2012 Program Report Card: Alternative in the Community - Employment Services (Judicial Branch)

Quality of Life Result: All Connecticut working age residents have jobs that provide financial self-sufficiency.

Contribution to the Result: To reduce offender long-term recidivism by introducing and developing the skills necessary for clients to both obtain and retain employment. Employment provides pro-social and structured activity that reduces offender risk of recidivism. The employment program teaches the clients how to be a productive employee by introducing key concepts crucial to meeting the employer's needs and encouraging career growth.

Program Expenditures	State Funding	Federal Funding	Other Funding	Total Funding
Actual FY 11	$1,500,000	$0	$0	$1,500,000
Estimated FY 12	$1,500,000	$0	$0	$1,500,000

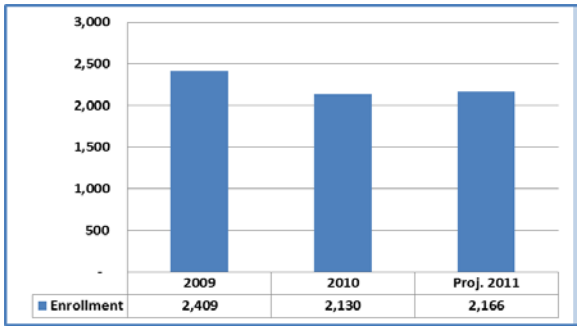
(Employment Services is one of many services offered at the Alternative in the Community. The total FY12 AIC funding, as determined by the Judicial Branch, is $18,665,096)

Partners: Private non-profit providers, Criminal Justice officials, Businesses, Department of Labor and associated local programs, Families, Education providers

How Much Did We Do?

Number Enrolled in Employment Services

2009-2011

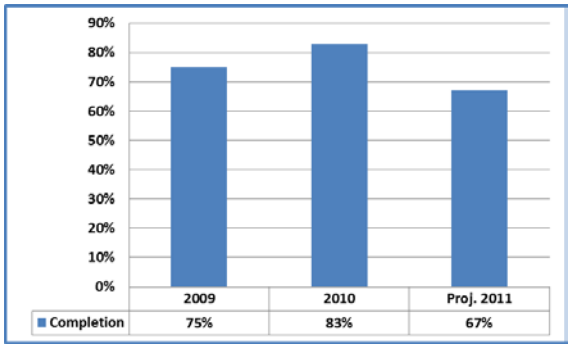


Story behind the baseline: The number of persons referred for employment services at the AIC has remained steady from FY09 through FY11. There was a slight decline during 2010 as the AIC model underwent a competitive bid process that saw turnover in 5 locations that limited referral capacity during the transition. Factors impacting this measure include the number of unemployed clients who are appropriate for AIC services and ability to address other mitigating factors that act as barriers to employment. We expect an increase in referrals due to a CSSD policy change mandating that probation officers refer all unemployed clients to employment services as well as updates to CSSD case plan.

Trend: ◄►

How Well Did We Do It?

Percent Completing Employment Services Group, 2009-2011

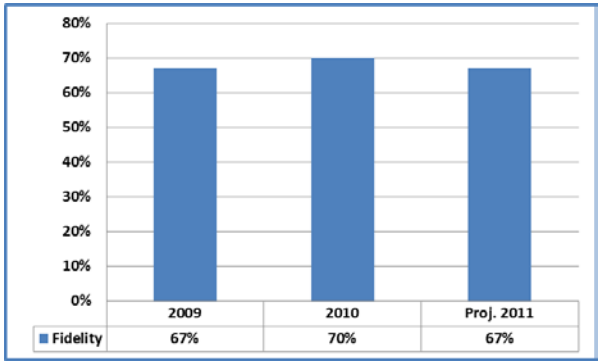


Story behind the baseline: The decline in completion rate occurred in 2011 when the employment services program was enhanced from a four session curriculum to a nine session curriculum and a job development component. The new employment services group is a more robust and longer employment services group that includes focusing on improved communication skills in the workplace, dealing with conflict, teamwork, employer expectations, and personal growth. While the trend has been downward and is below CSSD's goal of 75 percent, the curriculum now appropriately reflects the needs of the business community.

Trend: ▼

How Well Did We Do It?

Provider Proficiency (Quality Assurance), 2009-2011



Story behind the baseline: This performance measure is determined by measuring the employment specialist's ability to deliver the employment services curriculum with fidelity to the curriculum as well as the staff's ability to motivate clients. Research has demonstrated that by delivering group interventions with a high proficiency results in better outcomes. The current data demonstrates a slight downward trend in proficiency and is below our goal of 80%. This trend is consistent with the transition of a new enhanced nine session curriculum that was introduced in FY11 which required all AIC employment specialists to be trained on the new curriculum.

Trend: ◄►

Trend Going in Right Direction? ▲Yes; ▼ No; **◄► Flat/ No Trend**

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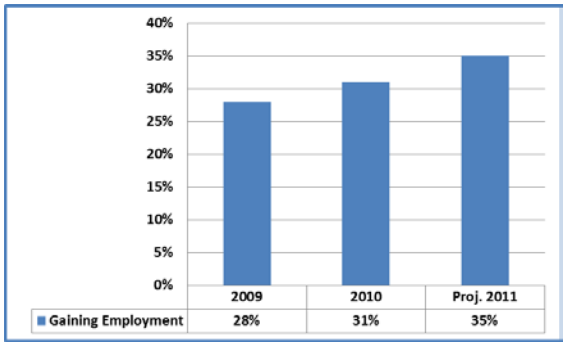
Quality of Life Result: All Connecticut working age residents have jobs that provide financial self-sufficiency.

Is Anyone Better Off?

Percent of Employment Services Group Completers Gaining Employment, 2009-2011

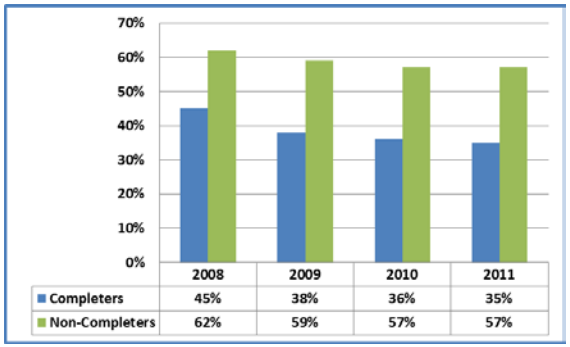


Story behind the baseline: This performance measure examines the rate at which clients who complete the Employment Services Group (performance measure #2) obtain employment prior to discharge from the AIC. Despite the economic downturn this measure has continuously improved from 2009 through 2011 due to an enhanced employment services group, refocusing of individual client job development efforts, and job development in the community by establishing relationships with local employers.

Trend: ▲

Is Anyone Better Off?

12-month Rearrest Rate for Completers 2008-2011



Story behind the baseline: This performance measure examines the rate at which clients who complete AIC services are re-arrested within 12 months of intake. A 2004 study of AIC's by the CT Legislative Program Review and Investigations Committee (LPRIC) showed a recidivism rate of 44 percent for AIC participants. Since 2007 the trend remains positive and reflects an 9 percentage point reduction in recidivism reported by the LPRIC and a one percentage point from 2010.

Trend: ▲

Proposed Actions to Turn the Curve:

No-Cost/Low-Cost Actions

- Engage AIC job developers in process improvement initiatives to increase completion rates;
- Connect AIC employment staff with local CT Works centers statewide and continue to collaborate with regional Workforce Development Boards;
- Implement job development training for the AIC employment staff to aid them in effective relationship building within the employer community;
- Explore opportunities for collaboration with the Office of Workforce Competitiveness and Department of Labor, including participation in the CT Jobs legislation recently passed that will provide subsidies to employers for hiring unemployed persons;
- Develop an inventory of the tools available towards helping CSSD's population gain employment; and
- Develop relationships with employers in the community and meet with organizations such as area Chambers of Commerce to explore other possibilities of increasing awareness of the labor pool our client population represents.

Data Development Agenda:

- Collaborate with the Department of Labor to establish a data exchange protocol for tracking longer-term employment retention and average earnings, with a potential comparison to the Connecticut Self-Sufficiency standard