

STRIP
AWAY EVERYTHING
SET ASIDE EVERYTHING YOU THINK YOU KNOW ASSUMPTIONS, BELIEFS, AND DOGMA ARE THE ENEMY

SILENCE DON'T PLAY "NICE"
SUSPEND DISBELIEF AND ASSUME EVERYTHING'S POSSIBLE NO GREAT BREAKTHROUGH WAS BORN OF A NAYSAYER
YOUR CYNIC
CALL OUT THE ELEPHANTS THE SOONER YOU GET TRUTH ON THE TABLE, THE FASTER YOU GET RESULTS
CHECK YOUR EDGE
ASK YOURSELF, "IS THIS TRULY UNEXPECTED?" SURPRISE IS THE MOTHER OF INSPIRATION

BREAKTHROUGH

MAKE A MESS **LIVE WITH THE PROBLEM**
STOP PERFECTING AND JUST START MAKING, DOING, TRYING A PROTOTYPE IS WORTH A THOUSAND DISCUSSIONS
AVOID RUSHING TO THE SOLUTION BETTER THINGS COME TO THOSE WHO EXPLORE BEFORE ACTING

ENLIST A MOTLEY CREW
GO BEYOND THE USUAL SUSPECTS SPARKS FLY WHEN THINKERS, DOMAINS, AND OUTSIDE DISCIPLINES COLLIDE
DIAL UP THE DRAMA
CREATE A FULL-SENSORY THEATRICAL EXPERIENCE NARRATIVE ARE HOW HUMANS MAKE MEANING

GET MAKE REAL CHANGE
SHED THE VENEER AND BRING YOUR HUMAN SELF MAGIC HAPPENS WHEN WE'RE PERSONAL, CONNECTED, AND REAL
KNOW YOUR STUFF, EVOLVE, LEAVE A DENT, NOTHING MATTERS UNLESS IT MATTERS

Lab 2 Pre-Read Materials

Modernizing the Citizen Journey and Designing Support Systems to Improve Workforce Outcomes for Kentuckians

Agenda

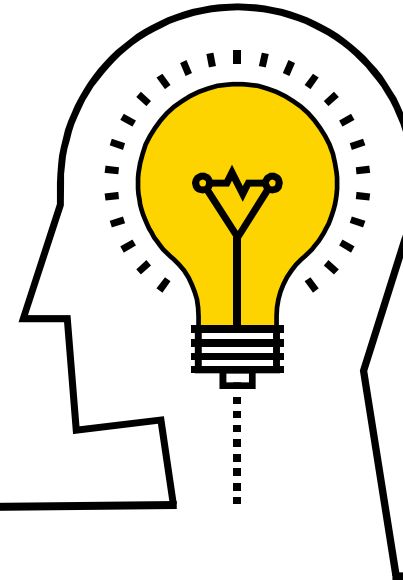
Module	Description	Objective	Speaker
Act II. Define			
Hopes and Fears 10:00am – 10:25am	John will provide short recap of key lessons and outcomes of Lab 1 and set the stage for the session by polling the group to understand their hopes and fears in regards our collective impact around improving workforce outcomes for justice-involved Kentuckians	Help participants align on the day's journey and objectives while having an opportunity to provide some reflection and perspective on opportunities and concerns they may have as Lab 2 commences.	<ul style="list-style-type: none">John Lyons, KWIB
“When Job One is Not Necessarily Finding a Job...” 10:25am – 10:45am	Rena Sharpe and Dennis Ritchie will provide their perspectives on the importance of personalizing the journey and taking time to understand the unique needs of each Kentuckian in order to build a successful plan to maximize their chances of success.	Reintroduce and emphasize the importance of addressing potential barriers to success while helping participants to think about the journey from the perspective of the individual.	<ul style="list-style-type: none">Rena Sharpe and Dennis Ritchie, Goodwill Industries
“Imagine if...” 10:45am – 12:00pm	Participants will break up into four groups – each focused on a different persona with a different set of challenges and barriers. Participants will then propose approaches and solutions from the perspective of the citizen with a goal of making it simple for the citizen to overcome each obstacle and successfully return to the workforce.	To design an aspirational journey from the citizen's perspective free of typical constraints (e.g., money, resources, legislation).	<ul style="list-style-type: none">Deloitte to facilitate
Act III. Commit			
“Measuring the Immeasurable” 12:00pm – 12:25pm	Shruti will provide her perspectives on the on the importance selecting and aligning on key considerations when choosing metrics while obtaining buy-in and support at all levels within the ecosystem.	To outline a strategy for effectively aligning around and using qualitative and quantitative metrics to evaluate the impact of program design.	<ul style="list-style-type: none">Shruti Shah, Managing Director, Deloitte
Closing and Next Steps 12:25pm – 12:30pm	John will wrap up the session and share his perspective on next steps.	To help participants understand what the next 30/60/90 days will look like and how the findings from today's discussion will inform ongoing work.	<ul style="list-style-type: none">John Lyons, KWIB

Overview

The goal of developing a pilot for justice-involved individuals is to assist individuals with complex stories. Activities in Lab 2 support the development of an ideal journey for justice-involved individuals entering the workforce by alleviating existing barriers. Lab 2 attendees are supported in their journey mapping by adopting the perspective of an assigned Persona.

This Pre-Read Presentation Features:

1. A **current-state journey map** that highlights the barriers faced by justice-involved individuals both pre- and post-release. Lab 2 participants will brainstorm how to alleviate the outlined barriers.
2. Four illustrated **Personas** with stories that represent backgrounds of justice-involved individuals, and the re-entry plans that they must follow.



Barriers in the Current-State Journey for Justice-Involved Individuals

Given our takeaways from Lab 1, we hope to alleviate the following barriers with our pilot



Persona 1

Use the following Persona to guide your thinking about how to solve for barriers both pre- and post-release

 **James**

Criminal Background: 20 year both federal and state for murder and felon in possession of firearm and past drug conviction

Education: GED in Prison

Housing: Staying at the Halfway House

ID: Social Security Card

Financial Situation: Unemployed, \$100 on hand

Re-entry Plan

- Must obtain Birth Certificate & State ID
- Must purchase personal items/food each week
- Must see Probation officer & must have a Drug Test prior to visit. You must attend Treatment/Counseling each week
- Must attend AA/NA weekly
- Must attend work or look for work if unemployed

Persona 2

Use the following Persona to guide your thinking about how to solve for barriers both pre- and post-release



Robert

Criminal Background: Served 2 years in state prison for assault with weapon

Education: High school dropout

Housing: Living with significant other and their 2 kids

ID: No Social Security Card, ID, or Birth Certificate

Financial Situation: Unemployed, \$30 on hand

Re-entry Plan

- Must obtain Social Security Card, Birth Certificate & State ID
- Must purchase personal items/food each week
- Must see Probation officer & must have a Drug Test prior to visit.
- Must attend Treatment/Counseling each week
- Must attend AA/NA weekly
- Must attend work or look for work if unemployed
- Must pay rent/utilities
- Must pay child support
- Must work toward GED

Persona 3

Use the following Persona to guide your thinking about how to solve for barriers both pre- and post-release



Angela

Criminal Background: Served 7 years in state prison for drug manufacturing with intent to distribute-meth

Education: High school diploma

Housing: Living with significant other in rundown apartment

ID: Social Security Card and Birth Certificate

Financial Situation: Fast food restaurant \$200 on hand saved in prison

Re-entry Plan

- Must obtain State ID
- Must purchase personal items/food each week
- Must see Probation officer & must have a Drug Test prior to visit
- Must attend Treatment/Counseling each week
- Must attend AA/NA weekly
- Must attend work or look for work if unemployed

Persona 4

Use the following Persona to guide your thinking about how to solve for barriers both pre- and post-release



Wanda

Criminal Background: Served 10 years in federal prison for bank robbery and felon in possession of firearm. History of drug use

Education: GED in prison

Housing: Staying at the Halfway House

ID: State ID, Social Security Card and Birth Certificate

Financial Situation: Employed, \$30 on hand

Re-entry Plan

- Must pay rent/utilities
- Must pay child support
- Must purchase personal items/food each week
- Must see Probation officer & must have a Drug Test prior to visit
- Must attend Treatment/Counseling each week
- Must attend AA/NA weekly
- Must attend work or look for work if unemployed

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Executive Summary

Putting Kentuckians First Lab 2

May 25, 2021

Fears Exercise

What do you fear could go wrong?



Imagine if Breakout Room 1

Identify the relevant barriers for each step of James' Re-entry Plan.

REENTRY PLAN	Education and Skills Readiness	Lack of Guidance Pre-Release	Food Security	Dependent Care	Housing Security	Transportation	Mental Health and Substance Use Disorder	Health Care Coverage	Legal Issues	Employment /Financial
Must obtain Birth Certificate & State ID		X			X	X	X		X	X
Must purchase personal items/food each week						X	X			X
Must see Probation officer & must have a Drug Test prior to visit		X		X		X	X		X	X
Must attend Treatment/Counseling each week		X		X		X	X	X		X
Must attend AA/NA weekly		X		X		X	X			X
Must attend work or look for work if unemployed	X	X		X	X	X	X	X	X	X

Imagine if Breakout Room 2

Identify the relevant barriers for each step of Robert's Re-entry Plan.

REENTRY PLAN	Education and Skills Readiness	Lack of Guidance Pre-Release	Food Security	Dependent Care	Housing Security	Transportation	Mental Health and Substance Use Disorder	Health Care Coverage	Legal Issues	Employment /Financial
Must obtain Social Security Card, Birth Certificate & State ID		X		X	X	X			X	X
Must purchase personal items/food each week			X	X		X		X		X
Must see Probation officer & must have a Drug Test prior to visit	X	X				X	X		X	X
Must attend Treatment/Counseling each week		X		X		X		X		X
Must attend AA/NA weekly	X			X		X	X		X	X
Must attend work or look for work if unemployed	X	X		X	X	X				X
Must pay rent/utilities	X	X		X		X				X
Must pay child support	X	X		X						X
Must work toward GED		X		X		X				X

Imagine if Breakout Room 3

Identify the relevant barriers for each step of Angela's Re-entry Plan.

REENTRY PLAN	Education and Skills Readiness	Lack of Guidance Pre-Release	Food Security	Dependent Care	Housing Security	Transportation	Mental Health and Substance Use Disorder	Health Care Coverage	Legal Issues	Employment /Financial
Must obtain State ID		X			X	X			X	X
Must purchase personal items/food each week			X			X				X
Must see Probation officer & must have a Drug Test prior to visit		X				X	X		X	X
Must attend Treatment/Counseling each week		X				X	X	X	X	X
Must attend AA/NA weekly						X	X		X	X (INTERNET STABILITY)
Must attend work or look for work if unemployed	X				X	X	X		X	X

Imagine if Breakout Room 4

Identify the relevant barriers for each step of Wanda's Re-entry Plan.

Assuming Wanda has at least a part-time job, located in a larger city (halfway houses are usually far from an individual's personal network/hometown)

REENTRY PLAN	Education and Skills Readiness	Lack of Guidance Pre-Release	Food Security	Dependent Care	Housing Security	Transportation	Mental Health and Substance Use Disorder	Health Care Coverage	Legal Issues	Employment /Financial
Must pay rent/utilities	Y - not black and white, may need more skills beyond GED	Y - competitive housing market	Y - most halfway houses are in food deserts			Y	Y - halfway houses have different treatment options			
Must pay child support	Y - more jobs options, refer to WIOA funding								Y - complicated if children are in a different part of the state	Y - refer to vocational rehabilitation
Must purchase personal items/food each week			Y - food is more expensive in food deserts			Y - transportation to purchase food/personal items		Y - related to Food Security		
Must see Probation officer & must have a Drug Test prior to visit		Y		Y - need dependent care while in treatment/meeting with parole officer		Y - from residence to parole office (based on location)	Y			Y - have to pay for drug testing
Must attend Treatment/Counseling each week		Y					Y			
Must attend AA/NA weekly		Y					Y			
Must attend work or look for work if unemployed					Y		Y			

Imagine if Breakout Room 1

Using insights from the previous activity, select the most significant barriers to James' Re-entry Plan and brainstorm solutions.

BARRIER	PROPOSED SOLUTION	TIME FRAME OF INTERVENTION	KEY STAKEHOLDERS	RESOURCES REQUIRED
Transportation	<ul style="list-style-type: none"> • Transportation Voucher Program with DOT • Public transportation partnerships (Southeast KY) • Goodwill – Cars to Work Program • Employer shuttle programs • Uber/Gas gift cards (WIOA funding) • Discounted ride share options • Faith-based organization involvement • Toyota purchased van at Isaiah House • Friends/family reliance 	<ul style="list-style-type: none"> • ~4-month pre-release: identified through needs questionnaire • Follow-ups closer to release time 	<ul style="list-style-type: none"> • Corrections • Transportation Cabinet • Faith-based organizations • Non-profit organizations • Employers • Friends/family • Community organizations (Medical appointments, treatment, MCOs) 	<ul style="list-style-type: none"> • Funding • Communication access • Awareness • Renewed learning needs • Asset assessment (family/friends/funds) • Dependent care • Public transportation knowledge
Employment/Financial	<ul style="list-style-type: none"> • Job placement prior to release • Vocational trainings • Engaging employers • Second-chance employers • Paid work experience opportunities 			

Imagine if Breakout Room 2

Using insights from the previous activity, select the most significant barriers to Robert's Re-entry Plan and brainstorm solutions.

BARRIER	PROPOSED SOLUTION	TIME FRAME OF INTERVENTION	KEY STAKEHOLDERS	RESOURCES REQUIRED
Transportation	<ul style="list-style-type: none"> Free / Subsidized transportation Employer provided transportation Ride Share program 	<ul style="list-style-type: none"> Pre-Release (Physical ID before leaving) 	<ul style="list-style-type: none"> DoC DoT Commercial transportation companies Employers MCOs (medical transportation) 	<ul style="list-style-type: none"> Shared company car
Lack of Guidance Pre-Release	<ul style="list-style-type: none"> Assigned Case Manager to help individual navigate barriers proactively Educational classes and resources 	<ul style="list-style-type: none"> Pre-release At the local level if not in the institution (individuals that may be in for a short time, DUI) 		<ul style="list-style-type: none"> Funding for additional case managers Expand Goodwill bootcamp
Education and Skills Readiness	<ul style="list-style-type: none"> Education / Skills roadmap broken down to achievable goals in a given timeframe 	<ul style="list-style-type: none"> Pre-release 	<ul style="list-style-type: none"> SkillsU Adult Education DoC Technical / Community Colleges Workforce Career Centers 	<ul style="list-style-type: none"> Funding for additional case managers Career Centers

Imagine if Breakout Room 3

Using insights from the previous activity, select the most significant barriers to Angela's Re-entry Plan and brainstorm solutions.

BARRIER	PROPOSED SOLUTION	TIME FRAME OF INTERVENTION	KEY STAKEHOLDERS	RESOURCES REQUIRED
TRANSPORTATION	<ul style="list-style-type: none"> • Pre-release transportation plan • Bicycle/Cars to Work program • Centralizing resources • Fuel 	<ul style="list-style-type: none"> • Pre-release 	<ul style="list-style-type: none"> • Goodwill • South Central Re-entry Council • Local Churches • Community Action Agencies • Recovery Centers 	<ul style="list-style-type: none"> • Driver's License • Proof of Insurance • Support Systems (friends/family) • Employment Requirements (Cars to Work)
EMPLOYMENT/ FINANCIAL	<ul style="list-style-type: none"> • Financial literacy program (PORTAL/NEW DIRECTION) • Kentucky Career Center (finding 2nd chance employer) • KY Chamber (fair chance/2nd chance – job board) • Regularly meet with Re-entry Coordinator • District Snapshot (short-list of community resources/ probation/parole/REPA contact) • Re-entry Employment Program Administrator (help find employment) • Release Expos • Post-secondary education (major institutions - availability) 	<ul style="list-style-type: none"> • Pre-release (time of incarceration – 6 months prior) • Post-release 	<ul style="list-style-type: none"> • Post-secondary educational institutions • Kentucky Career Centers • Kentucky Chamber of Commerce • DOC/Re-entry Coordinators • REPAs • Area Technology Centers (ATCs) • Businesses (release expos) 	<ul style="list-style-type: none"> • Area Technology Centers (ATCs) • Adjunct Faculty • Proof of Success (previously incarcerated individuals)

Imagine if Breakout Room 3

Using insights from the previous activity, select the most significant barriers to Angela's Re-entry Plan and brainstorm solutions.

BARRIER	PROPOSED SOLUTION	TIME FRAME OF INTERVENTION	KEY STAKEHOLDERS	RESOURCES REQUIRED
LEGAL ISSUES	<ul style="list-style-type: none">• Availability of documentation pre-release (pilot program in institutional level)			
MENTAL HEALTH/SUBSTANCE USE DISORDER	<ul style="list-style-type: none">• Documentation via HB497			
LACK OF GUIDANCE PRE-RELEASE				

Imagine if Breakout Room 4

Any post-release interventions should really begin pre-release. Technology can enable interventions

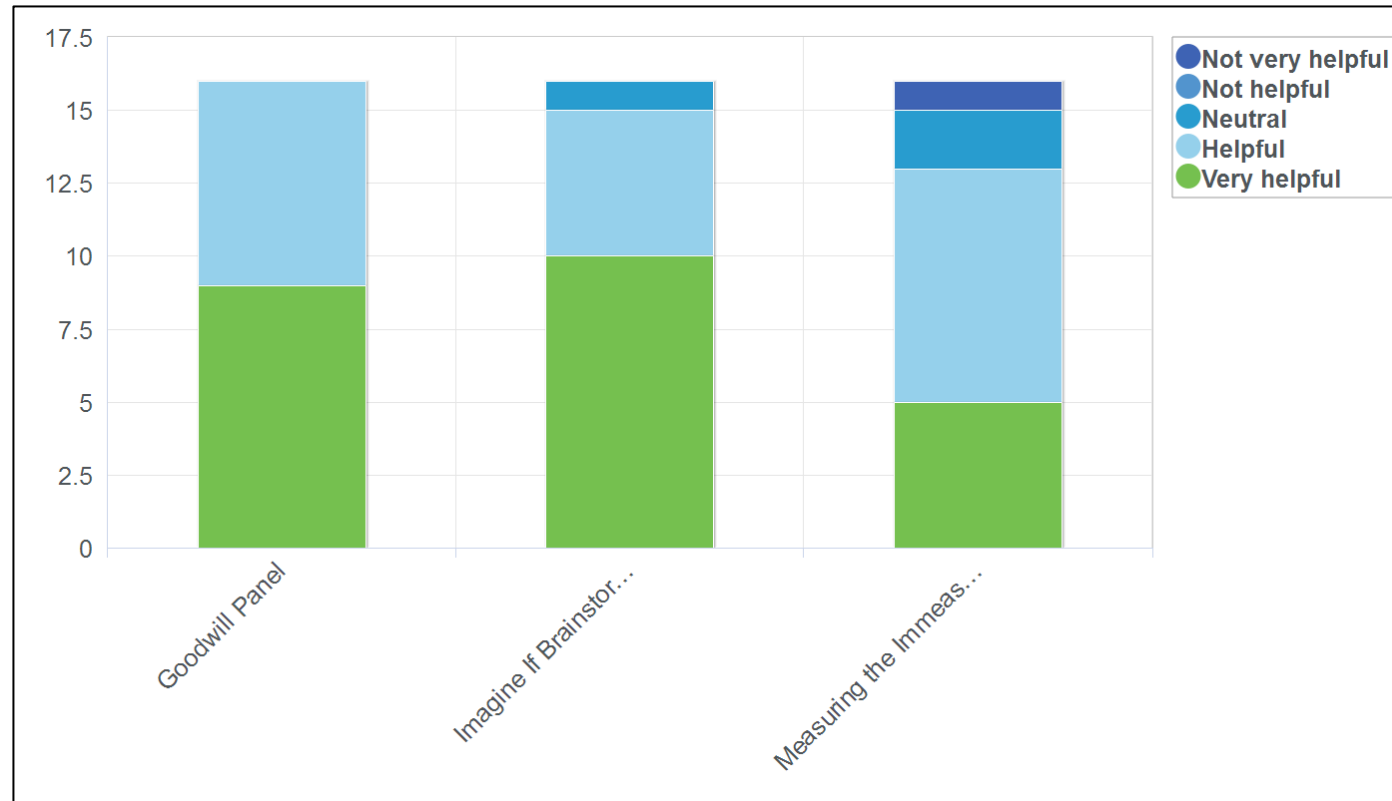
Using insights from the previous activity, select the most significant barriers to Wanda's Re-entry Plan and brainstorm solutions.

BARRIER	PROPOSED SOLUTION	TIME FRAME OF INTERVENTION	KEY STAKEHOLDERS	RESOURCES REQUIRED
Transportation	<ul style="list-style-type: none"> • Location of housing, need to be close to public transportation, walking distance if possible • Lyft/Uber macro accounts, give vouchers for transportation • Vehicle insurance waivers 		<ul style="list-style-type: none"> • Churches and faith communities • Friends, family members, personal network • Ride-sharing services (Lyft, Uber, etc.) • State legislature work with insurance providers to allow transportation partnerships • Community Action 	<ul style="list-style-type: none"> • Funding • Vehicle insurance waivers
Lack of guidance pre-release	<ul style="list-style-type: none"> • Access recorded messages and trainings about post-release realities to support re-entry • Increase support in county jails to standardize with the institutional-level services • Re-entry kits at county jails/institutions 	<ul style="list-style-type: none"> • 6 months before release 	<ul style="list-style-type: none"> • Community Re-Entry Councils • County Jails • Employers • Community partners • Intermediaries between community partners and individuals, e.g. United Way, Urban League can support community partners 	<ul style="list-style-type: none"> • Re-entry coordinators at county jails • Funding • Community partners who can serve as mentors, advisors • Stipends or incentives for completing re-entry kits, e.g. grocery gift cards. UL has a point system in its workforce program to incentivize participation
Mental Health/Substance Use Disorders	<ul style="list-style-type: none"> • More treatment options aligned to the level of care truly needed • Arranging treatment farther in advance with clear instructions • Education for family and friends to support the individual's recovery 	<ul style="list-style-type: none"> • Immediate 	<ul style="list-style-type: none"> • Family, friends, personal network 	<ul style="list-style-type: none"> • Higher capacity at treatment centers • Educational resources for an individual's support network

Feedback Survey

The feedback survey received 16 responses from attendees. Responses are provided below.

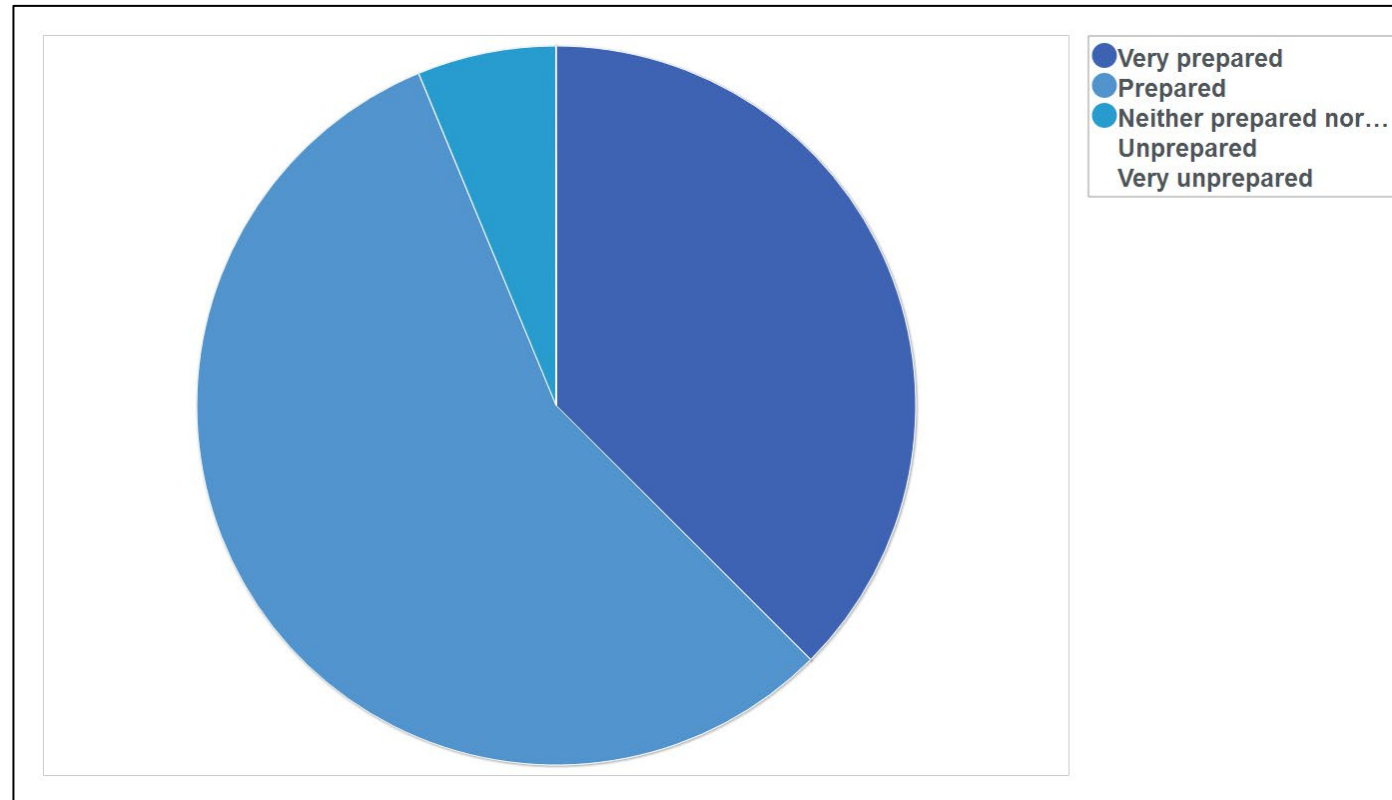
1. How helpful were the following Lab 2 activities in developing a successful pilot for justice-involved individuals:
(Respondents could only choose a single response for each topic)



Feedback Survey

2. Following Lab 2, how prepared do you believe we are to begin designing a pilot for justice-involved individuals?

(Respondents could only choose a single response)



Feedback Survey

3. What is the most important thing you would like to see in the pilot?

Response		
*Transportation programs		
*Employer engagement / employment prior to release		
*and regardless of what we implement it needs to be measurable.		
Solutions to have employment prior to release-knowing you have job is so important.		
Transportation and housing component		
A way to get money directly to the client so they can put it toward what they need money for: rent, gas money, etc.		
Brainstorming opportunities with multiple partners like those presented in the labs.		
Localized points of contact/ navigators. Not only servicing individuals coming from incarceration, but also local county charges or justice involvement to prevent long term incarceration.		
I would really like to see a session on how to take ideas and follow through with planning. Use some of the breakout time to actually figure out how to implement one of the ideas.		
A focus on aligning solutions to meet various barriers (housing, transportation, food insecurity). Many of the barriers feed into each other and have a compounding effect.		
Helping Clients to move forward		
Helping Clients to move forward		
Helping Clients to move forward		
Input from the faith-based component(s) of our communities		
It sounds like there are some pilots already occurring around the state so finding what's working and scale the things are key to success.		
	Valid Responses	13
	Total Responses	16

Feedback Survey

4. Do you have any additional feedback, comments, or suggestions to share regarding Lab 2?

Response		
It was great!		
Thank you for allowing me to be a part of this. I am thrilled that everyone is working together to move forward.		
If the general KWIB participant needs to know more about resources and programs that are already assisting justice-involved individuals, maybe have more speakers present or have actual justice-involved clients talk to KWIB.		
Loved Lab 2. Personally I enjoyed getting to share my involvement with the Cumberland/South Central Approach, I feel being able to provide a "boots on the ground" perspective is valuable to this mission.		
Love the collaboration during the breakout! Great job in planning!		
jobs support		
Very informative for me as I am not directly involved in the justice system		
Excellent exercise.		
	Valid Responses	8
	Total Responses	16