representative of the identified stakeholders or stakeholder or regional voices that were not represented in the survey results.

Surveys provided descriptive statistics and a cataloging of open response items. Interviews were coded for themes that pertained to the identified focus on best practices, services provided, and gaps in services. From these findings, the contractors provide recommendations and a review of literature.

STAKEHOLDER REENTRY SURVEY 1 ANALYSIS

Introduction

The Reentry Survey was sent to 220 respondents (six of which were returned undeliverable; two were resent to new email addresses).

- 19 Parole & Probation contacts
- 22 Local Workforce Development Board Directors (Pittsburgh City and Allegheny County have the same director)
- 66 Chambers of Commerce (those with no email address were eliminated)
- 113 PA Reentry Coalition contacts

Initial and reminder email were sent to help get the highest number of surveys, as possible. Eighty-three surveys were submitted, a response rate of 37.73%. The average response rate for an external survey (surveys sent to persons outside of one’s organization) is usually 10-15%; the 37.73% response rate is closer to that of an internal survey response rate of 30-40% indicating a successful response rate for an external survey. Furthermore, most respondents provided complete information and are willing to participate in follow-up activities (N=82, 79 “Yes”; 3 “No”). The follow-up interviews will be important to deepening our understanding of the services and the organizational context of organization who provide services, directly or indirectly, to reentering citizens. To this point, three people contacted us via email to explain why answers may be incomplete or not aligned with the questions we asked, for example:

“Thanks for the opportunity to complete your survey. The MVEDP is an economic development/chamber of commerce office. We don’t work directly with people trying to re-enter the workforce. I tried to complete the survey but there are a number of questions that have no relevance to our organization. This additional information will be important to capture.”

Following are the results of the survey responses. We have provided summative and detailed information, dependent on the diversity and relevance of the responses.

Summary of Respondents by Workforce Development Area

RESPONDENTS BY PENNSYLVANIA WORKFORCE DEVELOPMENT REGION			
Workforce Development Area	Organization Category	Your Organization	Email Address
Allegheny County	LWDB	Partner4Work	kkadisevskis@partner4work.org
	Reentry	Bureau of Community Corrections	jurubeo@pa.gov
Berks County	Reentry	Berks Connections/ Pretrial Services	kkerschner@bcpsreentry.org

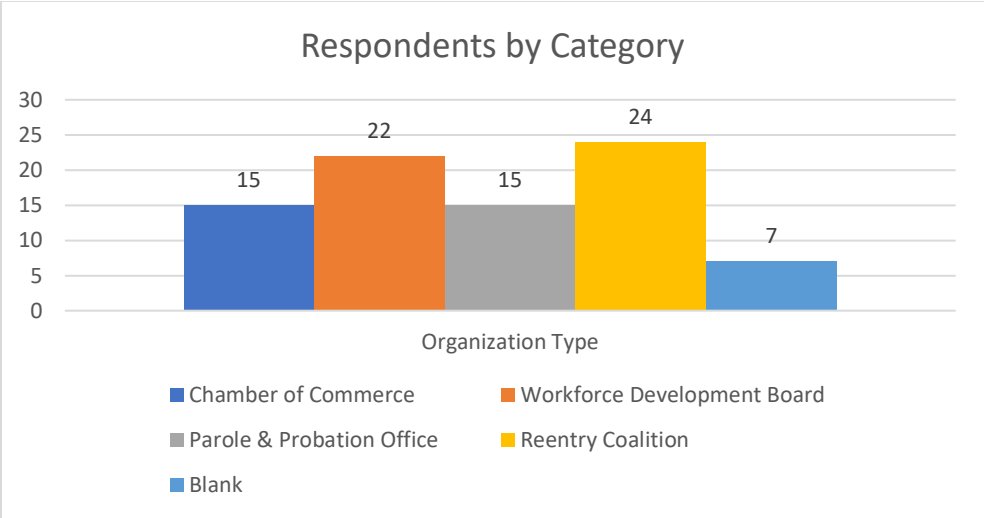
	LWDB	Berks County WDB	dfogarty@countyofberks.com
	Reentry		pkershner@bcpsreentry.org
Bucks County	Chamber	Upper Bucks Chamber of Commerce	dbodnar@ubcc.org
	LWDB		bbarnes@bucksworks.org
	Parole	Bucks County Adult Probation/Parole	mjharrison@buckscounty.org
Central	Chamber		slafuria@mvedp.org
	Reentry	Union-Snyder Community Action Agency	emrusko@union-snydercaa.org
	Reentry	Capital Region Exoffender Support Coalition	sswooley@verizon.net
	Chamber		georgina@greencastlepachamber.org
	Chamber	Columbia Montour Chamber of Commerce	fgaffney@columbiamontourchamber.com
	Reentry	Centre County Reentry Coalition	klhull@centrecountypa.gov
	Parole	DOC/BCC	kfenstemak@pa.gov
Chester County	Chamber		ckuhn@scccc.com
	Parole		bmclure@chesco.org
	LWDB	Chester County Workforce Development Board	sbrannen@chesco.org
City of Pittsburgh		City of Pittsburgh	janet.manuel@pittsburghpa.gov
Delaware County	LWDB		dalyj@co.delaware.pa.us
	Reentry	Chester City Department of Re-Entry	ppurnell@chestercity.com
	Reentry	City of Chester Office of Reentry	danderson@chestercity.com
	LWDB	Entrepreneur Works Fund	atruehart@entre-works.org
Lackawanna County	Chamber	The Greater Scranton Chamber of Commerce	bflorovito@scrantonchamber.com
	LWDB	Lackawanna County Workforce Development Board	vturano@wiblackawanna.org
Lancaster County	LWDB	PA CareerLink® Lancaster County/Workforce Development Board Lancaster County	Tloew@jobs4lancaster.com
Lehigh Valley		Pinebrook Family Answers	lvandoren@pbfalv.org

		Northampton County Department of Corrections	cwilliamson@northamptoncounty.org
	Reentry	County of Lehigh DOC	laurakuykendall@lehighcounty.org
Luzerne-Schuylkill Counties	Chamber		sbrennan@stcenters.org
	LWDB		patricialenahan@lswib.org
	Chamber	Back Mountain Chamber	wleandri@aol.com
	Chamber	Schuylkill Chamber of Commerce	pklahr@schuylkillchamber.com
Montgomery County	Reentry	Family Services of Montgomery County, PA/Montgomery County Reentry Initiative (MCRI)	kbrown@fsmontco.org
	Chamber	Indian Valley Chamber of Commerce	StevenH@indianvalleychamber.com
	Reentry		amcbride@fsmontco.org
North Central	Parole	McKean County Juvenile Probation	tawilcox@mckeancountypa.org
	Parole	PA DOC/PBPP	matsheaffe@pa.gov
	Parole	PA Board of Probation and Parole	psines@pa.gov
	LWDB		fleming@northerntier.org
	Reentry	Safe Harbor Easton	dmassaro@safeharboreaston.org
Northern Tier		<i>NO RESPONDENTS</i>	
Northwest	Reentry	Erie County Reentry Services and Support Alliance	ssilmn@gecac.org
	Chamber	North East Area Chamber of Commerce	holly@nechamber.org
	LWDB	NWPA Job Connect	janderson@nwpajobconnect.org
	Parole		rolabenne@pa.gov
Philadelphia County	Reentry		sjohnson@frpinc.org
	LWDB	JEVS Human Services	jeffrey.abramowitz@jevs.org
	LWDB	Philadelphia Works	shoffman@philaworks.org
	Reentry	Restorative Encounters	barbie@restorativeencounters.org
	Reentry	Center for Employment Opportunities	jweinberger@ceoworks.org
	Parole	PBPP	jacintron@pa.gov
	Reentry	City of Phila Office of Reentry Partnerships,	aviva.tevah@phila.gov

		Director of Phila Reentry Coalition	
Pocono Counties	Parole		rparsons@carboncourts.com
South Central	Reentry	Franklin Together Reentry Coalition	kmeaton@franklincountypa.gov
	Chamber	York County Economic Alliance	spinos@yceapa.org
		Crispus Attucks Employment & Training	cmaxfield@crispusattucks.org
	Reentry	Geo Reentry - York	kmacon@geogroup.com
		Community Progress Council	tfuentes@yorkcpc.org
	Reentry	York County Bar Association/York County Bar Foundation	victoria.connor@yorkbar.com
	Chamber	West Shore Chamber of Commerce	george@wschamber.org
	Reentry		phrasepro@gmail.com
	Parole	Franklin County Adult Probation Dept.	ljschlegel@franklincountypa.gov
	Reentry	York County Reentry Coalition	cdewitt@scpaworks.org
	Chamber	Mechanicsburg Chamber of Commerce	director@mechanicsburgchamber.org
		PA Housing Finance Agency	hzugay@Phfa.org
	LWDB		jmccree@scpaworks.org
Chamber	Blair County Chamber of Commerce	jhurd@blairchamber.com	
Southern Alleghenies	LWDB	PA CareerLink® - Blair & Bedford County	gfisher@gogoodwill.org
	LWDB		dhancock@emp-trng.org
	LWDB		bcovert@emp-trng.org
	LWDB	PA CareerLink® Cambria County	jedick@pa.gov
	LWDB	PA CareerLink® Somerset County	jedick@pa.gov
		Goodwill of the Southern Alleghenies	mrickabaugh@gogoodwill.org
Southwest Corner	LWDB		agatts@washingtongreene.org
	Parole	PBPP	larpowell@pa.gov
Tri County	Reentry		carita0318@gmail.com
	Reentry	Amiracle4sure, Inc	mbanks@amiracle4sure.com

West Central	LWDB		gdogan@wcjp.org
Westmoreland/Fayette	LWDB	Westmoreland-Fayette Workforce Investment Board	Wthompson@westfaywib.org
		PSU Harrisburg	cbr18@psu.edu
	Parole		dhamarlund@pa.gov
	Parole	Bureau of Reentry Coordination	lresto@pa.gov
	Parole	Dauphin County Probation Services-Adult Division	mzurin@dauphinc.org
	Parole	Pa Board of Probation and Parole	Apannebake@pa.gov

Summary of Respondents by Organizational Category



Coordination & Collaboration (N=83)

The overwhelming majority of organizations reported coordinating and/or collaborating with other organizations to provide services (Yes: 88.1%; No: 11.9%). The majority of those reporting “No” are Chambers of Commerce (n=7); three of these reported that they “Do not provide direct services” while another respondent stated that they provide “Guidance to all the above services” (above services refers to the selection of categories).



Those organizations reporting that they do not *coordinate, collaborate or partner with other reentry service providers or stakeholders to provide services*, are the following:

ORGANIZATIONS REPORTING NOT HAVING SERVICE PARTNERS OR COLLABORATORS			
Workforce Development Region	Organization Category	Organization	Coordinate, collaborate or partner with other reentry service providers or stakeholders to provide services
Bucks County	Chamber	Upper Bucks Chamber of Commerce	No
Central	Chamber		No
Central	Chamber		No
Luzerne-Schuylkill	Chamber	Back Mountain Chamber	No
Luzerne-Schuylkill	Chamber	Schuylkill Chamber of Commerce	No
Northwest	Chamber	North East Area Chamber of Commerce	No
South Central	Chamber	Mechanicsburg Chamber of Commerce	No
South Central	Parole	Franklin County Adult Probation Dept.	No
Lehigh Valley		Pinebrook Family Answers	No
BLANK	Parole	BLANK	No

Partners

The majority (n=61) of respondents provided information on their partners. Most organizations listed working with PA CareerLink®, probation and parole offices, criminal justice organizations, and supportive services, as expected. More striking is the number of partners listed. Twenty respondents either sent a list separately, noted categories of partners (e.g., *We partner with a large variety of services and providers*), or stated that the list of partners was too extensive to enter into the survey (e.g., *There are 110+ members of the Philadelphia Reentry Coalition: <https://www.philadelphiareentrycoalition.org/our-members>*). While the list of partners is extensive and demonstrates the vast array of services reentering citizens need, a more refined understanding regarding the nature of the partnerships and collaborations and the depth of service provided to clients is needed. Please see the following chart for a more detailed list of partners.

IDENTIFIED PARTNERS		
Workforce Development Region	Organization	Partners
Allegheny County	Partner4Work	Allegheny County Jail Collaborative & AC DHS
Berks County		Berks County Workforce Development Board
Berks County	Berks County WDB	Berks Connections / Pretrial Services
Bucks County	Bucks County Adult Probation/Parole	*There are too many to list here. They encompass every part of the reentry system.
Bucks County		Vita Education Pa CareerLink® Bucks County
Central	DOC/BCC	*Bureau of Community Corrections contracts with over 80 providers is the central region
Central	Union-Snyder Community Action Agency	We are currently leading the process of designing a strategic plan for re-entry in Union and Snyder counties. Our partners vary from meeting to meeting in this process; beginning in approximately March 2020, we will be prepared to move forward as an official Coalition and meet regularly with clearly defined goals.
Central	Capital Region Exoffender Support Coalition	Sound Community Solutions Accountable Prison Ministry Recovery Institute Goodwill Keystone Area ACLU
Central	Centre County Reentry Coalition	*There are many partners, one would be our Centre County Correctional Facility
Chester County		PA CareerLink®
Chester County		CCGM (mentoring/ transportation/ financial support) Our Closet (Clothing) WCU (Counseling services) Psychology Dept., Department of Community Development (Shelter) OIC of Chester County (Mentoring, education, Work readiness, financial help) Lifeline Community Baptist Church (Mentoring, transportation) Gateway Horsecworks (therapy/ Trauma therapy) PA CareerLink® (Job placement/ resume) Life Transforming Ministries (Job readiness, Counseling)
Chester County	Chester County Workforce Development Board	Life Transforming Ministries Chester County Adult Probation Office Chester County OIC- Joyce Chester
City of Pittsburgh	City of Pittsburgh	US Probation & Parole Job Club PA CareerLink®: Veteran's Re-entry Program & PCSI
Delaware County	Chester City Department of Re-Entry	EDSI SCS Business Interface State Probation and Parole State Attorney General's Office Vicki Herr, Private Attorney ERC

		Widener University Community Action Agency of Delaware County Peerstar, LLC Boys and Girls Club Health Partners Plans Chester NAACP Representative Brian Kirkland Department of Corrections and others.
Delaware County	City of Chester Office of Reentry	EDSI Vicki Herr, Private Attorney Widener School of Nursing Business Interface, Inc. Community Solutions, Inc. Widener Professor Entrepreneur Works of Delaware County Liaison Program Manager
Delaware County		EDSI
Delaware County	Entrepreneur Works Fund	City of Chester Re-entry Coalition City of Philadelphia Re-entry Coalition
Lackawanna County	Lackawanna County Workforce Development Board	The Lackawanna County WDB partners with Pathstone, Inc.
Lancaster County	PA CareerLink® Lancaster County/Workforce Development Board Lancaster County	We work extremely closely with Probation and Parole, the Prison *Countless other providers working closely.
Lehigh Valley	Northampton County Department of Corrections	Haven House Pine Brook Family Answers PA CareerLink® **The list above are organizations that work within our institution to provide reentry services for our inmate population. We have a vast list of organizations on our County Reentry Coalition that we can call upon for assistance.
Luzerne-Schuylkill Counties		PA CareerLink®
Montgomery County	Indian Valley Chamber of Commerce	Penn Foundation
Montgomery County	Family Services of Montgomery County, PA/Montgomery County Reentry Initiative (MCRI)	**Will e-mail separately as it is a long list
Montgomery County	Family Services of Montgomery County, PA/Montgomery County Reentry Initiative (MCRI)	Montgomery County Public Defender's Office RHD Family Services Eagleville Hospital Liberty Ministries Montgomery County PD Office Montgomery County Court Administration

		DET VNA - Personal Navigator Legal Aid of Southeastern PA Along the Way Returning Citizen Laurel House Livengrin Exec. Director Laurel House Montco Housing Norristown Church of God Worth While Wear TeachOneFeedOne RHD SOAR Montgomery Co. DA In His Eyes RHD Carson valley Children's AID Family Services Mission Kids WCMC Family Services Returning Citizen SE Regional Mental Health Service Coordination Office PD Office's Central BH PD Office Penn Foundation OIC Women's Center of Montco. OCY Creative Health RHD Family Services Intern Montgomery County Dept of Health & Human Services Your Way Home Women's Bridge Community Connections Another Day Clean Justice Related Services Rise Above Carson Valley Children's AID JRS - Access RHD Gaudenzia Creative Health Returning Citizen NSH Warriors Recovery JRS AIDS Care Group New Found Freedom
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		<p> Worth While Wear Mont. Co Adult Prob. VNA- SOAR Mont. Co Public Defender’s Office Mont. Co. BHDD Mont. Co. Housing and Community Development Family Services CADCOM Shoprite HopeWorx Truth for Women Family Services MCCF Creative Health JRS RHD Director WCMC Mont. Co Public Defender’s Office Mission Kids MCCF Eagleville Hospital JRS MCCF Mission Kids MCCF The Hope and Help Network Program Director Buxmont Bridge of Hope Consultant Montgomery County Health Dept Justice Related Services Carson valley Children's AID RHD PCCD Project Manager MCCF RHD Montco OMH Mont. Co Adult Prob. Legal Aid of Southeastern PA Laurel House Montco Mobile Crisis Central BH Pottstown Works CVCA Returning Citizen Chestnut Hill College Family Services Rise Above Mont. Co MH/DD/EI WCMC Montgomery County Department of Health and Human Services </p>
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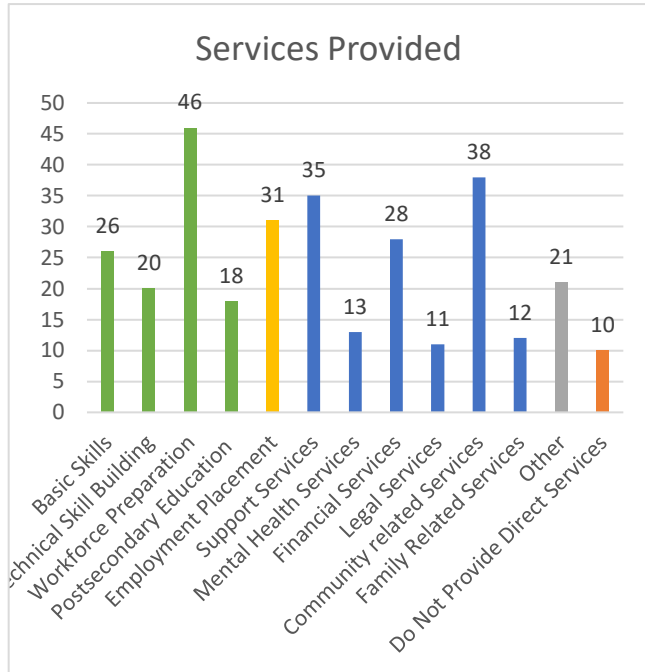
		<p>Magellan MCCF Bible Study MontCo Anti-Hunger Network (MAHN) Pro-Act DHS Owners Creative Health Howard University School of Divinity Why Not Prosper Family Services Women's Center of Montco. YMCA of Tri-County Area Laurel House VNA - Personal Navigator Mont Co OCY RHD Montgomery County Housing Authority No Longer Bound Development Center RHD Mont.Co Health Dept. Laurel House Family Services Liberty Ministries Employment Specialist Community Advocates of Montgomery County Literacy Council of Norristown Catholic Social Services Hospitality Center RHD - Center of Excellence Family Services Montgomery County Department of Health and Human Services Family Services Manna on Main Mont Co Commerce Dept/MontcoWorks Montgomery County Health Department Behavioral Health JRS Hopeworx YWCA TriCounty Family Services Center of Excellence Family Services</p>
North Central	McKean County Juvenile Probation	<p>PA CareerLink® McKean County Housing Coalition McKean County Criminal Justice Advisory Board (this board connects us with the persons who serve the needs of returning citizens)</p>
North Central	PA DOC/PBPP	*We partner with a large variety of services and providers
North Central	PA Board of Probation and Parole	<p>OVR PA CareerLink®</p>

		Reentry Coalitions Mentoring Agencies
Northern Tier		Bradford County Action Trehab Probation Bradford County Domestic Relations - Child support office Supervised Bail
Northwest		PA CareerLink® in NWPA ECRSSA Family services of NWPA
Northwest	Erie County Reentry Services and Support Alliance	PA CareerLink® Stairways Blended Case Management Pyramid D&A Erie Co Care Management Stairways Behavioral Health OP Stairways Drug and Alcohol Community Health Net Esper Center, Center of Excellence New Directions D&A St. Martin's Center Mercy Center for Women Safe Harbor Behavioral Health OP City Mission- temp shelter Community Shelter Services- temp shelter Community of Caring- temp shelter Greater Erie Community Action Committee; Housing supports, GED, and Getting Ahead Lakeshore Community Services BCM
Northwest	NWPA Job Connect	All six county jails Probation District attorneys *Other service providers are working with us and Title I
Philadelphia County	PBPP	Philadelphia Reentry Coalition
Philadelphia County		PBBB/BCC Our agency provides services for citizens returning to the community following incarceration in one of PA's State Correctional Institutions (SCI's). Uplift Solutions-FRP (refers participants to Uplift for employment training and job placement)
Philadelphia County	Restorative Encounters	Various re-entry case managers.
Philadelphia County	City of Phila Office of Reentry Partnerships, Director of Phila Reentry Coalition	*There are 110+ members of the Philadelphia Reentry Coalition: https://www.philadelphiareentrycoalition.org/our-members
Philadelphia County	JEVS Human Services	*We have over 200 partners and will supply names
Philadelphia County	Philadelphia Works	We contract with EDSI as a PA CareerLink® Philadelphia provider to offer specialized reentry employment services in multiple locations. Some contracted youth service providers specialize in adjudicated youth 16-24.

		All other PA CareerLink® adult and youth services are available to returning citizens as one group among many experiencing barriers to employment.
Pocono Counties		Pinebrook Family Answers Carbon Monroe Pike Drug and Alcohol Carbon Monroe Pike Mental Health *Numerous other agencies.
South Central	York County Economic Alliance	York County Bar Association MidPenn Legal Services The Program Crispus Attucks PA CareerLink® HACC York York County Reentry Coalition
South Central	West Shore Chamber of Commerce	Cumberland Area Economic Development Corporation
South Central	Geo Reentry - York	Office of Vocational Rehabilitation Miracle4Sure
South Central	York County Bar Association/York County Bar Foundation	*Partners involved in the delivery of legal and human services programs Legislators Philanthropists Business leaders in York County
South Central		*Please see Reentrynow.org
South Central	York County Reentry Coalition	*YCRC connects to all category partners
South Central		Center for Employment Opportunities
South Central	Crispus Attucks Employment & Training	The Program PA CareerLink®-Cristie Dewitt
South Central	Community Progress Council	York County Probation/Prison OVR PA CareerLink® The Program Amiracle4sure Pyramid The Well
South Central	PA Housing Finance Agency	Dept of Corrections Dept of Military and Veteran's Affairs
Southern Alleghenies	PA CareerLink® - Blair & Bedford County	Bedford Chamber of Commerce Bedford County Prison Bedford County Correctional Facility Goodwill of the Southern Alleghenies
Southern Alleghenies		Huntingdon County Jail and Probation *We use many community agencies as referrals.
Southern Alleghenies		Center for Community Action Title One Title II OVR State partners.
Southern Alleghenies	PA CareerLink® Cambria County	US Probation Cambria County Day Reporting Center PA State Parole Cambria County Probation, Parole

		Cambria County Jail Goodwill Reentry
Southern Alleghenies	PA CareerLink® Somerset County	Somerset County Probation, Parole SCI Laurel Highlands SCI Somerset Community Action Tableland Services
Southern Alleghenies	Goodwill of the Southern Alleghenies	Laurel Legal Aid Cambria/Bedford/Blair Probation and Prison PA CareerLink® Federal Probation WFDB Working Wardrobe Assistance Office Carpenters union Housing Authority OVR Penn Highlands Community College Greater Johnstown Career and Technology Center Department of Corrections Cambria/Blair/Bedford CJAB
Southwest Corner	PBPP	PA CareerLink® and OVR offices across the region are probably the biggest partners *Multiple agencies that work with our population to assist with obtaining their GED
Southwest Corner		PA CareerLink® SWPA Legal services Drug and Alcohol in three counties President Judge in two counties Probation Director and officers in three counties Commissioners in three counties Wardens in two counties DAs in two counties Community-based organizations in three counties Employers in three counties Mental Health agencies in three counties Senator Bartolotta Representatives in three counties Sheriff's offices in two cCounties Human Services in three counties Training providers in three counties *The list is really too long since we hold onc in each county and they are all a little different
Tri County		*We have a long list of members. Please see reentrynow.org for more info.
Westmoreland/Fayette	Westmoreland-Fayette Workforce Investment Board	Dads Matter Westmoreland County Re-entry Committee Westmoreland County Overdose Task Force
	Bureau of Reentry Coordination	*We work with agencies and reentry coalitions across the state

Services Provided (N=82)



Given the list of partners reported, it is unsurprising that the majority of respondents (n=72) listed provide multiple services. The most cited service provided is *Workforce Preparation* (n= 46) followed by *Community Related Services* (n=38, defined as advocacy, leadership, and mentoring), *Support Services* (n=35., basic needs, such as, clothing, housing, transportation), and *Employment Placement* (n=31). Taken together, one can surmise that training and providing basic needs so that reentering citizens can gain employment is a clear goal for many of these organizations. Notably 50 respondents provide more than one type of service.

Services Provided Response Categories

- a. Basic skills (e.g., reading skills, math skills, learning strategies)
- b. Workforce preparation, job readiness, and employability skills (e.g., accepting feedback, working with others, punctuality)
- c. Technical skill building
- d. Postsecondary Education (academic or training activities)
- e. Employment placement
- f. Support services (e.g., housing, clothing, transportation)
- g. Mental health services (e.g., counseling, substance abuse treatment, trauma support)
- h. Financial services (e.g., financial literacy, bank accounts, loans)
- i. Legal services (e.g., fines, fees, child custody, expungement, immigration)
- j. Community related services (e.g., advocacy, leadership development, mentoring)
- k. Family related services (e.g., childcare, family counseling, domestic issues)
- l. Other: (Describe)
- m. We do not provide direct services to reentry clients

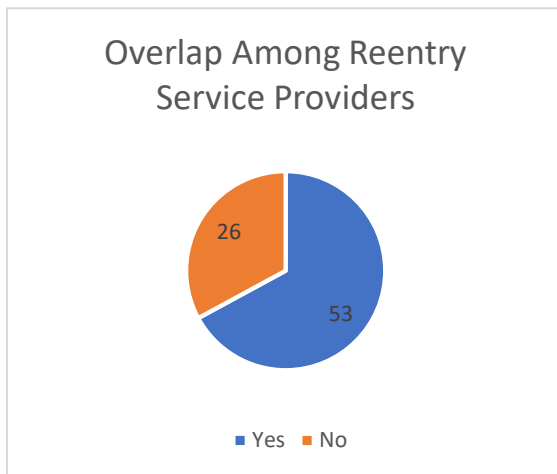
Those who reported not providing direct services often added that they work with other organizations to provide direct services (e.g., *We do not provide direct services to reentry clients, the Board contracts with vendors that provide direct services to reentrants*).

The survey provided space to highlight services that were not captured in the established response categories. Below are the “Other” responses. Note: Some “Other” responses did not specify the services provided.

Additional Services Reported:

- Entrepreneurial Training and Technical Assistance
- Refer returning citizens to appropriate agencies based on their needs
- Community related services (e.g., advocacy, leadership development, mentoring)
- We are a re-entry resource center
- A pilot program to provide supportive employment to recovering substance abusers
- Guidance to all of the above services
- Restorative Re-entry Circles building family and community support and holistic case planning.
- Grantmaking for law-related programs
- We just received a Youth Reentry grant and are in the planning stages.

Overlap Among Reentry Service Providers (N=72)

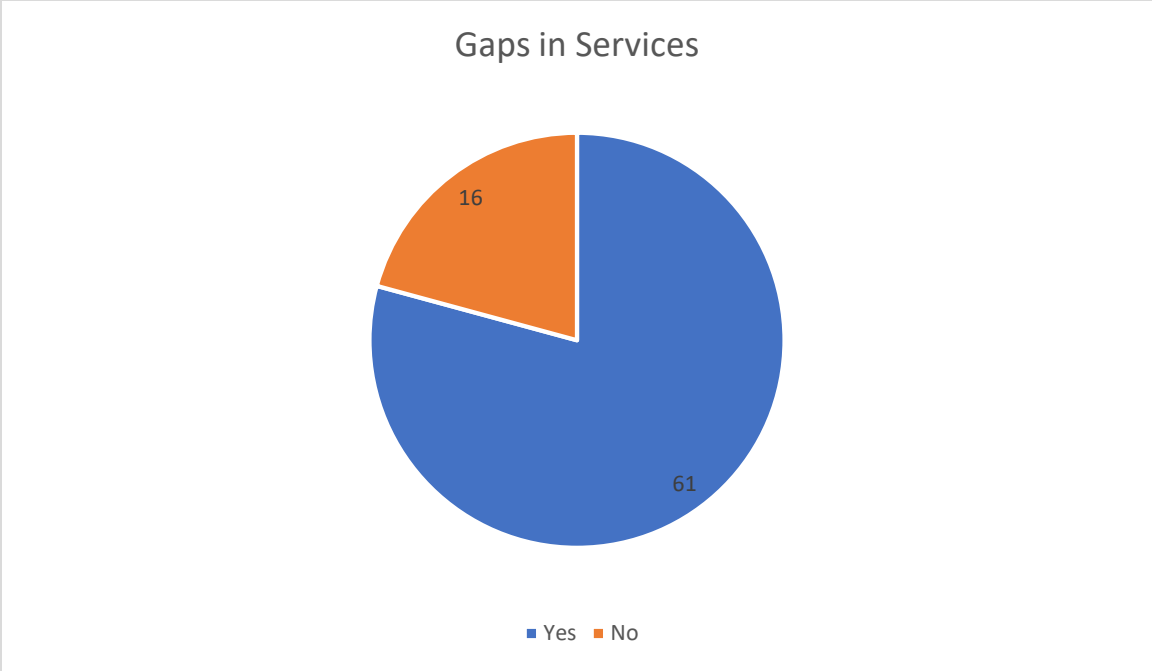


The majority (67.1%) of respondents stated that there is overlap in services among Reentry Service Providers. The overlap was seen primarily noted in supportive services (e.g., housing, transportation, mental health), employment assistance, workforce training and job readiness, mentoring, and educational services. Few responses indicated that this was seen as problematic, for example, *“Several members offer vital services such as mentoring, housing and workforce development,”* or *“A lot of us are serving the same population, focusing on the same skills. What makes us different is in the way*

that we do the work,” indicating that the need for these services is greater than what might be perceived as wasted effort or duplication. Others note that they are exploring areas of overlap, for example, *“We are trying to figure that out. The Bedford Chamber has started a reintegration team with many agencies attending so we can all lay out our programs/where we fit.”* One notable response was, *“There appears to be a significant amount of theoretical support; however, there is a lack of boots on the ground support for this population.”* NOTE: The survey did not mine for respondent attitudes, so the topic of perceived overlap will be explored further in follow-up interviews.

Gaps in Services (N=77)

A larger percentage (79%) of respondents perceived a gap in services.

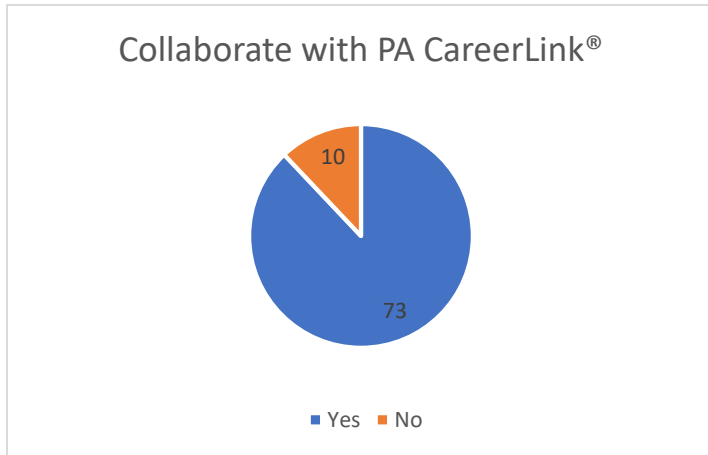


Service providers identified a variety of gaps in service which included funding, systemic coordination needs, and a combination of skill development and basic service gaps. Transportation and Housing stand out as the most identified gap that currently exists in services for reentering citizens. These two are followed by the gap in providing timely counseling services. Drug and alcohol counseling is named as a particular need within this category. Several categories speak to the need for a more efficient and aligned system of services for reentering citizens. The topics of Overlap and Gaps in Service should be explored in follow up interviews to better understand duplication, alignment of services, and communication among service providers.

GAPS & NEEDS	n
Basic needs, case management, & supportive services	3
Retention services	1
Transportation	22
Housing & homelessness	21
Financial assistance to reentering citizens (e.g., fees, scholarships, stipends) <ul style="list-style-type: none"> • <i>The ability to provide financial assistance or stipends while an individual is enrolled in reentry programming is also a gap</i> • <i>Funding to cover fees and fines related to driver's license recovery</i> 	4
Document recovery <ul style="list-style-type: none"> • <i>Getting identification cards and other work-related documents</i> • <i>Waiting period for certain forms to be complete for authorization or approval (i.e. birth certificate, social security card, etc.)</i> 	5

Counseling & mentoring <ul style="list-style-type: none"> • Drug & Alcohol counseling (n=4) • Trauma 	13
Cognitive-based programs	1
Life skill training	1
Financial literacy and education	1
Basic skills, literacy and GED classes/services	3
Employment & skills training <ul style="list-style-type: none"> • <i>Including soft skills & personal communication</i> 	6
Career Opportunities & Placement <ul style="list-style-type: none"> • Identifying a career path • Work opportunities • <i>Sometimes they are required to work but the court system doesn't always help place them.</i> 	5
Handoffs	1
Funding for service organizations <ul style="list-style-type: none"> • <i>Lack of OVR funding</i> • <i>We could do more if we could use our WIOA funding prior to them being released</i> 	3
Veteran-specific services	1
<i>Follow-up and providing real results that last in the long term</i>	1
Lack of organizational capacity to serve all reentrants <ul style="list-style-type: none"> • <i>Rural areas do not have as many providers</i> 	5
Lack of a cohesive, connected, and efficient reentry system <ul style="list-style-type: none"> • <i>No shared information and coordination</i> • <i>The biggest gap is the lack of citywide assessment and referral capacity for reentrants</i> • <i>Gaps with probation and parole making connections with PA CareerLink® staff</i> • <i>Better coordination and communication (also education) with employers that hire ex-offenders/re-entrants</i> 	6
<i>Lack of use of community resources</i>	1
Lack of timely access to services <ul style="list-style-type: none"> • <i>Being approved for a service but it not starting until released from prison</i> • <i>Formerly incarcerated individuals come to our facility much of the time without active insurance, proper identification, or medication. Our case managers handle establishing insurance, getting them identification and getting them enrolled in treatment. The problem here is that once they get enrolled it is sometimes several months before they get into the proper treatment setting. In this time they can run out of medications, fall back into their old negative coping strategies, and sometimes relapse into substance use or maladaptive anti-social behaviors.</i> 	2

Collaboration with PA CareerLink® (N=83)



The vast majority of survey respondents collaborate with PA CareerLink® (n=73). Unsurprisingly, those responding “No” were organizations (n=10) that are more likely not to provide direct services: Chambers of Commerce (n=4), Reentry Coalitions (n=5); and a service provider (n=1). Some respondents indicate that these are nascent collaborations, while others appear to have established partnerships that include referral systems, enrollment in

the PA CareerLink® system and services, co-delivered workshops, employment fairs, and service on committees and taskforces. Some respondents indicate that they are co-located at the PA CareerLink® while others oversee or are responsible for the PA CareerLink® services. For more information see detailed responses below:

IDENTIFIED COLLABORATIVE ACTIVITIES		
Workforce Development Region	Organization	Collaborative Activities
Allegheny County	Bureau of Community Corrections	In most cases we have them in to speak at THU/RSO sites. Other sites may bring them in to present and cover specific material related to employment. Very basic relationship though.
Allegheny County	Partner4Work	Leverage opportunities for co-enrollment; utilize as primary provider of employment services
Berks County	Berks Connections/ Pretrial Services	Grant Partners through Local Workforce Development Board
Berks County		We are a partner in our local PA CareerLink®.
Berks County	Berks County WDB	We at the WDB fund the PA CareerLink® and contract with program providers.
Bucks County	Upper Bucks Chamber of Commerce	Referrals for job seekers, employers, invite to chamber events
Bucks County	Bucks County Adult Probation/Parole	We recently renewed a collaboration with PA CareerLink®. We hope to refer more people to PA CareerLink® for assistance with finding employment, on the job training, etc.
Bucks County		BCWDB provides the funding for PA CareerLink® services and operation
Central	Columbia Montour Chamber of Commerce	Providing information and workshops to area employers.
Central	DOC/BCC	State and Contract sites often send reentrants to PA CareerLink® for services. I

		believe PA CareerLink® also goes into prisons to speak and for career fairs.
Central	Union-Snyder Community Action Agency	Referral
Central	Capital Region Exoffender Support Coalition	Best answered by board members, director
Central	Centre County Reentry Coalition	We have done two events where we spoke to employers about hiring returning citizens or those on work release.
Chester County		New and growing
Chester County		We often take clients to their location for assistance, but are working on getting them to come into the prison so that the work can begin prior to release.
Chester County	Chester County Workforce Development Board	Reentry program providers connect with Business Services Representative on a regular basis and refer clients to PA CareerLink for various career services
City of Pittsburgh	City of Pittsburgh	The City of Pittsburgh participates in the Veteran's Re-Entry Program offered by PA CareerLink®. We will attend their career fairs; assist with resume review/feedback. We can conduct and provide mock interviews to help the returning citizens be prepared for a job interview. This will help them understand the process i.e. panel vs individual interviews; behavioral based interview questions etc.
Delaware County		The DCWDB is responsible for the PA CareerLink® centers
Delaware County	Entrepreneur Works Fund	The PA CareerLink® in our area refers their clients to us who express an interest in learning how to start or grow a business. We refer individuals to PA CareerLink® who need their services.
In which Workforce Development Region do you operate?	Your Organization (please respond in the space provided below)	Please describe how you collaborate with the PA CareerLink®.
Lackawanna County	The Greater Scranton Chamber of Commerce	Many of our member businesses approach us to find a pool of skilled labor. We refer those businesses to the BST at PA CareerLink® for further assistance.
Lackawanna County	Lackawanna County Workforce Development Board	The Lackawanna County WDB administrative offices are located within the PA CareerLink® Lackawanna County and oversees all operations within the center.
Lancaster County	PA CareerLink® Lancaster County/Workforce Development Board Lancaster County	WE are PA CareerLink®, We are one of the only PA CareerLink® that have full departments dedicated to this population. I believe there is some misunderstanding of how, when, etc. to collaborate with PA CareerLink®.

Lehigh Valley	Northampton County Department of Corrections	PA CareerLink® conducts a program in our facility called LEAP that prepares inmates when released to conduct themselves when applying for employment and conducting interviews. How to write resumes and normal life/everyday skills. It is a wonderful program that has been well received and extremely helpful.
Luzerne-Schuylkill Counties		Co- facilitate workshops, membership, etc.
Luzerne-Schuylkill Counties	Schuylkill Chamber of Commerce	PA CareerLink® participates on several committees
Luzerne-Schuylkill Counties		L/S Board is responsible for administrative and fiscal oversight, contracting and monitoring of WIOA funded programs for one-stop centers activities and services offered at PA CareerLink® sites in Luzerne and Schuylkill counties.
Montgomery County	Indian Valley Chamber of Commerce	We have just begun the program and Montco Workforce is aware of the project
Montgomery County	Family Services of Montgomery County, PA/Montgomery County Reentry Initiative (MCRI)	PA CareerLink® rep actively participates as part of MCRI and share resources/services
Montgomery County		We have a strong relationship with PA CareerLink®. They attend all of our meetings and provide a wide variety of services reentrants in Montgomery County
North Central	McKean County Juvenile Probation	Returning citizens are encouraged to go to PA CareerLink® to begin a portfolio, PA CareerLink® provides services to the jail population (if wanted) and to those participating in the court operated community service project. On the juvenile side, a summer employment experience is provided to youth and PA CareerLink® is one of the biggest providers collaborated with to facilitate that employment piece.
North Central	PA DOC/PBPP	Partner for trainings, referrals, and assist with workshops
North Central	PA Board of Probation and Parole	Presentations in the Reentry Service Offices, PA CareerLink® Bus
Northern Tier	Safe Harbor Easton	We refer clients to them.
Northern Tier		All participants that are involved in our program have to go to the PA CareerLink® to register for our Fit4Work Reengagement Project and classes are held at the PA CareerLink® offices. PA CareerLink® helps to promote the program, makes referrals and assists with job placement.
Northwest		It varies from site to site, but some areas offer space, computer use, resources, etc. Others do not.

Northwest	Erie County Reentry Services and Support Alliance	Mutual referrals, meet and greets for program familiarity, looking to work on a reentry job fair/employer roundtable for 2020.
Northwest	NWPA Job Connect	We are the workforce board and are responsible to provide space for the PA CareerLink®, procure an Operator, procure Title I services, and develop policies. Deeply integrated.
Philadelphia County	PBPP	We have collaborated with our PA CareerLink® partners in establishing programming specific to the reentry population.
Philadelphia County		We send participants to register and connect with Philadelphia Works training which requires WIOA registration.
Philadelphia County	City of Phila Office of Reentry Partnerships, Director of Phila Reentry Coalition	There are PA CareerLink® Reentry Specialists who are based at ORP. PA CareerLink® is also represented within the Reentry Coalition.
Philadelphia County	JEVS Human Services	We register clients and work closely with the PA CareerLink® staff
Philadelphia County	Philadelphia Works	We procure service providers and the one-stop operator for PA CareerLink® Philadelphia. In particular, we contract for a team of reentry specialists and a coordinator to provide specialized employment services to reentrants. A computer resource center and reentry specialists are co-located at the City of Philadelphia's Office of Reentry Partnerships and at each of 4 PA CareerLink® Philadelphia centers.
Pocono Counties		Refer offenders to PA CareerLink®; VA Specialist is involved in Veterans Treatment Court, they are planning on developing a program that will target youthful offenders.
South Central	York County Economic Alliance	Workforce Partners, event partners, and strategic partners
South Central	West Shore Chamber of Commerce	Partnerships
South Central	Blair County Chamber of Commerce	Partnering on job fairs
South Central	Franklin County Adult Probation Dept.	We work with their department when clients need assistance.
South Central	Franklin Together Reentry Coalition	Attend workforce meetings, PA CareerLink® staff on our task forces
South Central	Geo Reentry - York	Development of the Second Chance Job Fair, also member of the YCRC Workforce coalition
South Central	York County Bar Association/York County Bar Foundation	Provide them with info table at Expungement and Driver's License Restoration Clinics
South Central		PA CareerLink® accommodates our coalition meetings inside their building. They also oversee our workforce development committee.

South Central	York County Reentry Coalition	I am the site admin for the PA CareerLink® York and co-chair the YCRC. I run a workforce engagement committee on behalf of YCRC. I receive referrals through YCRC for any individual needing employment services.
South Central		WDBs oversee, administer and run PA CareerLink®
South Central	Crispus Attucks Employment & Training	We are SCPAworks youth and young adult vendor and partner of PA CareerLink®
South Central	Community Progress Council	CPC Workforce Development Program facilitates a reentry workshop at the PA CareerLink® York
South Central	PA Housing Finance Agency	We are working on establishing housing counseling as a priority occupation.
Southern Alleghenies	PA CareerLink® - Blair & Bedford County	We are PA CareerLink®
Southern Alleghenies		I am employed at the PA CareerLink®. We conduct classes and training at the local jails and prisons.
Southern Alleghenies		PA CareerLink® staff partner with community partners to provide services for employment, housing, referral for community partners in housing and MH.
Southern Alleghenies	PA CareerLink® Cambria County	We are the PA CareerLink®
Southern Alleghenies	PA CareerLink® Somerset County	We are the PA CareerLink®
Southern Alleghenies	Goodwill of the Southern Alleghenies	Dually enroll all who are eligible and suitable
Southwest Corner	PBPP	Referrals are made for different programs that are available through PA CareerLink®. Also, some of our staff utilize space at some of the PA CareerLinks® to facilitate employment groups.
Southwest Corner		We oversee PA CareerLink® and they are part of any training for or re-entry activity that the board offers.
Tri County		Our workforce development committee and coalition meetings are held in the PA CareerLink® building in Harrisburg. Several PA CareerLink® employees are often members who sit on our committees.
Tri County	Amiracle4sure, Inc	We use them as a resource for employment assistance and we hire through their OTJT program
West Central		PA CareerLink® services will be available to reentry participants - GED, ABE, ITA, OJT, resume services, transportation, etc.
Westmoreland/Fayette	Westmoreland-Fayette Workforce Investment Board	We operate and management three PA CareerLink® centers
		PA CareerLink® staff come into the SCIs and provide information to inmates on the services available. Inmates are also

		permitted to register with PA CareerLink® (online) prior to release and search for jobs.
	Bureau of Reentry Coordination	We refer reentrants to PA CareerLink® and work with them to identify reentrants in need. This is a county by county collaboration and not a statewide collaboration.
	Pa Board of Probation and Parole	Employment groups

Identified Successful Programs (N=66)

Respondents identified multiple programs that they believe to be successful in their region. Few offer any evidence for the programs that are thought to be successful. To this point, two respondents noted:

- *There are no shared definitions for successful outcomes, so each organization defines their own success and it is nearly impossible to compare them to one another at this time.*
- *It is difficult to assess success, since outcomes are not made public. PA CareerLink® is not able to track recidivism or employment outcomes for this single demographic. In general, programs that have staff or volunteers with lived experience are perceived as more trustworthy by returning citizens.*

That being said, it is heartening to have organizations identify others who successfully collaborate and support reentering citizens. NOTE: Several organizations identify themselves; others were eliminated if they only described their own services without no rationale for their success. This list provides useful insights into activities in the different workforce development areas and offers an excellent starting point to further explore reentry services in Pennsylvania.

IDENTIFIED SUCCESSFUL REGIONAL SERVICE PROVIDERS		
Workforce Development Region	Organization	Identified Successful Provider
Allegheny County	Bureau of Community Corrections	<ul style="list-style-type: none"> • Foundation of Hope, a mentoring provider, does an excellent job connecting reentrants with a slew of services. • Renewal Inc. does a great job as well although the BCC pays a significant price for this work.
Berks County	Berks Connections/ Pretrial Services	<ul style="list-style-type: none"> • Our Program is the only one in the area that provides services exclusively to returning citizens
Berks County	Berks County WDB	<ul style="list-style-type: none"> • BCPS workforce programs including their R3 Construction Registered Pre-apprenticeship program.
Bucks County		<ul style="list-style-type: none"> • OJT-retention/completion rates are high • Vita Education Literacy and decision-making programs successful completion translates to documented low recidivism

Central	DOC/BCC	<ul style="list-style-type: none"> • Berks County Pretrial Services- they go into two prisons and also have a good success in the community with workforce development.
Central	Union-Snyder Community Action Agency	<ul style="list-style-type: none"> • Lancaster's Re-Entry Coalition, to facilitate our strategic planning process using as a model.
Central	Capital Region Exoffender Support Coalition	<ul style="list-style-type: none"> • Sound Community Solutions provides group support and job placement. PA CareerLink® also helps with skills
Chester County	Chester County Workforce Development Board	<ul style="list-style-type: none"> • The Women's Reentry Assessment Program by Adult Probation is very successful in reducing recidivism and supporting women in finding employment and financial self-sufficiency. It is a trauma informed and holistic approach to the reentrant as a whole person, rather than a customer with one need. This program works with many agencies in the area and braids services to help reentrants achieve the best outcomes.
City of Pittsburgh	City of Pittsburgh	<ul style="list-style-type: none"> • The City of Pittsburgh hires returning citizens and provides training sessions to assist/prepare returning citizens for the job
Delaware County	Chester City Department of Re-Entry	<ul style="list-style-type: none"> • I think these organizations are most successful because they provide a variety of services. • Sound Community Solutions (also provides mentoring) • EDSI • Business interface
Delaware County	City of Chester Office of Reentry	<ul style="list-style-type: none"> • Workforce Development connecting with employers • EDSI providing jobs, clothing, resume writing
Delaware County	Entrepreneur Works Fund	<ul style="list-style-type: none"> • Friends Rehabilitation who mentoring support to individuals who are currently incarcerated and then continues the mentoring after the individual is released. They also provide affordable housing. • Sound Community Solutions, Inc. • Entrepreneur Works provides its entrepreneurial development services to individuals who are six - 12 months pre-release who want to start a business as well as to individuals who have already returned home. Several of them have started businesses that created a job for themselves and others.
Lackawanna County	The Greater Scranton Chamber of Commerce	<ul style="list-style-type: none"> • LEAD program
Lancaster County	PA CareerLink® Lancaster County/Workforce Development Board Lancaster County	<ul style="list-style-type: none"> • Re-Entry Employment Programs
Lehigh Valley	County of Lehigh DOC	<ul style="list-style-type: none"> • I would say our programs for the forensic population, substance abuse and dual populations because there is a continuum of care in place.

Lehigh Valley	Pinebrook Family Answers	<ul style="list-style-type: none"> • LEAP- assists inmates with employment through pre and post release programming Certified Recovery Specialists
Lehigh Valley	Northampton County Department of Corrections	<ul style="list-style-type: none"> • PA CareerLink® - They have assisted many inmates with skills needed to be gainfully employed. <p>Haven House - THRIVE program which assists inmates with mental health issues while incarcerated and follows up with them when released. They provide various case management assistance for the released inmate.</p> <p>Pine Brook Family Answers is helpful in providing anger management and family raising style classes for our population that either are court ordered or requested by the inmate.</p> <p>Safe Harbor is a shelter that provides housing for our homeless inmates when discharged, along with Victory House and a few other shelters. Conference of Churches also helps to provide housing for some of our released inmates that have mental health issues who are homeless upon release.</p>
Luzerne-Schuylkill Counties		<ul style="list-style-type: none"> • The Reentry grant L/S recently received will help frame a response to this question a year from now. 12/10/19
Montgomery County	Family Services of Montgomery County, PA/Montgomery County Reentry Initiative (MCRI)	<ul style="list-style-type: none"> • Parenting Inside Out • Critical Time Intervention • Peer Recovery Specialists
Montgomery County		<ul style="list-style-type: none"> • Parenting Inside Out • Critical Time Intention • Adult Crossroads, WRAP • HopeWorx • Seeking Safety • Employment After Incarceration • Manna on Main Street • Arize • MontcoWorks • Baker Industries • PottstownWorks • SOAR • PROACT • Council of Southeastern PA • Centers for Excellence
North Central	McKean County Juvenile Probation	<ul style="list-style-type: none"> • PA CareerLink® Housing Coalition does a fantastic job of linking all of the service providers necessary for returning citizens.
Northwest	North East Area Chamber of Commerce	<ul style="list-style-type: none"> • Erie County Probation • PA CareerLink® • Adecco
Northwest		<ul style="list-style-type: none"> • ECRSSA

		<ul style="list-style-type: none"> Family Services of NWPA
Northwest	Erie County Reentry Services and Support Alliance	<ul style="list-style-type: none"> ECRSSA is currently the main total reentry program that is fully operational whose mission and vision to support returning citizens. Others providers have a single focus such as D&A, MH, etc. ECRSSA has a low rate of recidivism and high job placement rate.
Philadelphia County	PBPP	<ul style="list-style-type: none"> Uplift Solutions, Baker Industries, PA CareerLink®, Sisters Returning Home, RISE, and many of the agencies represented in the Philadelphia Reentry Coalition.
Philadelphia County		<ul style="list-style-type: none"> FRP-we are a holistic service offering one-stop supportive services instead of sending folks all over the city for support.
Philadelphia County	JEVS Human Services	<ul style="list-style-type: none"> Looking Forward Philadelphia
Pocono Counties		<ul style="list-style-type: none"> Pinebrook Family Answers
South Central	York County Economic Alliance	<ul style="list-style-type: none"> York Expungement Clinic - has helped over 30 individuals gain their clean records and have connected them to employers that hire ex-offenders. It has also helped us identify a list of employers that hire ex-offenders to share across the county.
South Central	Franklin County Adult Probation Dept.	<ul style="list-style-type: none"> IRCM. The program provided funding for returning citizens for housing and other important needs such as food, clothing and furniture once they were released from Franklin County Jail.
South Central	Franklin Together Reentry Coalition	<ul style="list-style-type: none"> Case Assisted ReEntry (CARE) - case management for individuals with mental health issues - successful due to level of direct service from case manager. Intensive Reentry Case Management (IRCM) program - provided money for home plans and other things like food and clothing. Successful due to direct service contact with case manager.
South Central	Geo Reentry - York	<ul style="list-style-type: none"> York - we have had an average of an 8-point drop in the LSI-r assessment correlating into a strong reduction in the risk of recidivism. Current employment rate among participants who are moderate-high risk is 87%. Group attendance exceeds 90%.
South Central		<ul style="list-style-type: none"> CEO provides immediate employment to returning citizens Sound Community Solutions (SCS) provides mentoring and workforce support The Program, "Its About Change" provides housing through the DOC Tri-County OIC provides work training and education. CRAM (Christian Recovery Aftercare Ministry) provides workforce development support and basic needs resources.
South Central		<ul style="list-style-type: none"> Center for Employment Opportunities - transitional jobs programs get people working quickly (and paid every day), and has shown to reduce recidivism.

South Central	Community Progress Council	<ul style="list-style-type: none"> Parole/State funding programs for state parolees
Southern Alleghenies		<ul style="list-style-type: none"> PA CareerLink® we are having them prepared for release and also using are Adult Paid Work Program to place them with local employers for a 12-week period 30 hours a week and we cover wages, background checks and drug testing. We pay them \$11.00/hour. This program has been very successful. It gives the re-entrant a chance as well as the employer. I have placed many at an employer and when the program ended they were hired on by the employer. It gives them a chance to prove themselves.
Southern Alleghenies		<ul style="list-style-type: none"> Re-employment services, job ready services and GED services.
Southern Alleghenies	PA CareerLink® Cambria County	<ul style="list-style-type: none"> US Probation leads a Transitional Reentry Advisory Committee (TRAC) that meets quarterly. Partnership with the US Probation office has been very successful in providing CDL training through the PA CareerLink® and they help fund the additional costs so the participant only pays for their permit. We then work with employers on a possible OJT. Goodwill provides services and those participants are dual enrolled with PA CareerLink® Title 1 services.
Southwest Corner		<ul style="list-style-type: none"> Title I Providers and/or PA CareerLink® and PA Legal Services. Each of them are able to direct a person to the next step, they are not lost in the system.
Tri County		<ul style="list-style-type: none"> Mentoring is one of our coalitions most active committees, primarily due to the fact that reentrants take part in overseeing its efforts and are actively involved.
Tri County	Amiracle4sure, Inc	<ul style="list-style-type: none"> PA CareerLink® because they have direct access to online skill development and access to employers onsite.
Westmoreland/Fayette	Westmoreland-Fayette Workforce Investment Board	<ul style="list-style-type: none"> Basic education services,
	Pa Board of Probation and Parole	<ul style="list-style-type: none"> PA CareerLink®, Assistance Office, Re-entry Agents

LOCAL PROVIDERS REENTRY SURVEY 2 ANALYSIS

Introduction

The Reentry Survey was sent to 94 respondents (five were returned; four were resent to updated email or sent on to the newly identified contact; one was undeliverable with no new identifiable contact).

- 44 Title II AEFLA Providers
- 50 PA CareerLink®

Initial and reminder email were sent to help get the highest number of surveys, as possible. Forty surveys were submitted, a response rate of 42.55%. The average response rate for an external survey (surveys sent to persons outside of one’s organization) is usually 10-15%; the 42.55% response rate surpasses that of an internal survey response rate of 30-40% indicating a successful response rate for an external survey. Furthermore, most respondents provided complete information and are willing to participate in follow-up activities (N=40, 39 “Yes”; 1 no response). These providers demonstrate the targeted nature of their services and are more positive about the reach of reentry services; however, they note several gaps that align with the Survey 1 Respondents, including a need for stronger collaboration among providers.

Following are the results of the survey responses. We have provided summative and detailed information, dependent on the diversity and relevance of the responses.

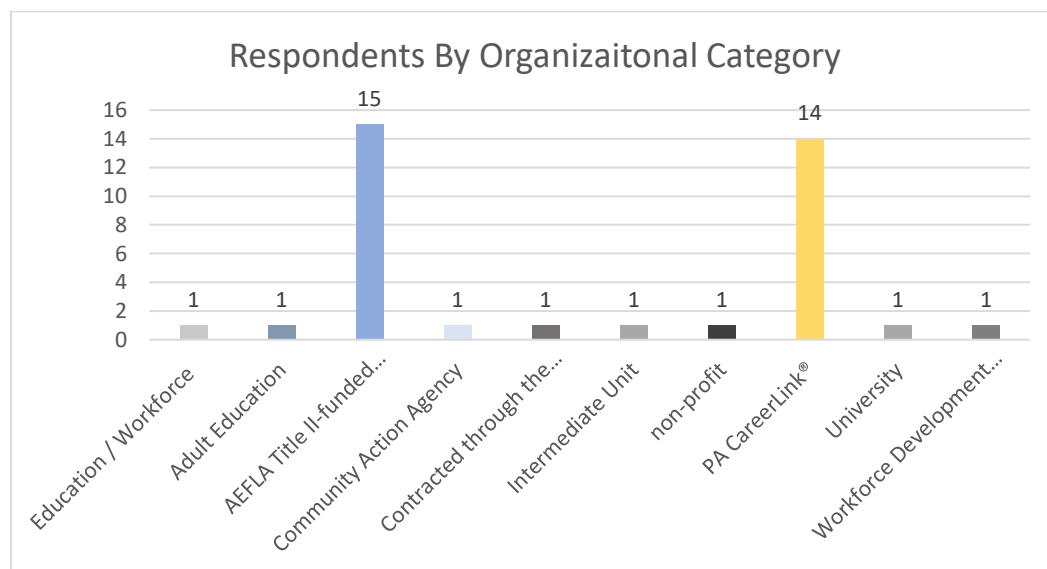
Summary of Respondents by Workforce Development Region

Workforce Development Region	Organization	Organization Type	Email
Allegheny County	AIU3 / ACJ	Education / Workforce	joseph.tokar@aiu3.net
Bucks County	Vita Education Services	AEFLA Title II-funded Provider	manderson@vitaeducation.org
Central	Penn state University	University	mjv15@psu.edu
	Tuscarora Intermediate Unit Community Education & Workforce Services	PA CareerLink®	kknode@tiu11.org
	CIU 10	AEFLA Title II-funded Provider	jwitherite@ciu10.org
Chester County	Chester County Workforce Development and Board & Chester County Department of Community Development	Local Workforce Development Board	jroman@chesco.org

Delaware County	EDSI Solutions	Contracted through the LWDB, private agency	lzales@edsisolutions.com
	Delaware County Literacy Council	AEFLA Title II-funded Provider	kmcgeever@delcoliteracy.org
	<i>No response provided</i> EDSI Solutions (PA Pathways)	non-profit	eherbert@pathwayspa.org
Lancaster County	IU13	AEFLA Title II-funded Provider	tim_shenk@iu13.org
	PA CareerLink® Lancaster County	PA CareerLink®	jwechter@jobs4lancaster.com
Lehigh Valley	Lehigh Carbon Community College	AEFLA Title II-funded Provider	aludlow@lccc.edu
Luzerne-Schuylkill Counties	Luzerne County Community college	AEFLA Title II-funded Provider	kgavlick@luzerne.edu
	Luzerne-Schuylkill Workforce Development Board, Inc.	Local Workforce Development Board	trinamoss@lswib.org
Montgomery County	PA CareerLink® Montgomery County	PA CareerLink®	ccuthbert@edsisolutions.com
North Central	Seneca Highlands IU9	AEFLA Title II-funded Provider	kdavis@iu9.org
Northwest	Northwest Tri-County IU5	AEFLA Title II-funded Provider	elizabeth_wilson@iu5.org
Philadelphia County	District 1199C Training & Upgrading Fund	AEFLA Title II-funded Provider	mwestover@1199ctraining.org
	PA CareerLink®, Philadelphia Northwest	PA CareerLink®	cjameson@pacareerlinkphl.org
	PA CareerLink® Suburban Station	PA CareerLink®	nicki.woods@jevs.org
	Community Learning Center	AEFLA Title II-funded Provider	dhannah@communitylearningcenter.org
South Central	Employment Skills Center	AEFLA Title II-funded Provider	mtremblay@employmentskillscenter.org
	SCPa Works	Local Workforce Development Board	hlyle@scpaworks.org
	PA CareerLink®	PA CareerLink®	cdewitt@scpaworks.org
	LIU12	AEFLA Title II-funded Provider	sahagenberger@iu12.org
Southern Alleghenies	Employment & Training, Inc.	PA CareerLink®	bcovert@emp-trng.org
	PA CareerLink® Blair & Bedford County	PA CareerLink®	gfisher@gogoodwill.org
	Somerset County Technology Center	AEFLA Title II-funded Provider	hpetrosky@sctc.net
	PA CareerLink® Cambria/Somerset County	PA CareerLink®	jedick@pa.gov
	AASD Adult Education Program	AEFLA Title II-funded Provider	tswineford@altoonasd.com

	Goodwill of the Southern Alleghenies	Workforce Development Agency/Retail	mrickabaugh@gogoodwill.org
Southwest Corner	Community Action Southwest	Community Action Agency	jhajek@myblueprints.org
	PA CareerLink® Beaver County	PA CareerLink®	dfunkhouser@washingtongreene.org
	Literacy Pittsburgh and subgrantee Goodwill SWPA	AEFLA Title II-funded Provider	lcomo@literacypittsburgh.org
	PA CareerLink® Greene County	PA CareerLink®	ttaylor@washingtongreene.org
	PA CareerLink® Washington County/Mon Valley	PA CareerLink®	tbrickner@swtraining.org
Tri-County	Arin IU 28	adult education	vtantlinger@iu28.org
Westmoreland/Fayette	IU 1	Intermediate Unit	kristin.szewczyk@iu1.org
	PA CareerLink® Westmoreland County	PA CareerLink®	jalbright@privateindustrycouncil.com
	PA CareerLink® Alle-Kiski	PA CareerLink®	rodomes@pa.gov

Summary of Respondents by Organizational Category (n=40)



Coordination & Collaboration (n=40)



The overwhelming majority of organizations reported coordinating and/or collaborating with other organizations to provide services (Yes: 85%; No: 5%). There is no clear pattern for those who do not collaborate with other providers.

Those organizations reporting that they do *not* coordinate, collaborate or partner with other reentry service providers or stakeholders to provide services, are the following:

ORGANIZATIONS REPORTING NOT HAVING SERVICE PARTNERS OR COLLABORATORS			
Workforce Development Region	Organization Category	Organization	Coordinate, collaborate or partner
Central	CIU 10	AEFLA Title II-funded Provider	No
Philadelphia County	District 1199C Training & Upgrading Fund	AEFLA Title II-funded Provider	No
	Community Learning Center	AEFLA Title II-funded Provider	No
Southern Alleghenies	Somerset County Technology Center	AEFLA Title II-funded Provider	No
Southwest Corner	Community Action Southwest	Community Action Agency	No
Tri-County	Arin IU 28	Adult education	No

Partners (n=39)

The majority (n=39) of respondents provided information on their partners. Most organizations listed working with jails, probation and parole offices, criminal justice organizations, educational institutions, and supportive services. While the list of partners is extensive, these service providers appear to work with a more refined scope of partners in comparison to the first round of survey participants (Parole & Probation, Local Workforce Development Boards, Chambers of Commerce, and the PA Reentry Coalition). This is unsurprising as respondents in this second survey, in general, deliver targeted direct services to reentering citizens (e.g., educational opportunities).

The following chart provides a detailed list of identified partners.

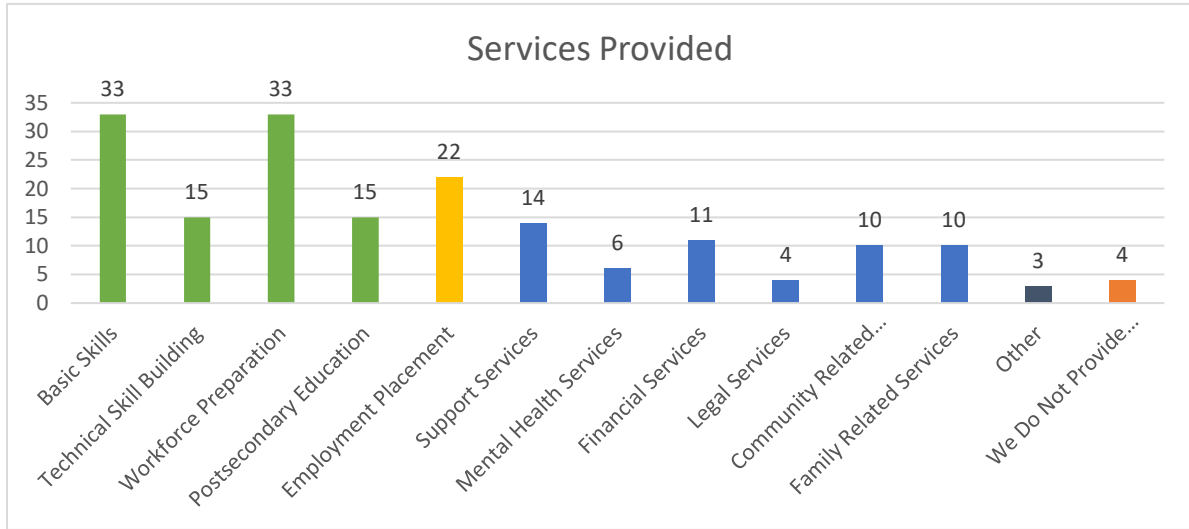
IDENTIFIED PARTNERS			
Workforce Development Region	Organization	Organization Type	Partners
Allegheny County	AIU3 / ACJ	Education / Workforce	Allegheny County Jail Collaborative Allegheny County Anchored Re-Entry (ACAR) SPARC
Bucks County	Vita Education Services	AEFLA Title II-funded Provider	BC Adult Probation & Parole Dept. BC Reentry Coalition
Central	Penn state University	University	Centre County re-entry coalition
	Tuscarora Intermediate Unit Community Education & Workforce Services	PA CareerLink®	Mifflin County Correctional Mifflin County Probation Department
Chester County	Chester County Workforce Development & Board, and Chester County Department of Community Development	Local Workforce Development Board	Life Transforming Ministries Chester County OIC Chester County D&A and Adult & Juvenile Probation
Delaware County	EDSI Solutions	private agency	Legal Aid of Southeastern PA Career Wardrobe Local shelters State Correctional Institute (Chester)
	Delaware County Literacy Council	AEFLA Title II-funded Provider	EDSI
	<i>No response provided</i> EDSI Solutions (PA Pathways)	non-profit	Chester Office of Re-Entry Subcommittee
Lancaster County	IU13	AEFLA Title II-funded Provider	Lancaster County Prison LWDB PA CareerLink® of Lancaster Gate House Thaddeus Stevens College of Technology Lancaster County Reentry Coalition
	PA CareerLink® Lancaster County	PA CareerLink®	Mid Penn Legal Services Adult probation and parole, Dept. of Corrections CAP Lanc. Co. Prison RMO Tabor HACC LCCTC New Choices

Lehigh Valley	Lehigh Carbon Community College	AEFLA Title II-funded Provider	Lehigh County Prison The Literacy Center Keenan House Work Release programs
Luzerne-Schuylkill Counties	Luzerne County Community college	AEFLA Title II-funded Provider	Geo Group - Day Reporting Center Luzerne County Parole & Probation Pathstone Corporation Luzerne/Schuylkill WDB PA CareerLink® Luzerne/Schuylkill Educational Opportunity Centers in Luzerne & Lackawanna County
	Luzerne-Schuylkill Workforce Development Board, Inc.	Local Workforce Development Board	
Montgomery County	Luzerne/Schuylkill Montgomery County	PA CareerLink®	Montco Correctional Facility
North Central	Seneca Highlands IU9	AEFLA Title II-funded Provider	McKean County Prison Potter County Jail
Northwest	Northwest Tri-County IU5	AEFLA Title II-funded Provider	PA CareerLink®
Philadelphia County	PA CareerLink® Philadelphia Northwest	PA CareerLink®	Impact Services
	PA CareerLink® Suburban Station	PA CareerLink®	Looking Forward Philadelphia RISE
South Central	Employment Skills Center	AEFLA Title II-funded Provider	Hope Station
	SCPa Works	Local Workforce Development Board	
	PA CareerLink®	PA CareerLink®	York County Reentry Coalition
	LIU12	AEFLA Title II-funded Provider	York County Reentry Coalition Franklin County Reentry Coalition
Southern Alleghenies	Employment & Training, Inc.	PA CareerLink®	Center for Community Action PA CareerLink® OVR Probation Huntingdon County Jail
	PA CareerLink® Blair & Bedford County	PA CareerLink®	Goodwill of the Southern Alleghenies

	PA CareerLink® Cambria/Somerset County	PA CareerLink®	Goodwill of the Southern Alleghenies, Cambria County US Probation TRAC Committee Cambria/Somerset PA State Parole, Cambria Cambria County DRC Cambria County Probation/Parole Somerset County DRC SCI Laurel Highlands SCI Somerset Adult Literacy Programs Cambria and Somerset (Goodwill, Somerset Technology Center) Tableland Services (Somerset)
	AASD Adult Education Program	AEFLA Title II- funded Provider	Blair County Prison C-Prep Re-Entry Program
	Goodwill of the Southern Alleghenies	Workforce Development Agency/Retail	Criminal Justice Advisory Board Cambria County Prison Bedford County Jail Blair County Jail Adult and Juvenile Probation, State Parole State Correction Institutions in Somerset County Laurel Legal Aid Mid Penn Legal Services Cure Violence
Southwest Corner	PA CareerLink® Beaver County	PA CareerLink®	All organizations in the county related to aligning with Re-Entry
	Literacy Pittsburgh and subgrantee Goodwill SWPA	AEFLA Title II- funded Provider	Renewal (Pittsburgh) Literacy Pittsburgh & Goodwill (Goodwill reentry program, GROW) In Beaver County Jail PA CareerLink® Beaver
	PA CareerLink® Greene County	PA CareerLink®	PA State Parole
	PA CareerLink® Washington County/Mon Valley	PA CareerLink®	Mon Valley Initiative SW PA Legal Services Washington Greene Job Training Agency
Westmoreland/Fayette	IU1	Intermediate Unit	Career Links Laurel Business Institute Westmoreland County Investment Board
	PA CareerLink® Westmoreland County	PA CareerLink®	Re-entry Committee of Westmoreland County
	PA CareerLink® Alle- Kiski	PA CareerLink®	Private Industry Council of Westmoreland Fayette Rescare Workforce Services DHS Office of Vocational Rehabilitation Unemployment Compensation Intermediate Unit 1

			Westmoreland County Community College Pittsburgh Job Corp Council of 3 Rivers American Indian Center Westmoreland Fayette WDB Partner4Work WDB Senior Community Service Employment Program
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Services Provided (N=40)



Services Provided Response Categories

- n. Basic skills (e.g., reading skills, math skills, learning strategies)
- o. Workforce preparation, job readiness, and employability skills (e.g., accepting feedback, working with others, punctuality)
- p. Technical skill building
- q. Postsecondary Education (academic or training activities)
- r. Employment placement
- s. Support services (e.g., housing, clothing, transportation)
- t. Mental health services (e.g., counseling, substance abuse treatment, trauma support)
- u. Financial services (e.g., financial literacy, bank accounts, loans)
- v. Legal services (e.g., fines, fees, child custody, expungement, immigration)
- w. Community related services (e.g., advocacy, leadership development, mentoring)
- x. Family related services (e.g., childcare, family counseling, domestic issues)
- y. Other: (Describe)
- z. We do not provide direct services to reentry clients

Respondents reported, by large, that they provide services to reentering citizens (N=36); of those, 32 provide more than one type of service. Unlike Survey 1 Respondents, service providers indicated that *Basic Skills* and *Workforce Preparation* (N=32) are the primary services offered; for each of those categories, 32 (91.6%) organizations provide these two services. *Employment Placement* (N=22), *Technical Skill Building* (N=15), and *Postsecondary Education* (N=15) were the next most cited services provided, support services followed (N=14). The responses to this

survey indicate that direct service providers in this category focus on education and employment services. However, this may also reflect the organizations primary funding stream, as a majority of the responding organizations note that they are AEFLA Title II-funded Providers or PA CareerLink®. In support of this, two *Other* responses, noted that they provide referrals to other organizations to provide support services. In comparison to Survey 1 Respondents, there were fewer added services (e.g., leadership, advocacy), again indicating that the services of Survey 2 Respondents are more streamlined in the services they can offer.

Overlap Among Reentry Service Providers (N=39)

Unlike the majority (67.1%) of Survey 1 Respondents who stated that there was overlap in services among Reentry Service Providers, Survey 2 Respondents thought there was not a great deal of overlap of services (33.3%).

For those who identified overlap (N=13), the most cited overlap was job readiness and employment services (N=6), others mentioned are: Mental health and housing, supportive services being offered to the same clients, Adult Basic Education for high school equivalency attainment. One respondent noted that youth programming was being heavily funded, while another commented, *Most services overlap in some way or another from assessment to assistance with referrals and placement.* At the same time, some of this duplication is being identified and being addressed, for example, one respondent stated, *“The coalition is trying to divide the work more efficiently.”*

Gaps in Services (N=40)

A larger percentage (52.5%, N=21) of respondents perceived a gap in services. However, this gap was less drastic than that noted by Survey 1 Respondents (77%).

Survey 2 Respondents (N=13) identified fewer *gaps in service* than Survey 1 respondents, yet those gaps that were identified reflect and support the results from the first survey. In Survey 2 respondents identified A Need for Greater Coordination (N=7) and Housing (N=4) were the most frequently mentioned gaps, followed by Transportation (N=3). Interestingly Housing and Transportation were also noted as the largest gap in services by Survey 1 Respondents. While Survey 1 Respondents identified many more gaps, this survey identified two unique gaps: Healthcare and Childcare.

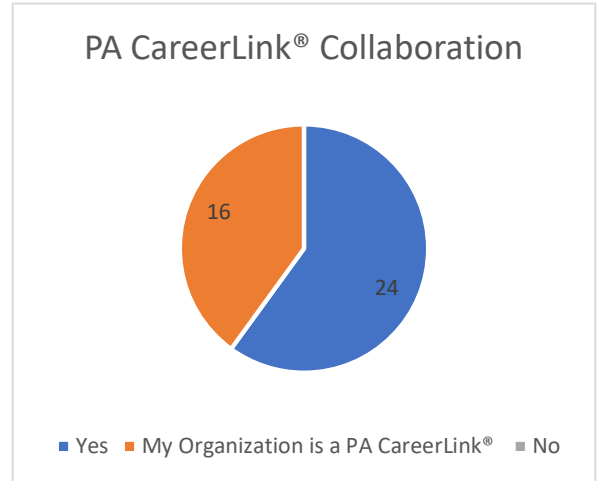
GAPS & NEEDS	N=20
Greater coordination among providers <ul style="list-style-type: none"> • <i>There is often a lack of coordination between service providers and the justice system. There are gaps in support needed for stable housing and other basic needs.</i> • <i>I do not know so much as "gaps" but there is the need to have all of the services better coordinated and streamlined. Many folks are in the mix, PA CareerLink®, MH, D/A, but there is a need to have all of these services coordinated rather than everyone just doing their own thing.</i> 	7

<ul style="list-style-type: none"> • <i>Lack of coordination to maximize use of resources and provide holistic services to re-entry clients. Some services are provided after release, whereas other services are provided through the county assistance office only to specific individuals before release.</i> • <i>Connecting reentrants easily between providers for supporting services</i> • <i>Would make sense to partner these programs for a stronger impact on participants.</i> • <i>I think the main gap is that the individual does not have 1 case manager to set up a plan and then refer individuals to all of the services that the entire committee can provide. We get very few referrals and have several programs that they could benefit from.</i> 	
Housing <ul style="list-style-type: none"> • <i>Transitional Housing</i> • <i>Affordable Housing</i> 	4
Transportation	3
Basic skills, literacy and GED classes/services <ul style="list-style-type: none"> • <i>Our jail is in need of adult education services</i> 	2
Workforce Preparation <ul style="list-style-type: none"> • <i>Supporting returning citizens during early months of employment/successful transition into employment</i> 	2
Funding for service organizations <ul style="list-style-type: none"> • <i>When budgets are cut/reduced</i> 	1
Centrally located information <ul style="list-style-type: none"> • <i>Central information clearinghouse or hub for reentrants before and after release.</i> 	1
Child care	1
Retention Services <ul style="list-style-type: none"> • <i>Retention in the follow up services</i> 	1
Health Care	1
Document recovery <ul style="list-style-type: none"> • <i>Driver's license, etc</i> 	1
County based services	1

Collaboration with PA CareerLink® (N=40)

All Survey 2 respondents, not associated with a PA CareerLink® (n=26), stated that they collaborated with PA CareerLink®; in other words, all survey takers collaborate with PA CareerLink®, either as an in-house collaboration or as a partner.

While some collaborations are more robust than others, collaborations almost always include referrals, provision of educational and training services (e.g., High School Equivalency classes, workshops). Relationships also appear to take multiple forms, some organizations are collocated, while others are overseen by shared entities or are full partners with the local PA CareerLink®.



IDENTIFIED COLLABORATIVE ACTIVITIES WITH PA CAREERLINK®		
Workforce Development Region	Organization	Collaborative Activities
Allegheny County	AIU3 / ACJ	Referrals for employment
Bucks County	Vita Education Services	We provide Title II services at the PA CareerLink®. We have an office and a classroom there.
Central	CIU 10	In both workforce areas, we work closely with the staff to ensure referrals are made and that we and they follow through with needs found during their orientation to adult ed. We have classes in all of our PA CareerLink®.
	Penn State University	We offer classes and new learner orientations at the Centre and Lycoming county PA CareerLink®. I represent Title 2 on the Operator Consortium in the Central Workforce development area.
Chester County	Chester County Workforce Development and Board, and Chester County Department of Community Development	Chester County Workforce Development Area oversees the PA CareerLink®- Chester County.
Delaware County	Delaware County Literacy Council	Referral, weekly presentations, One-stop board, LMC
	EDSI Solutions	Referrals, OJT, Training opportunities
	<i>No response provided</i> EDSI Solutions (PA Pathways)	Currently have a designated classroom for GED students and have weekly information sessions for the Back to Work Job Search Program for older adults
Lancaster County	IU13	Referral of clients in both directions
Lehigh Valley	Lehigh Carbon Community College	Title II service provider activities

Luzerne-Schuylkill Counties	Luzerne County Community college	As a Title II AEFL Program, we have an MOU that details how we provide funds toward the infrastructure of the PA CareerLink®. In addition, we collaborate by referring and excepting referrals from the PA CareerLink®; we provide career services for PA CareerLink® participants. As a community college, we are on the training provider list and seek input on what employers need regarding training.
North Central	Seneca Highlands IU9	Title II services provided on site at most PA CareerLink® sites in the area. Career services including TABE testing provided at all sites.
Northwest	Northwest Tri-County IU5	Referrals, workshops, professional development, assessment, career services
Philadelphia County	Community Learning Center	CLC is a member of the local Title II coalition. We have an established MOU with the PA CareerLink® to provide information on adult ed programs to PA CareerLink® customers. CLC also provides assessment reviews and referral to AE classes in three of the four area PA CareerLink®. We offer upskilling and HSE classes at those 3 locations.
	District 1199C Training & Upgrading Fund	Making and accepting referrals. Operating programming for the WDB that includes close cooperation with PA CareerLink®.
South Central	Employment Skills Center	We are a partner agency who provides access to services through the local PA CareerLink® office, including information sessions. We also refer clients and co-enroll clients interested in training and job opportunities.
	LIU12	We are partners in the PA CareerLink®
Southern Alleghenies	AASD Adult Education Program	We are the Title II Provider in Blair, Huntingdon & Fulton Counties
	Somerset County Technology Center	Full partner at two local PA CareerLink®
Southwest Corner	Community Action Southwest	We are a partner; we provide financial literacy and career development classes on-site; staff attend weekly PA CareerLink® staff meetings.
	Literacy Pittsburgh and subgrantee Goodwill SWPA	Classrooms on site at each in our area, attend monthly Core partner meetings, PA CareerLink® staff come to our site to enroll people, partner in business engagement team meetings, attend outreach team meetings, Reentry resource fairs, weekly/daily conversations with PA CareerLink® staff
	PA CareerLink® Greene County	All partners in our PA CareerLink® assist with Reentry Conference each year
Tri-County	Arin IU 28	Adult education and partners with career exploration
Westmoreland/Fayette	IU 1	Provide Adult Education Classes at their facilities. Attend Partner meetings within their facilities.

Identified Successful Programs (N=23)

Respondents identified multiple programs that they believe to be successful in their region. Some noted that they were unaware of other programs in their area that offered reentry services, and that data is hard to obtain. For example:

- *Unsure of other programs that provide services in our region; don't have their success rate It is difficult to assess success*

While another respondent, reiterated the need for good programs to collaborate to ensure the best services possible:

- *I think many of the programs provide good services - we just need to coordinate ALL of the services together to provide a holistic approach for the individual. (Workforce, MH, DNA, etc.)*

Another respondent identified qualities of a successful program:

- *A network of agencies that work together and share well to provide coverage for a number of issues that reentrants face.*

While some respondents stated they were not in a position to identify successful programs, other respondents highlighted their own work. Several organizations reflect the respect that they have for their PA CareerLink® partner and conversely, their Title II provider, by noting their successful programs.

IDENTIFIED SUCCESSFUL REGIONAL SERVICE PROVIDERS		
Workforce Development Region	Organization	Identified Successful Provider
Allegheny County	AIU3 / ACJ	Allegheny Intermediate Unit services inside and outside the county prison
Bucks County	Vita Education Services	Vita has a successful cognitive behavioral program for inmates and probationers--not connected to Title II. A number of other agencies also provides social services.
Delaware County	EDSI Solutions	PA CareerLink®--job seeker services
	Delaware County Literacy Council	EDSI- WDB-funded re-entry services
	<i>No response provided</i> EDSI Solutions (PA Pathways)	EDSI - offer guidance and assistance to re-enter the workforce
Lancaster County	IU13	Gate House/IU13 partnership: provides soft skills training and supported connection to technical skills training Lancaster Reentry Coalition: mentoring groups for returning citizens
	PA CareerLink® Lancaster County	Lanc. Co. Prison and Parole, CAP
Montgomery County	PA CareerLink® Montgomery County	PA CareerLink®
Northwest	Northwest Tri-County IU5	PA CareerLink®
Philadelphia County	PA CareerLink®, Philadelphia Northwest	Impact Services - 40 year history, broad scope of services to address housing and other related issues as well as job placement
	PA CareerLink® Suburban Station	Looking Forward Philadelphia

	Community Learning Center	I have not seen the data, but have heard from JEVS that they have a very successful re-entry program.
South Central	Employment Skills Center	<ul style="list-style-type: none"> County Assistance office - helps individuals address barriers and formulate a plan before they are released Hope Station - has started a re-entry coalition in collaboration with community partners to address barriers, assist with job readiness/training, and coordinate housing. Central PA Family Support Services - works with CA to help families get back on their feet - to include assistance with basic needs, mental health, and other resources.
	PA CareerLink®	PA CareerLink® and York County Reentry Coalition and Partners
	LIU12	Franklin County Reentry Coalition and York County Reentry Coalition - services are provided by a large group of agencies
Southern Alleghenies	Employment & Training, Inc.	PA CareerLink® and community partner staff provide job search assistance and work stabilization program in partnership with the Huntingdon County Jail staff for inmates monthly. This program is still relatively new and in the beginning phases.
	PA CareerLink® Blair & Bedford County	Goodwill offers deep penetration with returning citizens offering extensive classes and one on one case managers which increases the odds of successful reentry.
	Somerset County Technology Center	(Day Reporting Center) DRC
	PA CareerLink® Cambria/Somerset County	Partnership with Goodwill of the Southern Alleghenies and dual enrolling participants with the PA CareerLink®. Adult literacy provides services within the Cambria Jail which provides a bridge to services offered in the community. State Parole orientation is provided at the Cambria County Johnstown office. PA CareerLink® staff provide a brief overview with participants during the meeting. Participants that are interested in employment services meet with a Career Planner that day. We've had success with partnering with the US Probation office and leveraging funds. The PA CareerLink® provided the CDL training and US probation supported the additional costs required to attend.
Southwest Corner	PA CareerLink® Beaver County	Our monthly Re-Entry Workshop
	Literacy Pittsburgh and subgrantee Goodwill SWPA	Partnership with Renewal is most productive, staff at organizations work together to get reentrants into classes. Having classes onsite is helpful.
	PA CareerLink Greene County	WIOA and adult literacy provide opportunities
Westmoreland/Fayette	IU13	The Intermediate Unit 1 successfully provides Adult Education services.

REENTRY INTERVIEWS ANALYSIS

Introduction

Ten individuals were invited to participate in reentry interviews; eight participated in face-to-face virtual interviews via Zoom. Participants included individuals representing local workforce investment board staff (n=2), adult education providers (n=2), chambers-of-commerce (n=2), and community-based organization staff (n=2). Participants in the interviews were either responsible for directly providing services to incarcerated and returning citizens, responsible for the administration of work engaging returning citizens, or “connectors” for multiple agencies that provide these services. Service provider organizations included educational programs for incarcerated individuals and/or returning citizen and workforce development and workforce preparation programs. In some cases, the interviews followed up with a survey taker and while the others chosen because they represented a particular perspective that needed to be deepened to better understand the reentry system.

The interview questions focused describing the services they provided, essential partnerships to deliver those activities, and identifying the most successful activities—theirs and other organizations that work in the area of supporting reentering citizens. Participants were also asked about gaps in the system and what might facilitate a smoother, better entry into society with an ultimate goal of reducing recidivism. Interview participants received the questions in advance (see Appendix B). Participants were made aware of the purpose of the study and that the interview was voluntary. Participant identities are not disclosed in this report.

Interview Findings

The interview data and analysis substantiated the findings from the two surveys conducted earlier this year. However, respondents highlighted some new areas and provided insights that offered a better understanding of the complexities of serving reentering citizens given their multiple needs. The overarching finding from the interviews can be summarized by stating that returning citizens need a coordinated and multipronged and long-term approach to help them reenter society and avoid recidivism.

Following is a summary of the three broad themes that were identified from the interview data.

Gaps in Service

Theme: Gaps in Service

Interview participants echoed the survey findings in that there were gaps in service for reentering citizens. The gaps in service were problematic for transitioning citizens as it impacted how they were able to access the needed services to create a stable and supported base from which to begin to reconstruct their lives. Similar to the surveys, participants identified the need for greater coordination among service providers to support reentering citizens to find housing, employment, training, and supportive services (e.g., mental health services, family support groups). However, participants focused more on the informing and ensuring access for clients

than isolated needs. In other words, the interviews strongly identified the need for active, cohesive wraparound services to that are crucial in meeting the multiple needs of reentering citizens. In the words of one interviewee, a “warm handoff” is needed as the client moves from incarceration to reentering mainstream society.

Key points made by interviewees:

- Need for a facilitated transition from incarceration to mainstream society, a “warm handoff”, that includes prison staff, parole staff, community services, and workforce development services. For example,
 - Handoff from “inside to outside” is *critical* to inmates
 - Soft handoff anywhere they can be created
 - Middle piece: The gaps occur in the “bridge” from the moment someone leaves prison until they enter a reentry program- “If we can’t help them bridge, they flow back to their old neighborhood and old ways.”
- Need for a functioning “system” for reentrants: Services exist, and in some cases, those are adequate services, but they are disorganized and do not work well together
- Need to help reentering citizens navigate and access services: Multiple service providers offer services, and in some cases they are adequate services, but they are not being accessed by reentrants
- Need for more education and training prior to or alongside employment, rather than “pushing people into jobs”

Theme: Characteristic or Qualifications Needed for Staff

- Need for increased or identified prison staff who connect incarcerated individuals to services available upon release
- Need for dedicated professionals to work within the reentry system who understand the experiences of reentering citizens.
- Need to hire individuals with lived experience with the criminal justice system
- Need to hire individuals who truly understand the complexities of reentering citizens lives

Theme: Essential Services Needed for Reentrants

In this theme, interviewees confirmed what had been identified in the surveys, with a few new services that underscore the scope of services that need to be available to reentering services.

- Training and education, including Integrated education and training (IET), and apprenticeships which allow clients to access training while gaining employment experience and earn income
- Digital literacy classes and support-for both employment and resocialization
- Mental health services
- Services for sex offenders
- Substance abuse counseling
- Family support and integration support
- Transportation
- Affordable, stable, and safe housing

- Employment opportunities
- Clothing resources
- Ways to pay off fines to get back to work
- Photo IDs
- Document recovery

Identified Promising and Best Practices

Interviewees were asked to identify any promising or best practices for effectively supporting reentering citizens. These could be practices that they themselves were providing or that they knew about through their networks. Many of the suggestions were also identified in the surveys; in some cases, the interviewee provided additional details. The information provided is primarily anecdotal as there is little local research to support the documentation of outcomes. Furthermore, interviewee responses represent only their perspectives on promising practices. Substantive knowledge of promising practices among survey and interview participants varied widely. From respondents who candidly responded that he had no knowledge of services for reentrants in his community to those who worked in the same Workforce Development Board area responding with examples of strong partnerships between organizations providing reentry services.

Philadelphia County Workforce Development Area

Philadelphia County Workforce Development Area was identified as having a robust and engaged group of stakeholders that provided direct services to returning citizens. The table identifies the direct services programs throughout the city that providing these services.

Community Learning Center: Upskilling Program	Energy Coordinating Agency: Provides HVAC training
Parr Recycling: Employer	Baker Industries: Employer
Mural Arts Program	Our Closet
Philadelphia Lawyers for Social Equity	Men’s Fit
Philadelphia Sunday Breakfast Mission	Full Circle: Digital literacy
Redemption Housing	Looking Forward Philadelphia
Impact Services	

Lancaster County Workforce Development Area

The Lancaster County Workforce Development Area was mentioned several times for their innovative reentry programs that reflect collaborative efforts of multiple programs. Below are examples of these programs that are recognized statewide for their effectiveness.

- Lancaster County reentry program at PA CareerLink®
 - Reentry services

- Lancaster Lebanon Intermediate Unit
 - Improve Reentry Education (IRE)
 - Partnership with drug rehab program
 - Inside/outside program to support system for returning citizens
 - Decision to action
 - Career interest /pathways
 - Transitioning
 - Provides incentives to participants
 - Three phase- 1) tablets, folders, school supplies 2) coffee, soda 3) snacks, greeting cards and stamps
 - Important partners
 - Corrections facilities
 - Gatehouse: Drug rehab willing to try innovative programming
 - Thaddeus Stevens School of Technology
- Lancaster County Reentry Coalition
 - Provide programming to medium risk inmates upon release
 - Intermediate Unit is educational provider
- Shelter that provides essential services

Allegheny County Jail partners

Allegheny Intermediate Unit’s inside and outside of the jail programs were cited for their innovation and partnerships. This table includes partners that work with the IU to create opportunities for returning citizens.

SPARC	Goodwill of Southwestern PA
Allegheny County Reentry	Fatherhood Initiative

McKean County Good Growing Gardens

Good Growing Gardens provides community service hours for offenders who tend gardens in McKean County.

South Central Workforce Development Area

Several strategies in the South Central Workforce Development Area were identified as promising practices. These strategies include working with County Assistance Offices in the region.

- County assistance (CA) office - helps individuals address barriers and formulate a plan before they are released
- Hope Station – works with re-entry coalition and in collaboration with community partners to address barriers, assist with job readiness/training, and coordinate housing
- Central PA Family Support Services - works with CA to help families get back on their feet, including assistance with basic needs, mental health, and other resources

Southern Alleghenies Workforce Development Area

Several counties within the Southern Alleghenies Workforce Development Area were cited as promising practices. Each promising practice mentioned partnerships with service providers.

- PA CareerLink® Cambria/Somerset County
 - Partnership with Goodwill of the Southern Alleghenies
 - Dual enrolling participants with PA CareerLink®
 - Adult literacy provides services within the Cambria Jail which provides a bridge to services offered in the community.
 - State Parole orientation is provided at the Cambria County Johnstown office and PA CareerLink® staff provide a brief overview with participants during the meeting.
 - PA CareerLink® and community partner staff provide job search assistance and work stabilization program in partnership with the Huntingdon County Jail staff for inmates monthly. This program is still relatively new and in the beginning phases.

Bucks County Workforce Development Area

Vita Education Services has a successful cognitive behavioral program for inmates and probationers who are not connected to Title II. Several other agencies also provide social services.

Nationally Recognized Promising and Best Practices

Following are some nationally recognized programs that provide effective services to reentering citizens. Key features of these programs are highlighted and could serve to inform work in Pennsylvania.

Baltimore, Maryland¹

- The Housing Authority of Baltimore City (HABC)
 - Provides 200 tenant-based Section 8 vouchers for participants
 - Chronically homeless
 - Enrolled in the ex-offender program
 - Offers supportive services through the Housing First Program

Chicago, Illinois²

- St. Leonard's Ministries Grace House
 - Provides residential program
 - Interim housing for women exiting the Illinois prison system

¹ Reentry and Housing Coalition. (n.d.). Promising Practices. <http://www.reentryandhousing.org/promising-practices>

² ibid

- Includes the following services:
 - Job training
 - Counseling
 - Substance abuse treatment
 - Assistance in finding permanent housing after their exit from the program.

Kings County Washington³

- The King County Housing Authority (KCHA)
 - Offers project-based Section 8 vouchers in a 46-unit transitional housing development
 - Provides housing for 18 - 24 months
 - Transitions participants to public housing with no additional screening.
 - Offers parenting classes for parents reuniting with children
 - Offers job search assistance

Minnesota⁴

- Minnesota Comprehensive Offender Reentry Plan (MCORP)
 - Provides programming that bridges the gap between prison and release
 - Offers case management program
 - Seeks to strengthen relationships by limiting caseload sizes
 - Connects caseworkers in prisons with supervision agents in communities
 - Creates opportunities for participants to develop strategies to:
 - Prevent recidivism through motivational interviewing
 - Identify SMART (Small, Measurable, Attainable, Realistic, and Timely) planning strategies

National Collective in Nine Communities⁵⁶

- Compass Rose Collaborative (Serves youth 18-24) evaluation identified the following best practices:
 - Substantively engage clients
 - Support youth-driven goals development
 - Connect to supportive services appropriate for identified age range
 - Center staff and mentor relationships with people who come from participants' communities or who have encountered similar challenges

³ ibid

⁴ National Institute of Justice. (2016, September 6). Program Profile: Minnesota Comprehensive Offender Reentry Plan (MCORP). <https://crimesolutions.gov/ProgramDetails.aspx?ID=486>

⁵ Bird, K., Dawkins, C., & Johnson, L. (2020). From surviving to thriving: Supporting transformation, reentry and connections to employment for young adults. CLASP and FHI360.

- Engage participants with mentors and staff to create connections and relationships prior to release
- Provide access to legal and advocacy services
- Provide mental health and well-being services
- Provide opportunities for education, training, and work experience
- Relocate returning young adults in communities where services are easily accessible and are co-located
- Provide support in meeting basic daily needs to create a good quality of life

Literature Review⁷

- *Strategies to Productively Reincorporate the Formerly-Incarcerated into Communities: A Review of the Literature* suggests the following as best practices as evidenced through the author’s examination of rigorous research conducted on reentry programs.
 - Focus on a wide variety of services, especially substance abuse and mental health services
 - Avoid a singular focus on employment as jobs were not seen as impacting recidivism
 - Provide stop-gap housing measures, such as emergency funding to pay rents, reduced rearrests
 - Note that intensive and multi-faceted service delivery may not reduce recidivism
 - Offer Cognitive Behavioral Therapy as appears to be a good strategy for reducing recidivism

- *Reentry Programs for Adult Male Offender Recidivism and Reintegration: A Systematic Review and Meta-Analysis*⁸
 - Provide continuity of care in the transition from prison to reentry community as this strategy appears to support integration and reduce recidivism
 - Establish clear lines of communication between prison personnel and organizations supporting reentry
 - Take a long-term view of support and provide opportunities that are ongoing
 - Use a strengths-based approach
 - Engage reentering citizens in the reentry process
 - Use a multi-faceted lens that assess individual, community, and system aspects of the reentry process

⁷ Doleac, J. L., (2018). *Strategies to Productively Reincorporate the Formerly-Incarcerated into Communities: A Review of the Literature*, Discussion Paper Series No. 11646, Institute of Labor Economics.

⁸ Berghuis, M. (2018). Reentry Programs for Adult Male Offender Recidivism and Reintegration: A Systematic Review and Meta-Analysis. *International Journal of Offender Therapy and Comparative Criminology*, 62(14), 4655–4676. <https://doi.org/10.1177/0306624X18778448>

RECOMMENDATIONS

In light of the identified needs, participants also provided recommendations to better meet the needs of reentering citizens. Some of these recommendations tie directly to the three themes above, while others identify ways to facilitate services in ways that make them continuous, more aligned, and supportive of the reentry process. Also, while the recommendations are categorized, several have implications that cut across the recommendation categories, for example, identifying a consistent correctional staff to work with an inmate who can continue to facilitate aspects of reentry services once the inmate transitions to reentering citizen. Interviewees did not always agree on who should lead initiatives; all recommendations have been included.

Recommendation: Create a More Consistent and Supported Reentry Process. All interviewees made the key recommendation to create a more consistent and supported reentry process that helped prepare for and educate inmates about the reentry process. This practice would alleviate the crucial period of reentry where reentering citizens need to find housing, access medical and mental health supports, obtain needed documents to seek employment, and begin to look for work.

The following are recommendations that lead to the above recommendation or elaborate on services needed by reentering citizens.

Recommendation: Create a Common Measurable Definition of Reentry Service Success

- Work with Service Providers to create a common definition of what success looks like in working to support reentry and mitigate recidivism
- Establish a common set of benchmarks to track and evaluate structures and services to reentering citizens

Recommendation: Create Stronger Communication Flow Across Local Reentry and State Systems

- Develop process to disseminate targeted information and discussions that engage reentry service providers and stakeholders so that best practices or questions can be easily shared across regions

Recommendation: Begin the Reentry Process Prior to Leaving the Correctional Facility

- Begin discussing reentry the day of incarceration-do not wait until release time approaches
- Provide informal mentorships for inmates who have been in prison for extended periods of time
- Begin to plan for and provide more services prior to release (planning for housing, training, connections to mental health support programs)

- Provide a consistent staff member who works with incarcerated individuals and continues to work with them upon release

Recommendation: Structure the Transition Process

- Create an intentional handoff from incarceration to needed services for reentering citizens
- Create a system where “the ship is led by a connector” who can organize the big picture of services needed.
 - Suggest that it be an agency other than a government agency as they are encumbered by processes and oversight that non-governmental agencies may be able to avoid, leading to a nimbler response to reentering citizens’ needs. Also, these agencies may also be able to lead policy initiatives in ways that a government agency may not be able to.
 - Suggest that it be led by an organization or independent body to bring together reentry services
- Use the judicial system to lead the reentry system plan given their central role in working with reentering citizens
 - This could include developing a framework for communication
- Provide mentoring as a core service of probation which could serve as a “bridge”
- Create a model career pathway program that begins in prison and bridges to beginning life in reentry community so that structured opportunities and services are identified by the inmate and a plan is in place as s/he reenters society. Consider an Integrated Education and Training Component that combines workforce preparation, adult basic education, and workforce training.

Recommendation: Work with Partners and Service Providers to Offer Full Services

- Work with employers to create career pathways for reentrants rather than just getting them a job.
- Refer reentering citizens to PA CareerLink® upon release so that they may quickly understand the process of looking and obtaining employment and gain services that can help them with job seeking skills, such as resume writing.
- Create a judicial system process that includes an educational component for judges, so that reentering citizens are assigned services rather than punishment. Assigning services can make the difference between a reentering citizen accessing services (i.e., mandated) and trying to meet a punitive activity that can distract or impede productive reentry.
- Provide more “connector” services that coordinate services for reentrants thereby eliminating the individual having to identify and piece together disparate services. This will ensure that the reentering citizen has a full understanding of all needed services and that s/he is accessing those services. In other words, when reentrants do not have a full picture of their needs and how to access the multiple services, they are more likely to access services haphazardly or not at all.

- Provide peer mentors to reentrants to whom they can relate and can validate the transition process

Recommendation: Boost the Image of Reentering Citizens

- Work to remove social stigmas about citizens with a judicial record by more positive stories from the state

APPENDIX

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APPENDIX A: Stakeholder Reentry Survey

GOAL: Gain a detailed understanding of reentry activities and initiatives across Pennsylvania

Organizations to Survey:

- a. Local Workforce Development Boards
- b. Reentry Coalitions and Services Providers
- c. Chamber of Commerce
- d. Parole and Probation Offices

NOTE: Survey will be administered to all the above; interviews or focus groups will be used to gather more nuanced and detailed information, as appropriate.

Questions

1. Your organization
2. How would you categorize your organization?
 - a. Workforce Development Board
 - b. Reentry Coalition
 - c. Chamber of Commerce
 - d. Parole and Probation Office
3. Which reentry services or programs does your organization offer:
 - a. Basic skills (e.g., reading skills, math skills, learning strategies)
 - b. Workforce preparation, job readiness, and employability skills (e.g., accepting feedback, working with others, punctuality)
 - c. Technical skill building
 - d. Postsecondary Education (academic or training activities)
 - e. Employment placement
 - f. Support services (e.g., housing, clothing, transportation)
 - g. Mental health services (e.g., counseling, substance abuse treatment, trauma support)
 - h. Financial services (e.g., financial literacy, bank accounts, loans)
 - i. Legal services (e.g., fines, fees, child custody, expungement, immigration)
 - j. Community related services (e.g., advocacy, leadership development, mentoring)
 - k. Family related services (e.g., childcare, family counseling, domestic issues)
 - l. Other: (Describe)
 - m. We do not provide direct services to reentry clients
4. Do you coordinate, collaborate or partner with other Reentry Service Providers or stakeholders to provide services?
 - a. Yes [show if]
 - i. Please list your partners & a contact
 - b. No
5. Are there areas of overlap among Reentry Service Providers?
 - a. Yes [show if]

- i. Please describe
 - b. No
- 6. Are there gaps in service among Reentry Service Providers?
 - a. Yes [show if]
 - i. Please describe
 - b. No
- 7. Does your organization collaborate with PA CareerLink®?
 - a. Yes [show if]
 - i. Please describe
 - b. No
- 8. Which programs in your region are most successful in providing services to returning citizens: [please list and briefly (1-3 sentences) explain why you think they are successful.
- 9. Name
- 10. Role
- 11. May we contact you if we need additional information?
 - a. Yes [show if]
 - i. Preferred contact: (phone/email)
 - b. No

Appendix B: Local Providers Reentry Survey

Pennsylvania Reentry Inventory Survey Questions

GOAL: Gain a detailed understanding of reentry activities and initiatives across Pennsylvania

Organizations to Survey:

- 1) Local Workforce Development Boards
- 2) Reentry Coalitions and Services Providers
- 3) Identified Organizations

NOTE: Survey will be administered to all the above; interviews or focus groups will be used to gather more nuanced and detailed information, as appropriate.

Survey Questions

- 1) Your organization

- 2) How would you categorize your organization?
 - a) Workforce Development Board
 - b) Reentry Coalition
 - c) Chamber of Commerce
 - d) Parole and Probation Office
 - e) PA CareerLink®
 - f) AEFLA Title II-funded Provided
 - g) Other

- 3) Which re-entry services or programs does your organization offer:
 - a) Basic skills (e.g., reading skills, math skills, learning strategies)
 - b) Workforce preparation, job readiness, and employability skills (e.g., accepting feedback, working with others, punctuality)
 - c) Technical skill building
 - d) Postsecondary Education (academic or training activities)
 - e) Employment placement
 - f) Support services (e.g., housing, clothing, transportation)
 - g) Mental health services (e.g., counseling, substance abuse treatment, trauma support)
 - h) Financial services (e.g., financial literacy, bank accounts, loans)
 - i) Legal services (e.g., fines, fees, child custody, expungement, immigration)
 - j) Community related services (e.g., advocacy, leadership development, mentoring)
 - k) Family related services (e.g., childcare, family counseling, domestic issues)
 - l) Other: (Describe)
 - m) We do not directly support reentry clients

- 4) Do you collaborate with other Reentry Service Providers?
 - a) Yes [show if]
 - i) Please list your partners
 - b) No

- 5) Are there areas of overlap among Reentry Service Providers?
 - a) Yes [show if]
 - i) Please describe
 - b) No

- 6) Are there gaps in service among Reentry Service Providers?
 - a) Yes [show if]
 - i) Please describe
 - b) No

- 7) Does your organization collaborate with PA CareerLink®?
 - a) Yes [show if]
 - i) Please describe
 - b) No
 - c) My organization is a PA CareerLink®

- 8) Please describe how you collaborate with the PA CareerLink®? [show if Yes to #7]

- 9) Which programs in your region are most successful in providing services to returning citizens: [please list and briefly (1-3 sentences) explain why you think they are successful.

- 10) Name

- 11) Role

- 12) May we contact you if we need additional information?
 - a) Yes [show if]
 - i) Preferred contact: (phone/email)
 - b) No

APPENDIX C: INTERVIEW QUESTIONS

GOAL: Gain a more nuanced and deeper understanding of reentry activities and initiatives across Pennsylvania

Organizations to Survey:

- a. Local Workforce Development Boards
- b. Reentry Coalitions and Services Providers
- c. Identified Organizations
- d. Chamber of Commerce

1. Please describe how you participate in the reentry services system.
2. How does your role facilitate the reentry process for other organizations or reentering citizens?
3. What gap does it fill in the system?
4. You listed partners; who are your most important partners?
 - a. Why?
5. Would these collaborations exist if you (or they) were not in existence?
6. What are the most essential services for reentering services?
 - a. Why?
7. Are there other organizations that offer these services?
8. Does this effectively fill the need for returning citizens in your region?
9. Does this constitute overlap?
10. Which organizations, if any, would you highlight as being most effective in your region?
[could be in their region or another region; could also ask in relation to what they responded on the survey]
 - a. Why?
11. What would support a more streamlined transition from incarceration to reentering citizen?
12. What gaps do you see in services for returning citizens?
 - a. Why are these important?
13. Have you seen or do you know of any effective models that do this?

14. If you had a magic wand, how would you structure the reentry system for your region?

a. Why?