County of San Diego

Community Corrections Partnership

March 28, 2013

AB 109 Customer Profile

Health & Human Services Accessed by the AB109 Population

Knowledge Integration Program

March 28, 2013

Background: KIP Origins

Need for Coordinated Care

- Collaboration Across Systems
- Closed Loops

Need for Updated Technology

- Information Exchange
- Master Data Management

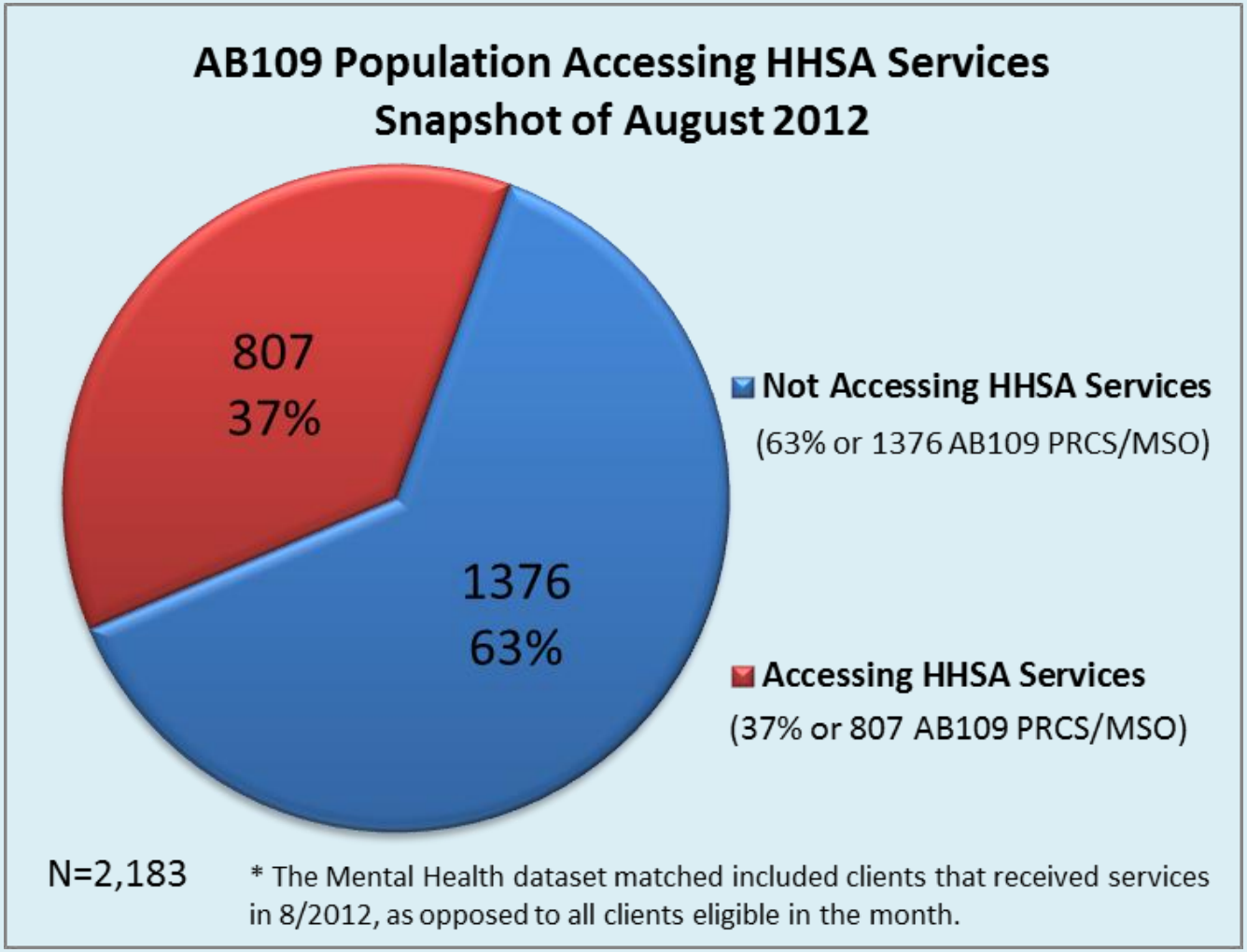
Collaborative Governance

- Customer Overlap
- Privacy Concerns

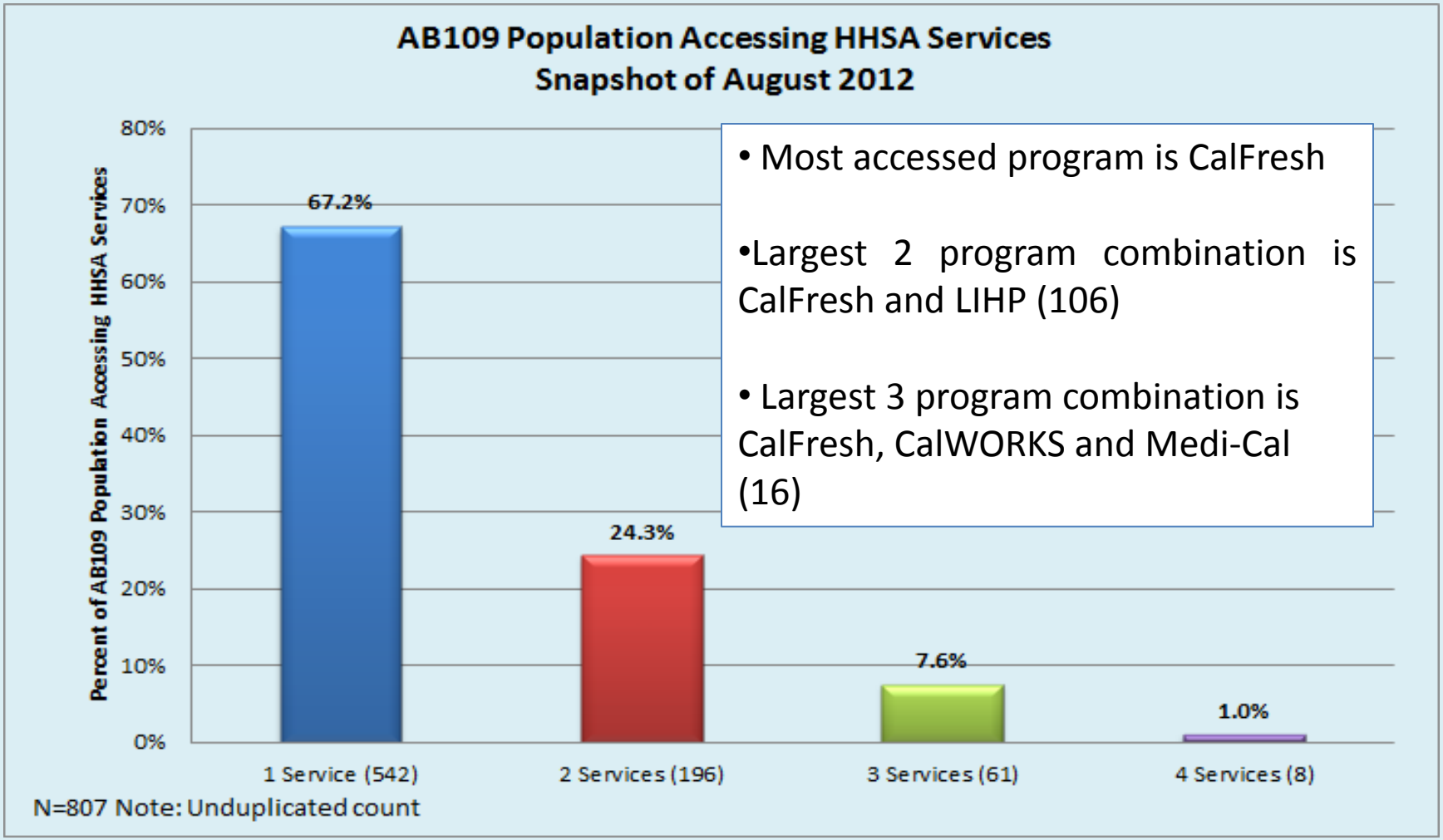
Background: Profile Summary

- **Access to Data**
  - Collaborative effort between HHSA and Probation
  - Memorandum of Understanding
  - Authority memo
  - Program data stewards
- **Match Process**
  - Manual Data Match and Profile Creation
    - Extracts from PCMS and 16 HHSA source systems
    - Manual transformation
    - 1 FTE 1 month to complete
  - Data Match Validation
  - Data Quality Assessment

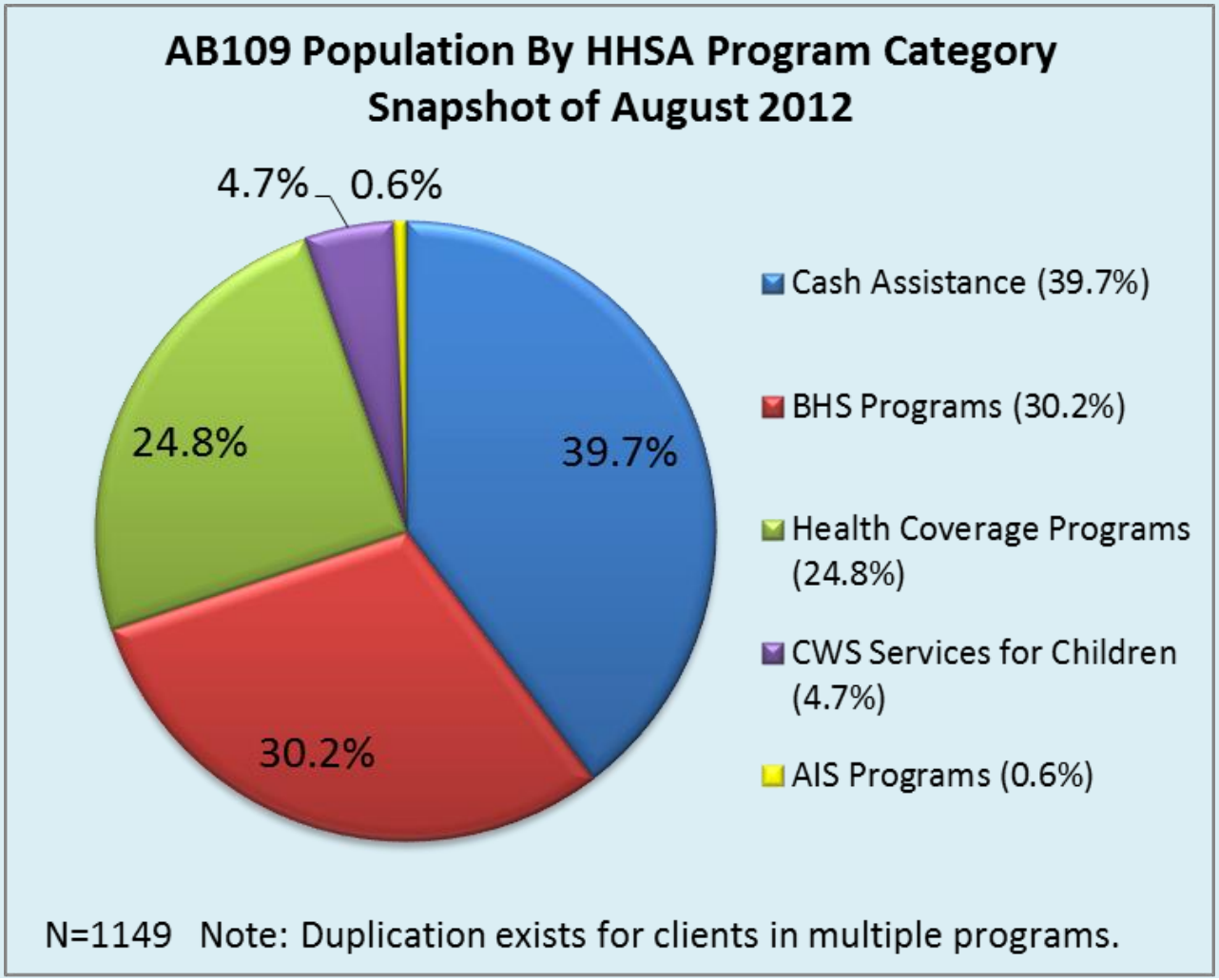
Profile: AB109 Access



Profile: Use of HHSA Services

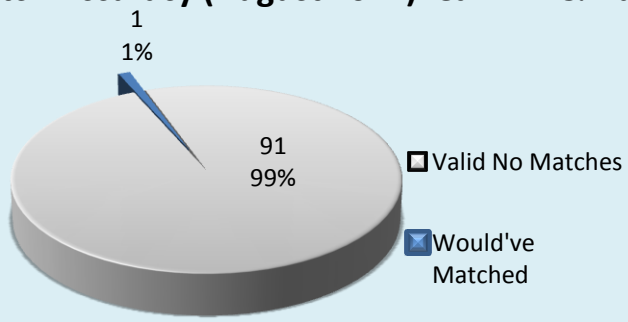


Profile: HHSA Program Participation



Profile: Participation Validation

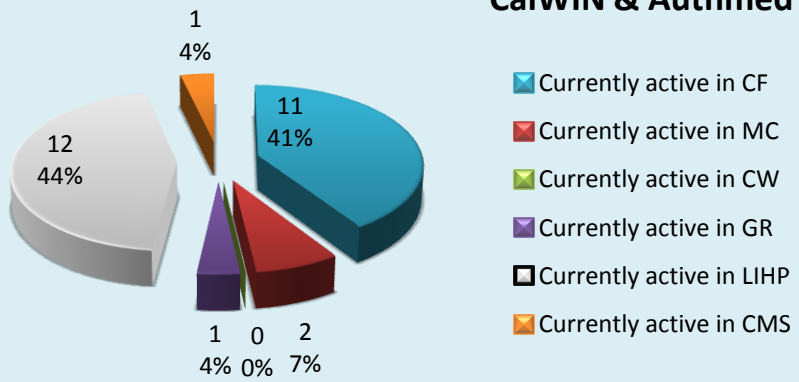
Match Accuracy (August 2012): CalWIN & Authmed



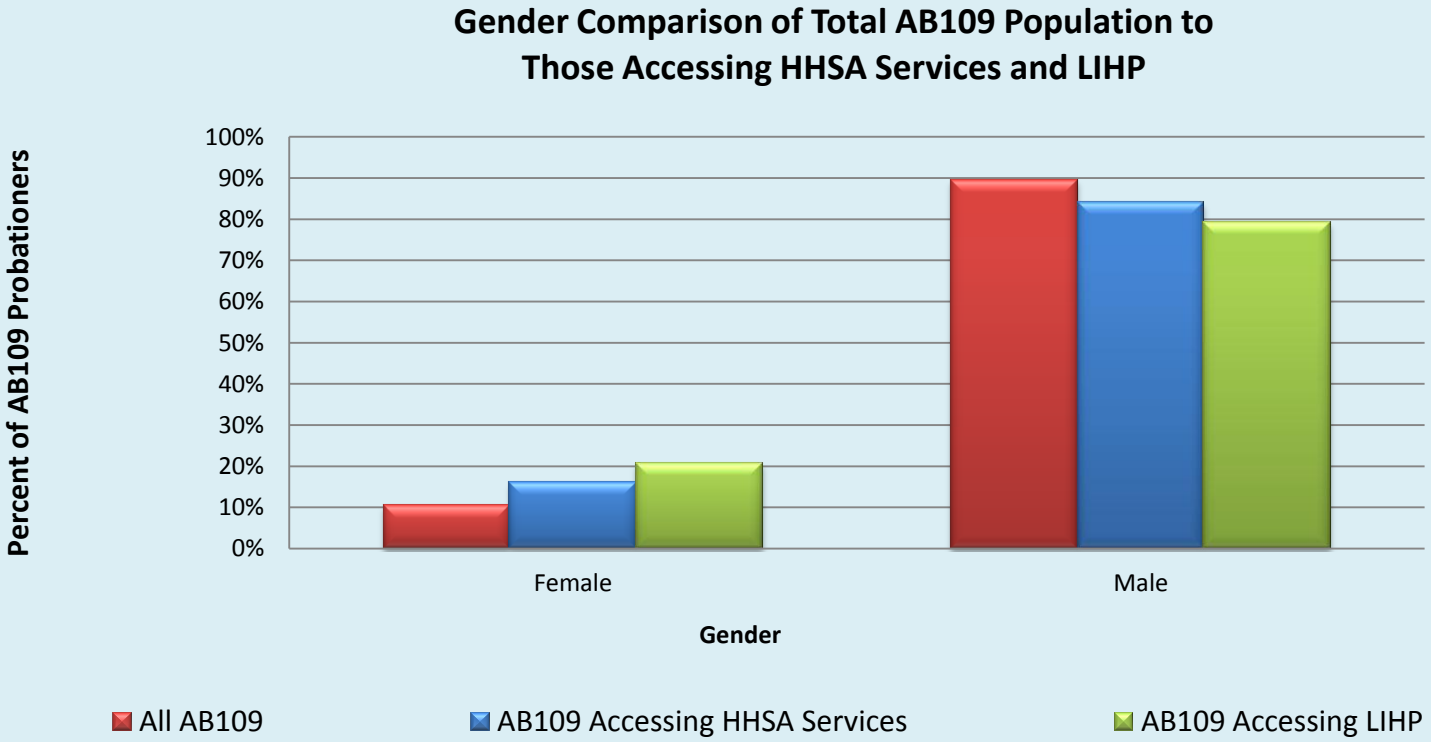
Sample Size: 92
Confidence Level = 95%
Margin of error = +/- 10

HHSA eligibility service provision to an additional 20% +/-10 of the August 2012 AB109 population

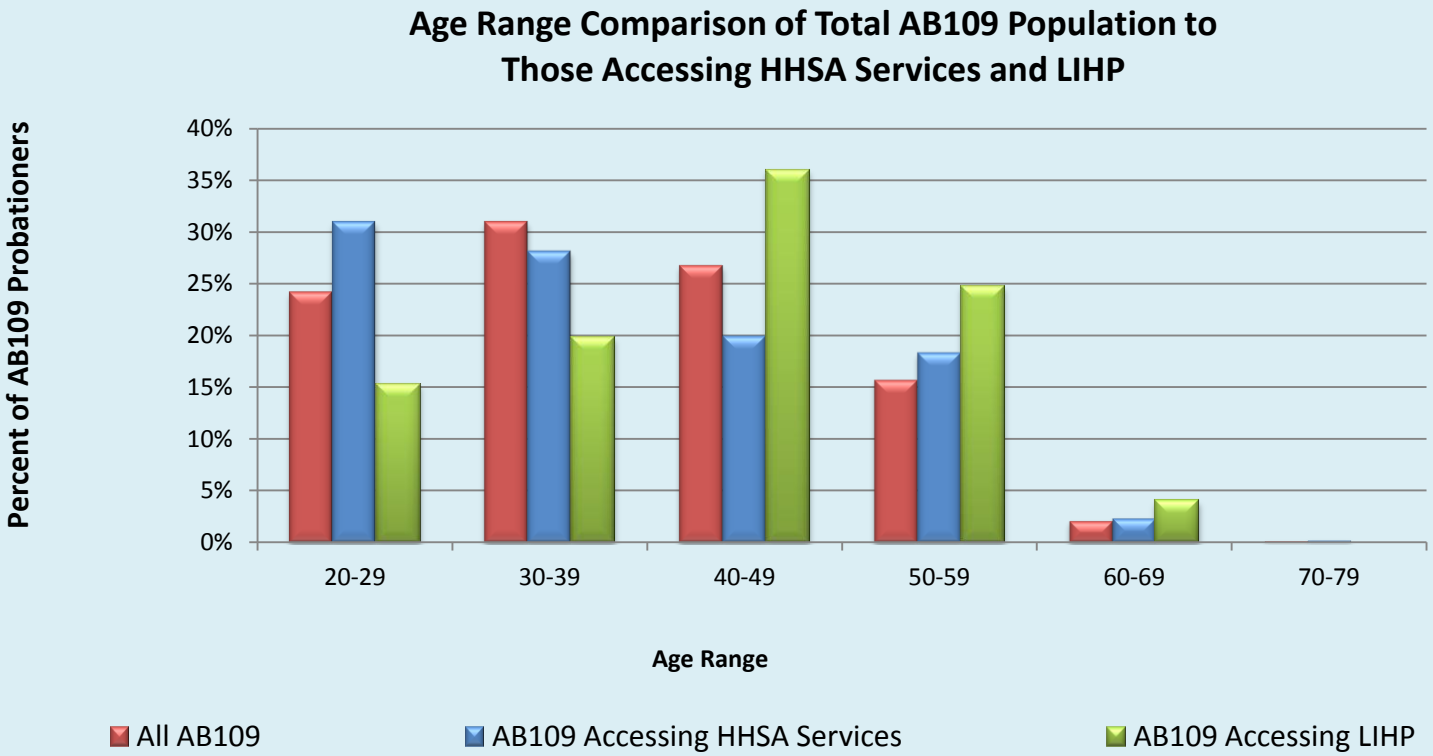
August 2012 AB109 Population Active in January 2013: CalWIN & Authmed



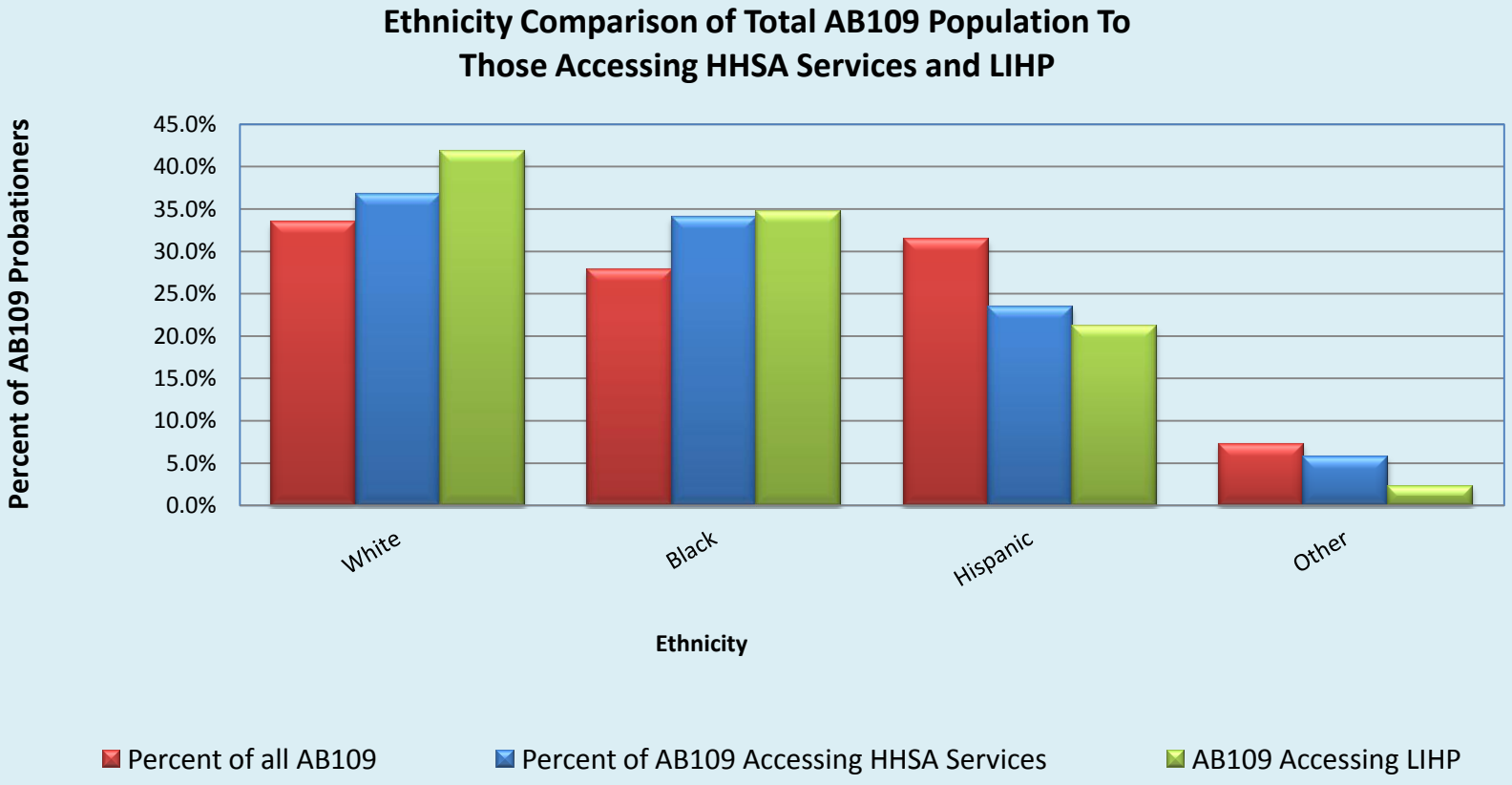
Profile: Gender



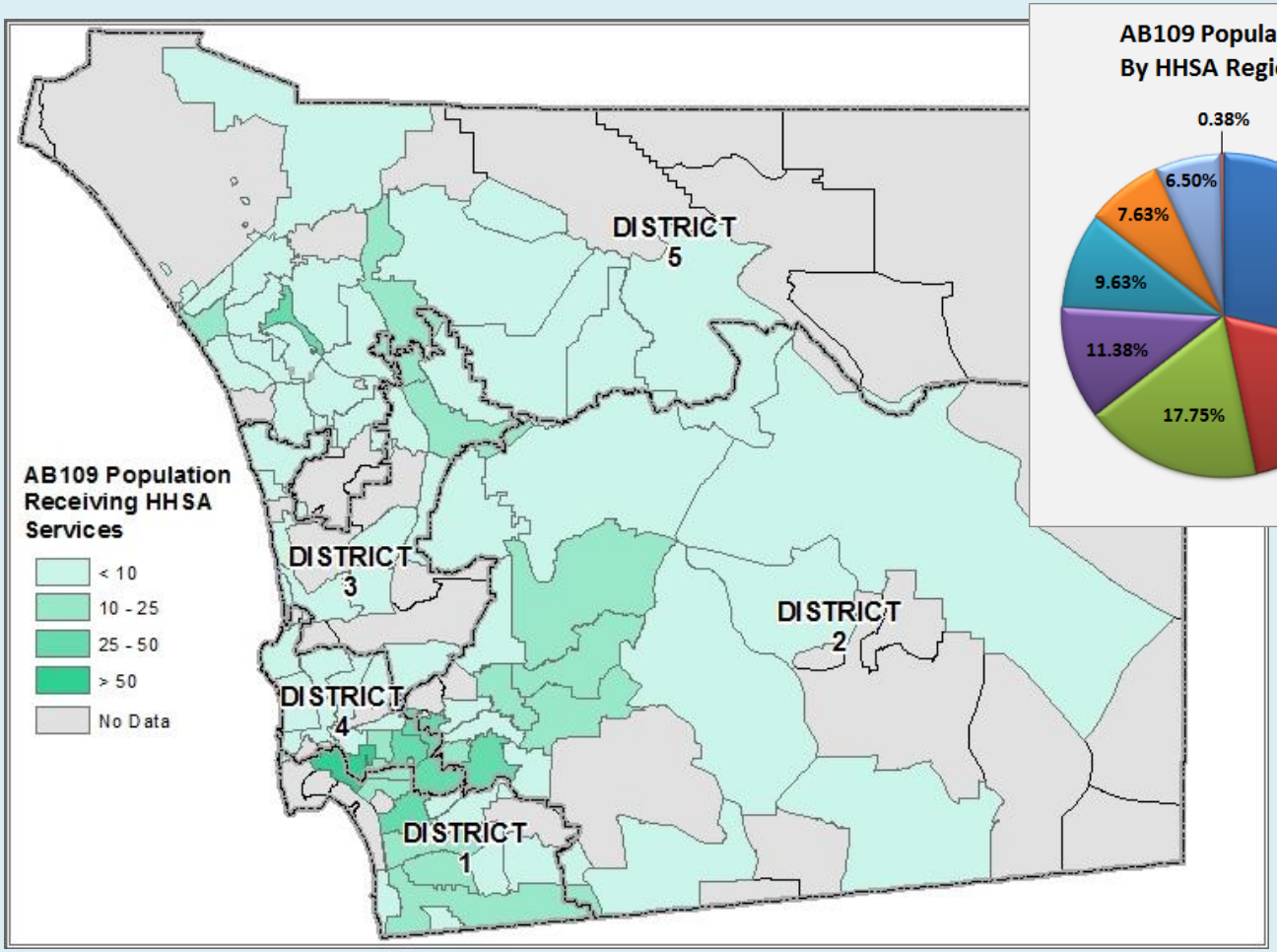
Profile: Age Range

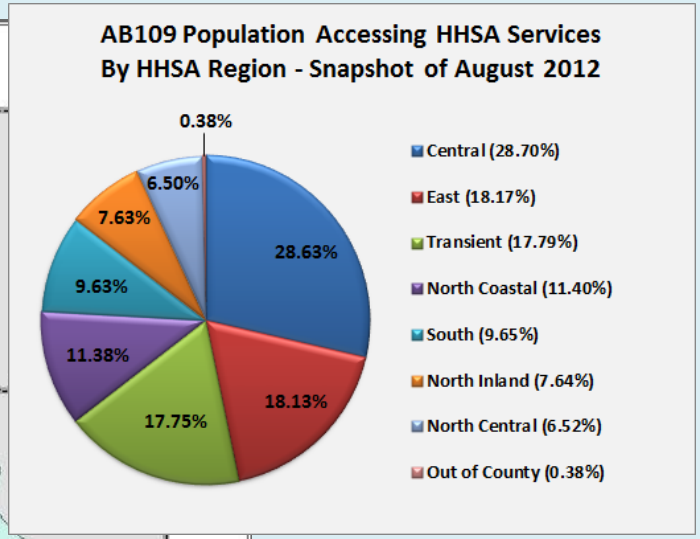


Profile: Race/Ethnicity



Profile: Geographic Distribution





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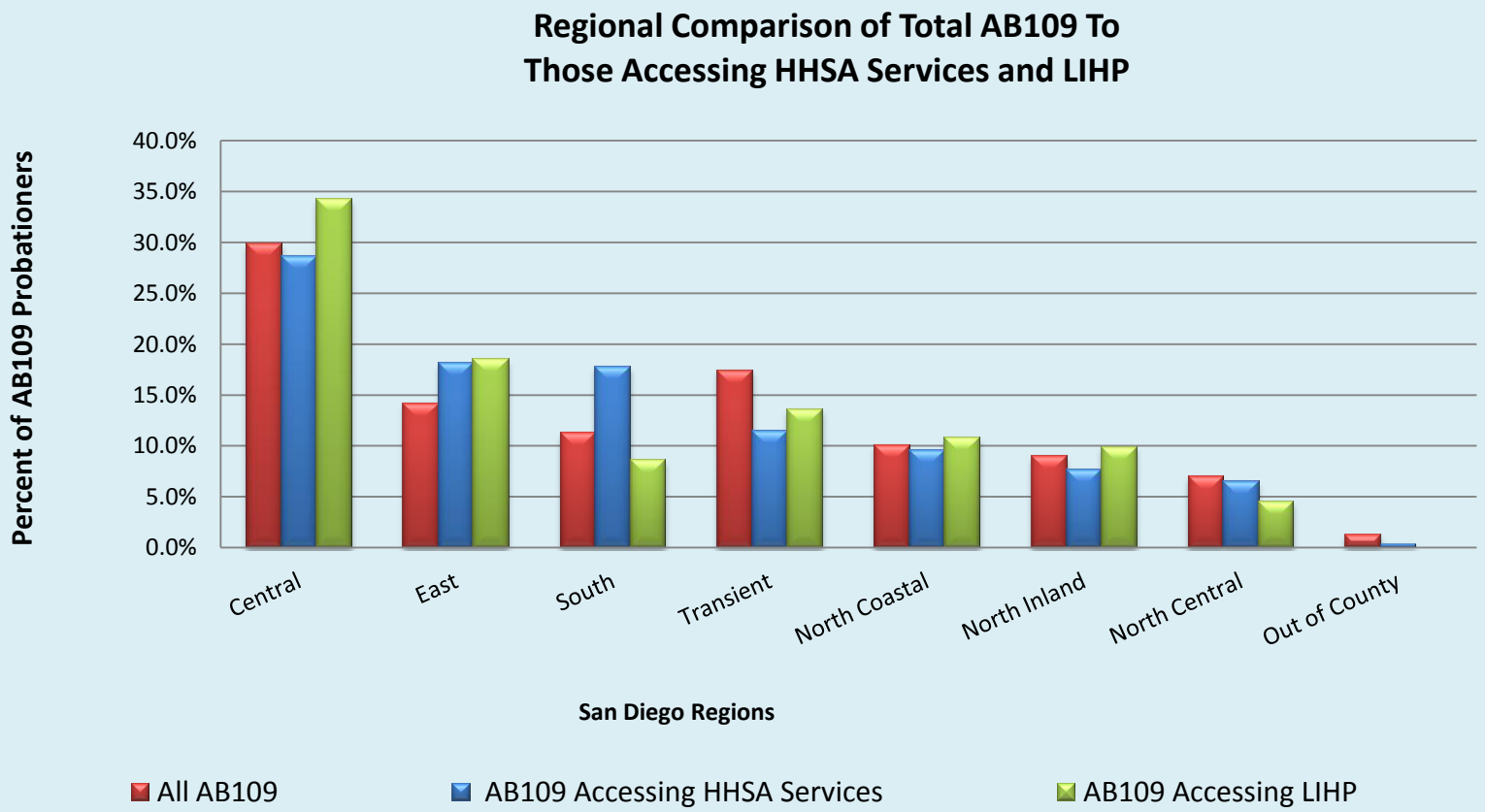


Profile: Summary

- Demographic
  - Predominantly male, under 50, accessing Cash Assistance, Health Coverage or Behavioral Health Services
  - Families and Single individuals
  - No single, predominant race/ethnicity
- Geography
  - Disparity in residence/access
  - High degree of transience

Next Steps

- Establish a (Manual) Profile Strategy
  - Profile Content
  - Profile Frequency
  - Alignment with Service Delivery
- Establish KIP Data Management Governance
  - Security
  - Privacy
  - Retention
  - Quality
  - Standards

Thank You

County of San Diego

Community Corrections Partnership

March 28, 2013

Occupational Outlook Report

Focus on Reentry

Philip Jordan, BW Research Partnership

[bw] RESEARCH PARTNERSHIP

GREEN LMI

Agenda

1. Introductions and Goals
2. Why Study Reentry
3. Overview of Methodology
4. Key Questions and Related Findings
5. Preliminary Conclusions and Recommendations
6. Facilitated Discussion and Next Steps

Goals

Review and Discuss Study Findings

Discuss Current Efforts

Next Steps

Why Study Reentry?

Why Study Reentry?

National Concern

California Budget Crisis

Jobs are Few,
Challenges are Great

Overview of Methodology

Methodology

Analysis of OOR Data

Interviews with Executives

Survey of Employers

Resume Panels (Live and Online)

Selected Industries

Industry Focus

Manufacturing

Construction

Automotive Repair

Trade and Logistics

Retail

Hospitality and Leisure

Barriers and Obstacles

Challenges to Reentry

Dated skills

Competition

Interpersonal skills and workplace etiquette

Fear and bias

Experience

Highlighted Findings

39%

Employ formerly incarcerated workers

The Crime Matters

Felonies

Violent Crimes

Fraud/Theft

Despite challenges & high unemployment, skills and experience can make the difference

Survey Findings

59% reported increased willingness to hire with screening, evaluation, and training

68% reported increased willingness with references from program providers

Case managers increase willingness to hire in 51% of employers

38% of employers reported willingness to offer shadow coaching and internships

Occupational Data

Construction

Occupation	Yes	No	N/A or DNE
Laborer or helper	76%	14%	10%
Construction Foreman	48%	31%	21%
Specialty Trade Contractor	48%	17%	35%
Administrative Assistant or Clerk	41%	48%	10%
Financial Clerk or Accountant	21%	69%	10%
Manager or Site Manager	60%	10%	30%

Manufacturing

Occupation	Yes	No	N/A or DNE
Assembler	37%	0%	63%
Laborer or Helper	80%	3%	17%
Manager or Supervisor	47%	53%	0%
Quality Control Technician	60%	3%	37%

Automotive Repair

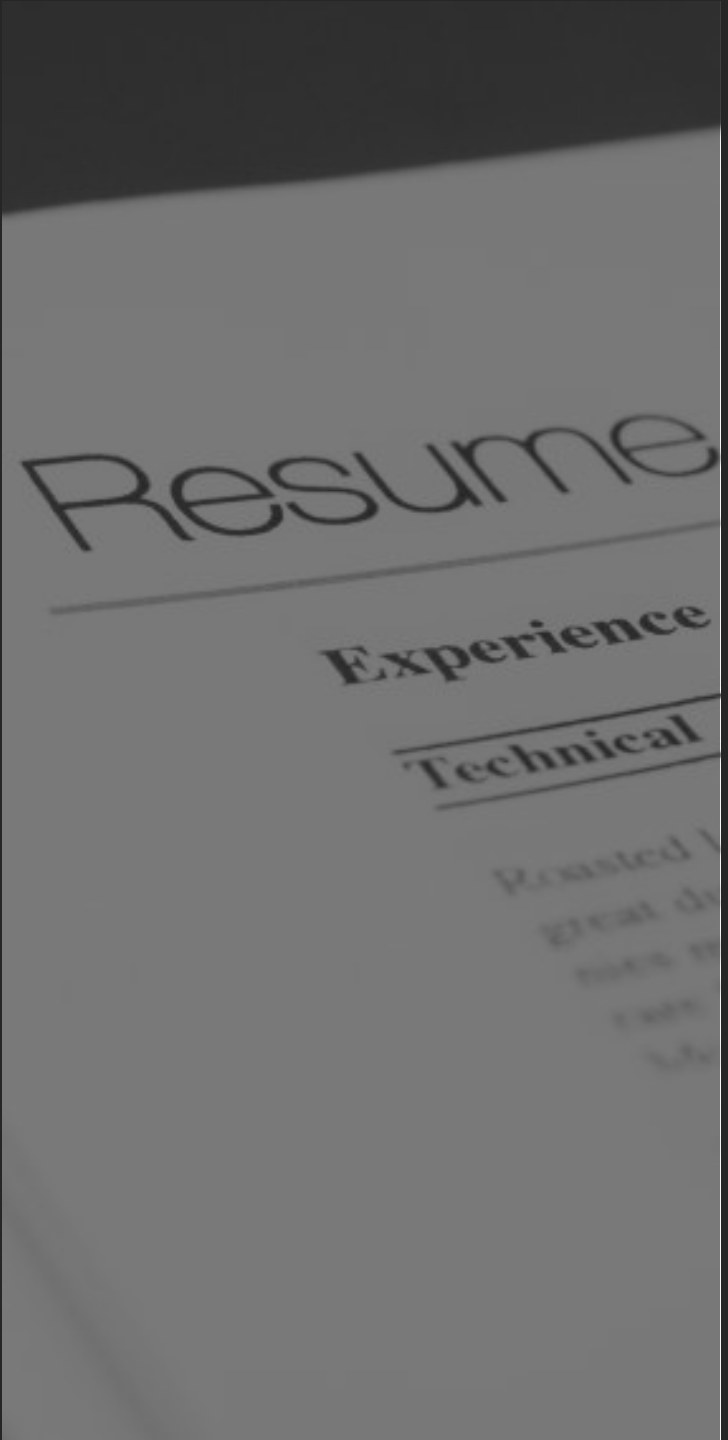
Occupation	Yes	No	N/A or DNE
Administrative Assistant	58%	26%	16%
Professional Staff	50%	26%	24%
Entry Level Technician or Support Worker	84%	0%	16%

Retail

Occupation	Yes	No	N/A or DNE
Cashier	31%	31%	37%
Customer Service Representative	63%	23%	14%
Manager	46%	34%	20%
Accounting or Administrative	31%	46%	26%

Logistics and Transportation

Occupation	Yes	No	N/A or DNE
Driver, Truck	55%	18%	26%
Laborer or Mover	60%	11%	30%
Weigher	14%	14%	73%
Logistics Operator	30%	16%	54%
Manager, Supervisor	44%	42%	14%



Resume Panels

Format

Live Panels

Employers reviewed resumes during interview

Online Panels

Employers reviewed resumes during and responded to online prompts

General Findings:

Resume Panels

Resumes are Important

A solid majority used the terms "**huge**," "**very important**," or "**critical**" when describing resumes.

Resumes ranked low, however, as compared to the **interview**, **education**, and **experience**.

With a few exceptions, social media has not replaced the resume.

Highlight Skills

Employers did not want to search for qualifications

Many are burned out with bad resumes or candidates without specific skills

Resumes must be tailored to the specifics of the position

Employers Like Referrals Best

Though many use other methods, **word of mouth** and **networks** are **most important**.

Applicants should focus on getting in front of potential employers in person.

Violent Crimes are Problematic

The overwhelming response of employers is that violent crimes (and to a lesser extent, fraud) are non-negotiable. Though a few don't check at all, there is little hope of success with these candidates.

Recent History is Much More Important than Long Past

Employers are looking for how the applicant has committed to a life of change.

Clean and sober is a start, with strong supports (family, housing, counseling, etc.)

Honesty is key – employers are going to find out so be up front.

Ability Matters

Employers will take a shot on the best skilled candidate, despite the past

Credentials can help

Reentry-Specific Findings

Technical training leading to industry-specific credentials

Counseling and support

Work-readiness training

Screening and evaluation

Awareness

Next Steps

Understand Who Is Being Released

Demographics

Criminal History

Health

Substance Abuse

Employability

Housing

Identify State and Local Policies

Sentencing Guidelines

Release and Post-Release Regulations

Probation and Supervision Policies

Understanding Where Prisoners are Going

Which Communities?

What Services are Available?

What Organizations are Present?

Why are They Re-Offending?

Review Recidivism Data

Analyze Participation Statistics

Examining Reentry Process

What % Participate in Workforce Reentry Programs?

What % Use Other Available Services?

What are the Key Steps to Prepare Prisoners and their Families?

How are Reentering Individuals Prepared for Employment and Connected to the Local Labor Market?

Occupational Outlook Report

Focus on Reentry

Thank you very much!

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