

Division: Braille Services

Location: Washington Corrections Center for Women

Throughout the past 25 years, Braille Services has received nationwide recognition for excellence in braille and tactile production, including serving as a model for prison-based programs operating across the country. Washington State School for the Blind and Correctional Industries have created a partnership focused on producing a quality product to meet needs of visually impaired individuals nationwide and has prepared the incarcerated population to be successful upon reentry.

Our agency translates a variety of literary materials into braille for the visually impaired. These materials include not only textbooks, but meeting agendas/itineraries, bus schedules, menus, government brochures, reports, and miscellaneous forms. Most of our work includes transcribing textbooks and materials in areas of mathematics, sciences, foreign languages, history, geography, and music for academic use.

- Fifteen braille transcribers and three apprentices are currently employed. We are in the process of hiring additional apprentices.
- In addition to transcribing braille, Braille Services has greatly increased the amount of proofreading done in-house. Going from 18,526 pages in 2020 to 13,361 in 2021 YTD (projected to be 3x that amount by year end!).
- Most of our work (78 percent so far this year alone) continues to require the use of advanced braille code such as Nemeth and Music.
- While the Nemeth Certification is not available at this time due to course revision, we have taken the initiative to develop curriculum and conduct in-house training led by one of our veteran transcribers.
- Two of our veteran transcribers were selected to present at the National Braille CTEBVI (California Transcribers and Educators for the Blind and Visually Impaired) Conference via Zoom last month. [view article: <https://www.doc.wa.gov/news/2021/04142021.htm>] This is a noteworthy unprecedented event and demonstrates the reputation and success achieved by these transcribers in the field of braille. Lorenz and Rice taught two workshops in Music Braille on April 16th which received rave reviews.:

A conference viewer: “Jennifer [R.] and Pamela [Lorenz] overwhelmed the advanced music braille transcribers in the audience with their knowledge of the braille music code. They have elevated the bar for expectations of music braille presentations. It is a rare combination to both master music braille transcription and to then utilize transferable skills and be able to teach and support their advanced vocational peers.”

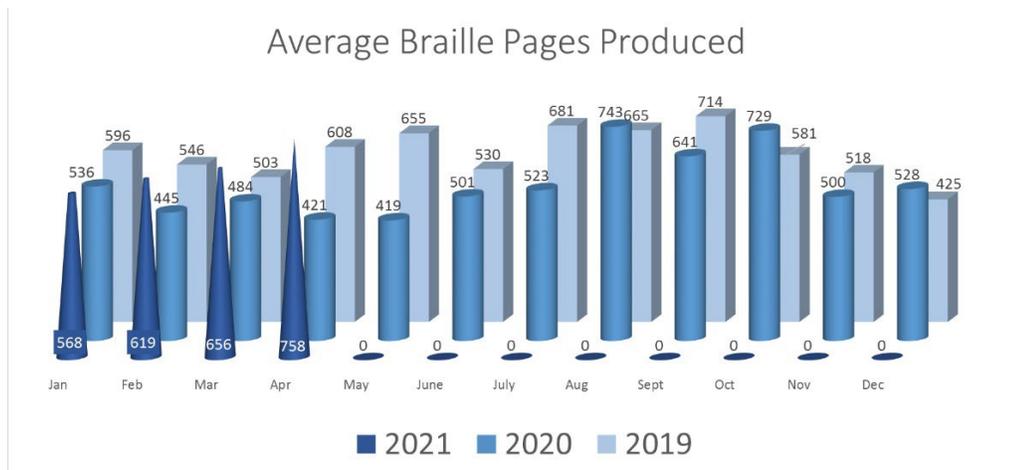
Jennifer Merry, Ogden Resource Center Washington State School for the Blind: “Excellent presentation. Well done, so professional.”

Michelle Olney, DOC-Learning Center Administrator: “I am beaming with pride for WCCW.”

- All braille employees have completed “Makin’ It Work” training

Braille transcription production:

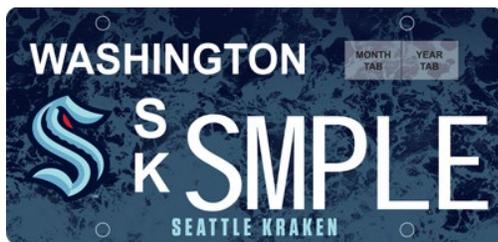
2020	Braille pages	2021 YTD	Braille pages
Jan	10,712	Jan	9,094
Feb	8,460	Feb	9,905
Mar	9,686	Mar	10,495
Apr	7,992	Apr	12,123
May	8,371	May	0
Jun	9,525	Jun	0
Jul	10,453	Jul	0
Aug	14,123	Aug	0
Sep	12,175	Sep	0
Oct	13,859	Oct	0
Nov	9,499	Nov	0
Dec	10,023	Dec	0
Total	124,878	Total	41,617



Division: Communications

Location: Monroe Correctional Complex and Washington State Penitentiary

- We continue to provide the Department of Licensing (DOL) with the plates and tabs they need in spite of long-term, consistent, COVID related staffing issues and increased production demands.
- Our relationships with DOL, in some ways, have never been stronger; maintaining daily updates and weekly meetings. There is continued gratitude expressed and collaboration received from the DOL staff on the ground and management levels.
- Kraken specialty plates officially launched on 5/4/2021. Kraken marketing team was very interested in learning about our operations and extremely grateful for the benefit these will provide to their benefiting charities: One Roof Foundation and Boundless.



- Responsive to signage needs during the COVID event to quickly meet the needs of our institutions and many state customers. We have seen an up-tick in positive customer feedback in large part due to the out of the box and creative thinking happening in the shop, along with high levels of quality when handling more order than they can re-call having ever seen.
- Print/Sign Customer Service continue efforts to meet and exceed customer needs, improving response times and streamlining communication tools to ensure the best possible outcomes.
- Considering a very challenging year, we are seeing positive financial outcomes as we continue to look for opportunities to strengthen and increase even more.



Division: Computer Aided Design (CAD) Services

Location: Washington Corrections Center for Women

- Seven drafters (three senior, one proficient and three in training) and one clerk are currently employed. All three seniors and the one proficient drafter are scheduled to release next year.
- We will continue to recruit drafters from TCC Technical Design class and plan to hire three more drafters in the next year.
- Due to current workload, two of our senior drafters are solely dedicated to giving in-depth and thorough training to the current drafters in training.
- Six workers have completed Makin' It Work.
- Sales Account Executives Reference Guide and standard operating procedures is under review for updates.

Performance:

New jobs: 148

Finalized jobs: 15

Verified jobs: 135

Division: Food Manufacturing

Location: Airway Heights Corrections Center

Food Manufacturing Division is comprised of Airway Heights Correction Center (AHCC) food factory and food group technical services.

Airway Heights Food Factory:

- Newly approved USDA inspected processing of raw beef and poultry are underway at the food factory due to the transition of Coyote Ridge Corrections Center food factory production to Airway Heights Corrections Center. Use of these less processed foods falls in line with Food Services Feeding Plan for the state.
- Nearly a full complement of our incarcerated workforce is back in the factory. Production is meeting all expectations and inventory of finished goods are at levels to fully support all customer needs.

Food Group Technical Services:

- Staff are involved with the Genesis program training where the focus is on proper labeling and exposing the incarcerated workers to industry standard training, verbiage, and work processes.
- Ongoing focus on managing appropriate inventory levels for raw materials and finished goods.

Operational Leadership:

The food group conducts monthly meetings to review and provide direction to the team and to discuss areas for improvement, provide product and staff development, seek lean initiatives, and share operational concerns. We always include an Equity, Diversity, Inclusion and Respect (EDIR) topic during the meeting. Mark Dhaenens and Bryan Barlow have taken this activity a step further and included EDIR discussions with their staff and incarcerated workers monthly. The results have been encouraging and challenging as we have found the incarcerated are not shy about sharing opinions when asked. This is resulting in an increased understanding of our mission and respect throughout both shops.

Financials:

- Continuing to work through the contingency food purchased in December 2020 while the Airway Heights Corrections Center food factory was unable to produce due to COVID.
- Routine work with suppliers on ensuring the continuity of food available in the supply chain.

Division: Food Services

Location: Statewide

Food service locations continue to experience challenging cohort work schedules and having adequate incarcerated workers to perform food service taskwork. A report on successful collaboration with Department of Health (DOH) and healthier food options in DOC published in April. This has been shared by DOH with a nationwide audience. Finalizing a video training for incarcerated individuals on the Dietary Guidelines for Americans and healthy eating, which was a collaboration with University of Washington students, guided by the Department of Health. Food Service Administration maintains constant contact with all 12 DOC food service locations, especially considering COVID response and circumstances of food supply chain concerns.

Airway Height Corrections Center:

Off of full outbreak status; currently experiencing a limited area outbreak. Food service hires complete to staff Hot Breakfast Start-Up. Announced start-up date was May 30th. Meals continue being served grab and go from all three dining rooms. Satellite feedings continue for workgroups.

Coyote Ridge Corrections Center:

Off of full outbreak status; also experiencing a limited area outbreak. Food service staffing had stabilized after the October 20, permanent closure of the food factory; but is now in recruiting mode. We have reverted to all grab and go meals. Continuing to serve the Dietary Guidelines for Americans menu hot breakfast.

Monroe Corrections Center:

Off of outbreak status. In final stages of staff hires and training to begin serving the Dietary Guidelines for Americans menu hot breakfast. Announced a July 5th start-up date to the incarcerated population.

Washington Corrections Center:

Off of outbreak status. Continuing to quarantine intakes and individuals transferring within the system. Hires and Human Resource process to implement hot breakfast are complete. Continuing to satellite feed to the entire facility, with the enhanced cold breakfast Dietary Guidelines for Americans menu. Facility has constraints which are not compatible with hot breakfast unless there is a return to congregate feeding. Any projected start date is conditional on these concerns.

Washington State Penitentiary:

Off of outbreak status. Food service was fully staffed at last report out, but is now in recruiting mode. East Complex continues to experience having enough Class II workers to continue normal operations. The use of a blend of Class III workers has had limited success.

Division: Furniture Brand
Location: CI Headquarters

The State of the Commercial Furniture Industry:

- **June 2020** Business Insider states that 67 percent of all companies will make work from home a permanent situation.
- **March 2021** Companies are still struggling with final determinations of their work from home policies.
- **May 2021** Most companies are adopting a hybrid model in which most staff work part of each week at both home and the office, while a very small percentage works either only from home or the office.
- State agencies and other tax-supported entities are using this opportunity to reduce their physical lease footprint to reduce costs and accommodate the evolving workspace.

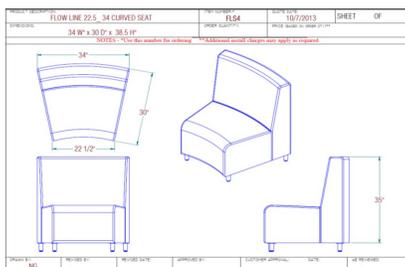


New Office Standards Challenges:

- Pre-COVID, modern work environments were being considered or implemented across a large portion of our customer base, equating to more open concept stations with low panels, collaborative spaces and some hoteling areas for remote workers coming in intermittently.
- Many initial thoughts on a return to the workplace embraced the plan to add to existing systems furniture to increase total panel heights and to create further separation, this is to create a more socially distanced cubicle farm.
- Consensus of current customer projects center around achieving
 - Fewer permanently assigned stations with different workspaces and styles.
 - A residential design aesthetic with soft seating and various surface options.
 - Flexibility in the space and the utilization of mobile screens and seating.

Work from Home Challenges:

- Staff home office setups vary greatly in terms of size, privacy, ergonomics, and furniture.
- Risk management factors restrict the ability to deliver and install product at home work locations via standard CI processes for both incarcerated crews and union staff members.
 - CI will not enter a private residence.
 - Most commercial furniture is not designed to be assembled by customers.
 - Shipping is cost prohibitive for many items due to size and weight.
 - Products are often too large and too prone to environmental damage to leave them outside a residence as a dock delivery.
 - CI requires signatures for delivery and installation services.

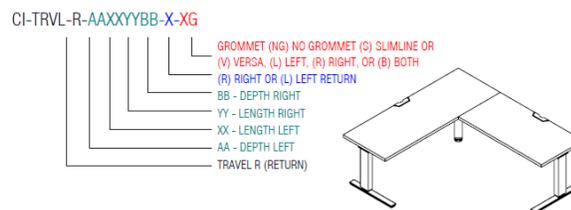


FLOW Lounge Seating

Personal Space Locker



Travel Adj. Ht. Surfaces



Planned Factors for Success:

- Many customers still must augment or change older static and fixed furniture to attain their new space planning standards.
- CI Furniture has several new lines of furniture in queue to add to the rebranded website for these changing workspace designs.
 - Rollout of Stafford Creek’s expanded FLOW configurable lounge seating.
 - Travel family of adjustable height surfaces and new mobile files.
 - Personal Space Lockers for storage and additional privacy.
 - Tattoo line of moveable screens for space delineation and collaboration.
- Refresh of fabrics and finishes to align with current trends and changing supply chain challenges.
- Continued development of smaller and lighter adjustable height surfaces to reduce shipping costs.
- Implement increased vendor partner stocking programs to reduce inventory costs and ensure availability of critical components.
- Simpler part designs to facilitate at home assembly.
- Further product mix evaluation of Fast Fulfillment items to support quicker response to meet key ergonomic needs of at home staff.
- Reduction of leased space equates to increased funds for renovation and refreshing of remaining workplace.
- High level support for projects like Newhouse building replacement are key.

Division: Furniture Sales

Location: CI Headquarters

Although it has been a tough year, the CI furniture sales team has managed to persevere and provide our customers with the best outcomes possible, despite all the issues related to COVID.

Lockdowns, teleworking, supply chain shortages, manufacturing site closures, rising costs of raw materials and the loss of incarcerated workers on our installation teams all created quite a challenge for the CI furniture group as a whole, but in true CI fashion we all came together and worked our way through those difficult times, providing great customer service and supporting each other along the way.

Here are some note worth projects which were completed under difficult circumstances:

Mandated Customer projects:

- Washington State Department of Transportation Regional Headquarters (Lacey) – Total Project Value \$870K:** This project was a design/build in which the end user relies on the contractor to design, build and source the products for the project adding additional layers of complexity for our account executive. This was a multi-phase project, the **Administration building** consisted of, **1st floor** – 14 offices / 47 cubicle workstations, \$332,195.58, **2nd floor** – 13 offices / 66 cubicle workstations, \$393,495.64 and **the workshop** – 14 offices / 24 cubicle workstations, \$144,556.04. This project has had several small warranties which were quickly resolved through a great partnership with the project owner, contractor, CI sales and CI installation teams. This project was installed on time with largely the use of staff only as the installation team due to the lack of availability of incarcerated workers.



- Department of Social and Health Services Economic Services Administration Community Services Office (Kennewick) – Total Project Value \$643K:** This was also a multi-phase project consisting of: **Community Services Division** – 53 cubicles / 7 offices \$286,967, **Division of Child Support** – 43 cubicles / 5 office \$254,983 and **Shared Spaces** - \$101,316. This project was installed on time with limited support from incarcerated workers.

Non-Mandated Customer Project:

Jefferson County PUD – Total Project Value \$142K: This project was initiated in October of 2019 with an anticipated installation date of the summer of 2020. Lengthy delays in construction due to COVID pushed the project out to February of 2021. Even with SCCC facilities shutdowns and the loss of incarcerated workers this project was successfully completed in 5 days with no warranties utilizing only staff member to provide all installation services. A profit and loss review of this project revealed a total profit of \$85,238.00.

Division: Incarcerated Individuals Services

Location: Airway Heights Corrections Center and Monroe Corrections Center

Incarcerated Individuals Services is comprised of Airway Heights Correction Center commissary, Monroe Corrections Center commissary, bulk sales, Food Package Program and Monthly Property Program.

Commissary:

- Program offers 420 items for incarcerated individuals such as food, hygiene, and over the counter medication.
- Commissary will provide a bowl and spoon in addition to the tumbler already issued to all new admissions to the DOC system.

Quarterly Food Program → Food Package Program:

- Bi-Monthly pilot program beginning June 2021. It will be renamed to the Food Package Program.
- Program offers 135 items for incarcerated individuals, friends and/or family to purchase.



Food Package Program Coming June 1st!

Union Supply has got you and your loved ones covered - with over 130 food items to choose from! We have delicious snacks, ready to eat meals, refreshing drinks and so much MORE! Limit one (1) food package every other month with a limit of 20 lbs ship weight (320 oz.) per order.

Monthly Property Program:

- Program offers 180 items for incarcerated individuals, friends and/or family to purchase.
- Working with chief of security on adjusting the property matrix.

Bulk Sales:

- Program offers 203 items for local jails and restricted housing to purchase.
- Partnered with the Green Hill School.

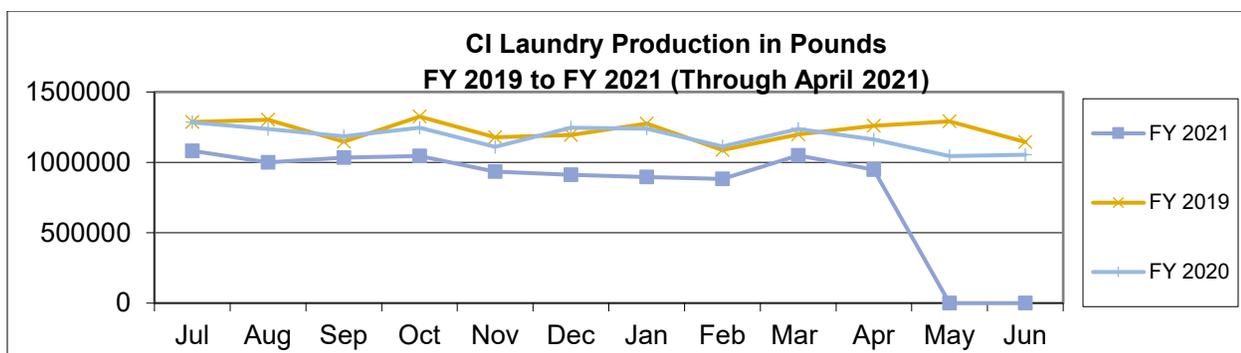
Financials:

- November 1, 2020 statewide commissary reduced indigent items to cost.
- April 1, 2021 pricing reduction on all over the counter and hygiene items statewide.
- Sales continue to exceed forecast even with lower population numbers due to the economic stimulus payments.

Division: Laundry
Location: Statewide

Statewide Laundry Production:

Depicted in the below graph, FY 2021 laundry operations have processed 9.7 million pounds of clothing, bedding, and mops/rags through April 2021. This represents a decline of 16 percent when compared to FY 2020 production (through April 2020). Reduced production is primarily attributable to COVID, which has resulted in a decline in the incarcerated population.



Note: FY 2021 data through April 2021, pending data for May 2021 through June 2021

Laundry Workforce:

At times, COVID has affected facility movements resulting in a temporary reduction in laundry workers. Through the hard work, cooperation and creativity of our laundry staff and site managers, CI maintained essential services to the agency's incarcerated population and uniform staff.

CI Laundry has new supervisors at two camp locations, Lily Olsen at Larch Corrections Center and Rita Reynoldson at Cedar Creek Corrections Center. These new employees are committed to this essential service as well as our mission, and we welcome them in their new roles.

Reentry Training:

Laundry services provide Class II employment to 124 incarcerated workers at ten DOC facilities. CI laundries continue to provide the incarcerated workforce with laundry production certification. Our partnership with the Association for Linen Management provides the incarcerated workforce with Certified Washroom Technician (CWT) training. Since 2007, 289 incarcerated workers have completed the CWT course, with 28 workers still active participants in our workforce. CI currently maintains 21 incarcerated workers in the CWT program.

Laundry Equipment Upgrades:

All planned equipment replacements for FY 2021 are projected to complete by June 1st. The new equipment is engineered and programmed for reduced water consumption, operating at three gallons-per-pound of clean laundry. The equipment also has a five G-force spin, which removes a greater amount of suspended water and reduces both energy and time required to dry clothing.

Division: McNeil Island Stewardship (MIS)
Location: McNeil Island

Passenger Vessels:

Marine vehicle McNeil was hauled out in January and is undergoing extensive repairs and upgrades.

- Cropping and replacing corroded steel in two areas of the hull, per USCG mandate
- New wheelhouse electronics package (navigational radar, radio systems, etc.)
- Top deck canvas replacement



Marine vehicle Callahan sustained major engine failure (cracked engine block) on May 12, 2021.



Marine vehicle Chinook (currently in service) Developing scope of work and cost estimates for upcoming retrofit

Diesel Shop:

Incarcerated workers gain hands-on experience while saving this piece of heavy equipment from the scrap pile.



Water Project:

- Project is slated for completion no later than February 2022.
 - Bids for the pump, pumphouse and distribution system repairs were higher than anticipated.
 - Project request to replace/reline waterlines submitted for FY21-23.
- Current surface water system continues to receive Department of Health treatment technique violations for detectable residuals.
 - The residuals result from low water circulation due to reduced demand for what the system was originally designed for.
 - Since the groundwater (well) regulations are less stringent we anticipate, the violations will stop when the well source is brought online.

Pacific Northwest Seismic Network (PNSN):

McNeil Island was selected for the installation of a seismic monitoring instrument as part of the Shake Alert Early Earthquake Warning System for citizens of Washington and Oregon. The instrument will be located on the east side of McNeil Island, in an open field, adjacent to the communications tower.

Scotch Broom (*Cytisus Scoparius*) Mitigation Project:

- In collaboration with Department of Fish and Wildlife and the Washington State University Integrated Weed Control Project, MIS is exploring the deployment of weevils to reduce and eventually eliminate the broom on the island.
- For the six-legged beetle (*Bruchidius villosus*) or better known as a weevil, the invasive weed is an endless all-you-can-eat buffet. The weevil digs into the seedpods and eats them.

Honeybees:

Sustainability in Prisons Project (SPP) Education and Outreach Manager Joslyn Trivett of Evergreen State College, Olympia Beekeepers Association, McNeil Island Stewardship, and Cedar Creek Corrections Center collaborated to introduce honeybees to the island in 2018.



Efforts are underway to expand the footprint of the hives by establishing pollinator meadows to augment the forage options across the seasons.

Division: Safety and Risk Management

Location: Statewide

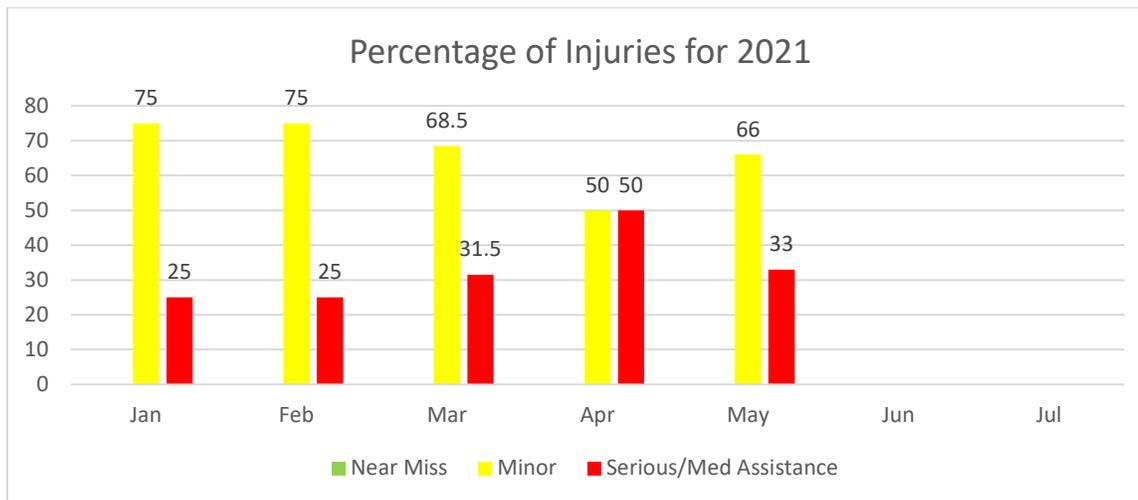
Safety Audits:

As previously reported, COVID social distancing requirements and travel restrictions have prevented official safety audits for Correctional Industries in 2021. Accordingly, tracking CI safety audit scores has been discontinued until further notice. CI Safety has continued partnering with Site Managers and industry staff to perform self-audits until official safety audits resume. Our Safety culture will be evaluated by accident severity ratios and accident recurrence statistics.

Accident Severity Ratios:

The effectiveness of CI safety training and supervision can be evaluated through the review of accident severity. It is our continued goal to increase the quality of equipment and process training with the expected result of reducing the severity of occupational injuries.

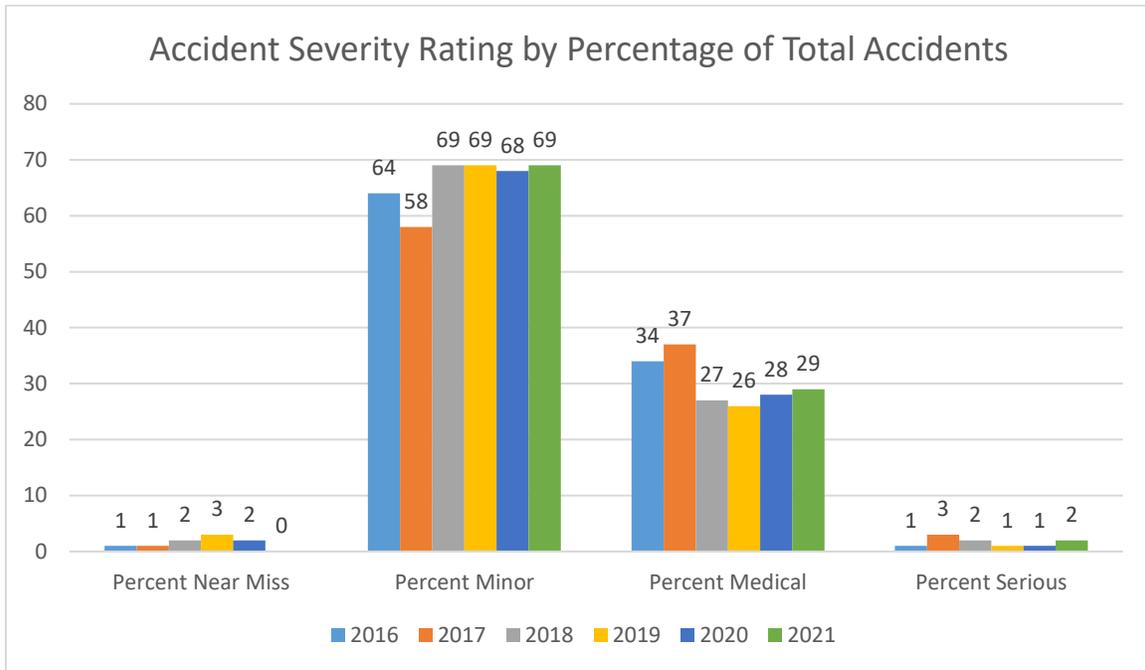
The below chart depicts the severity of injuries for Calendar Year (CY) 2021, by percentage. Our target goal for CY2021 is to experience no less than 75 percent of all accident occurrences as minor or less in nature.



CI achieved an overall 75 percent target in both January and February 2021. However, CI then experienced a decline in March 2021 to 68.5 percent followed by a considerable decline to 50 percent in April 2021. More recent activity in May 2021 demonstrates a recovery underway, with 66 percent occurrences as reported as Minor. The monthly decline is primarily attributable to staff shortages, crew shortages, and a constant changing workforce resulting from COVID outbreaks. Another secondary observation is reflected in the absence of any “near-miss” injury reporting. This is also attributable to staff and crew shortages.

Overall, CI accidents have been tracking at approximately 69 percent minor or less for CY 2021, or 6 percent below our target goal.

The below chart depicts the comparison of CY2021 injuries with previous annual records.



Definitions:

Near Miss Injuries – Includes incidents where no one was physically injured, however easily could have been. Active use of near-miss reporting shows proactive safety awareness and drives down serious injuries.

Minor Injuries – Includes incidents where minimal physical injury occurred, no time loss and nothing more than an adhesive bandage required. Active use of minor injury reporting shows active response to small issues, before they get a chance to grow into unsafe work habits.

Medical Injuries – Includes incidents where facility medical assistance was needed.

Serious Injuries – Includes incidents involving hospitalization, broken bones, amputation, etc.

Recurring Accidents:

Our accident reduction plan includes focus on the highest recurring causal factors. 53 percent of all serious injuries are caused by improper procedures 23 percent, inattention 16 percent and wet/slippery floors 14 percent CI staff will be ensuring workers are following proper procedures, spills and leaks are promptly corrected, and workers are paying attention to the work they are doing.

Division: Service and Delivery

Location: CI Headquarters

Furniture Installation Team:

The install teams have been extremely busy working to complete three very large projects for Department of Transportation (Lacey/Shoreline) and Department of Ecology. These projects have been challenging due to reduced numbers of incarcerated worker availability and needing to work with outside contractors who are completing construction on these buildings. Our customers are extremely pleased and often express their appreciation.

Transportation:

With several staff out for scheduled annual leave and unplanned sick leave, the Service and Delivery Division (SDD) transportation team has needed to rely more heavily on support from the installation Correctional Industries Supervisor Assistant staff to supplement staffing needs to complete critical institution deliveries and deliveries. Staff are stepping up to assist where needed and teamwork is at an all-time high.

Asset Replacement:

The service and delivery team has received six new 53' dry vans and two used (2012/2013) dry van trailers as part of a planned replacement. These vehicles will reduce maintenance and repair costs moving forward and mitigate damage in transport due to leaking and worn units.

Asset replacements that are still pending being received before June 20, 2021 are: Ford transit crew van, Peterbilt tractor, and an Isuzu straight truck.

Division: Textiles

Location: Statewide

- Vendor back up for all textile items created. During COVID lockdowns textiles was not able to produce incarcerated individual clothing. Working with our vendors we have developed product that has been approved to supplement the incarcerated clothing line. Textiles has never had a backup for the incarcerated clothing line.
- New shoe approved that will be a cost savings to DOC by \$3.00 per pair and more readily available. CI will now be able to order for DOC by the single pair versus by the container.
- Clallam Bay Corrections Center textiles will be adding new products to their shop: Towels, washcloths, CP105 All Purpose Cleaner, CP1705 Air Freshener, CP505 Bathroom Cleaner, CP1405 Glass Cleaner and CP940AC Laundry Detergent.
- Lighthouse for the Blind has agreed to increase the production requirements
 - Airway Heights Corrections Center will be working at adding two more production lines of rigid pole and quad stretchers that the Department of Defense has contracted with the Lighthouse for the Blind.
 - CI can double our revenue from \$609,600 to \$1,219,200. This revenue has a very low raw material usage (the lower the raw material usage the more cash in the bank) as the customer provides the raw material, delivery of raw material and pick up of the finished goods.
- Coyote Ridge Corrections Center textiles will be adding lines of coveralls and tri stich from Airway Heights Corrections Center to allow for the Lighthouse expansion.
- Negotiated 15 percent price increase and contract extension for Alaska regarding their mattresses, incarcerated clothing and shoes.
- CI has produced over 25,000 gray T-shirts to date for the DOC transition from white to gray.

Division: Trades Related Apprenticeship Coaching

Location: Washington Corrections Center for Women and Mission Creek Corrections Center for Women

- On May 14, 2021, Washington Corrections Center for Women and Mission Creek Corrections Center for Women had a virtual job site tour with Sound Transit and Stacy and Witbeck/Kuney of the Redmond L2003 project. It was well received and well done. Stacy and Witbeck/Kuney Project Manager Gavino Rodriguez did a fabulous job!
- John Brown completed OSHA 10 training at Monroe Correctional Complex and Washington Corrections Center for Women.
- Mission Creek Corrections Center for Women will be completing the Power project by June 30, 2021.
- Bees are back at Washington Corrections Center for Women/WLERCmen. Hive covers and sign provided by Trades Related Apprenticeship Coaching (TRAC) program.
- TRAC graduates Marilyn Redd and Miriam Whitman joined the Iron Workers and Carpenters.
- TRAC students have worked over 168,000 hours and have earned over \$6,000,000 in wages paid (average of \$34.00 per hour) and have received \$2,520,000 in benefits medical, dental, vision, and retirement (average benefit package \$15.00 per hour)
- 74 students have joined apprenticeships and 8 have advanced to journey level status.
- We have over 10,000* hours of Related Supplemental Instruction at local Community and Technical Colleges.
 - **Hours tabulated from the WA. State Apprenticeship Registration Tracking System (A.R.T.S.)*
- TRAC graduates and CI drafters at Washington Corrections Center for Women completed an all virtual 15-week AJAC Manufacturing Academy and graduated April 23, 2021.

Division: Workforce Development

Location: Statewide

<u>CES REPORT</u>	MAR. 21	APR. 21
REPORTING COUNTY WESTERN WA		
Total Caseload	436	450
Inactive		
Pre-Release	125	125
GRE/WR	51	54
Post Release	385	396
Currently Employed	301	309
Secured Employment	10	12
Percent Employed	94 percent	96 percent
Released and Entered Community	23	22
Average Rate of Pay	\$18.63	\$18.64
Highest Rate of Pay	\$62.00	\$62
Avg Days to Employment from first date in community	33	33
Avg Days to Employment from CES Activated Date	17	17.54576
Total of Individuals Contacted	23	46

FareStart:

- FareStart Standard Operating Procedures/Staff Interview Guide.
- Returning to 100 percent online training.
- Six currently enrolled and eight graduated this year.
- Official member of FareStart's mission committee.

Makin' It Work:

- Making It' Work audit questions.
- Inform Workforce Development of class for tracking.
- Five new Making It' Work instructors as of May 27, 2021; Natasha Holt McNeil Island, Svitlana Lebedyeva Coyote Ridge Corrections Center, David Grout Washington Corrections Center, Christina Jones Monroe Correctional Complex, Jeffery Swan Monroe Correctional Complex.

Starting Over:

Employment After Incarceration

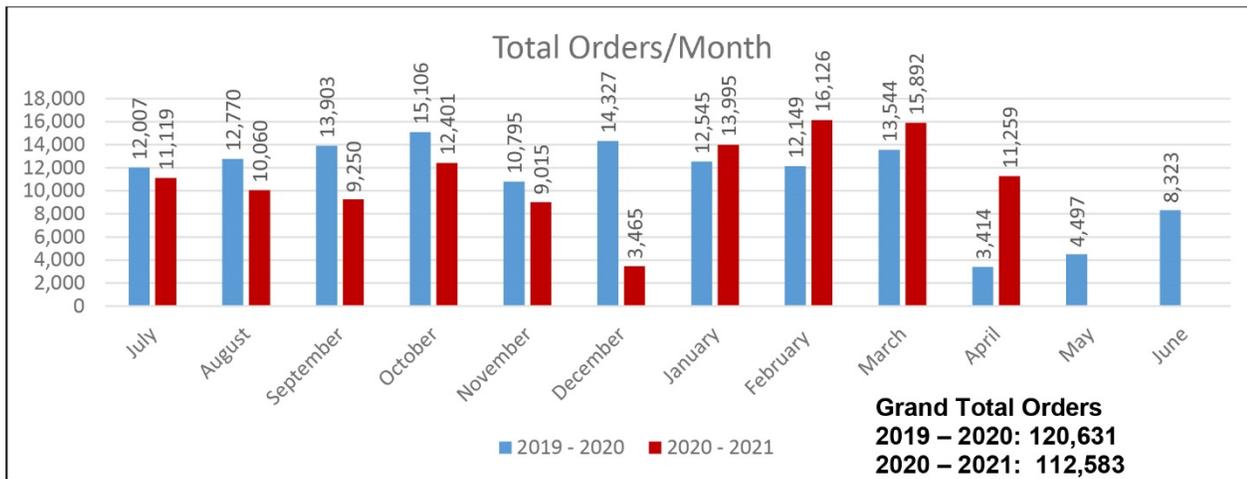
- Ninety-minute virtual workshop/Job Hunters.
- Began test implementation the week of 12/7 with the facilities.
- Sixteen releasing incarcerated have taken the course since implementation0
- Collaboration with Department's Reentry Division project manager to make program documents universal throughout agency.

New Reentry Partners

- Pacific Northwest Carpenters Institute (PNCI).
- West Coast Laminating.
- FCI Sheridan pre-release employer hiring program/Spokane Packaging.

Division: Optical

Location: Airway Heights Corrections Center and Monroe Correctional Complex

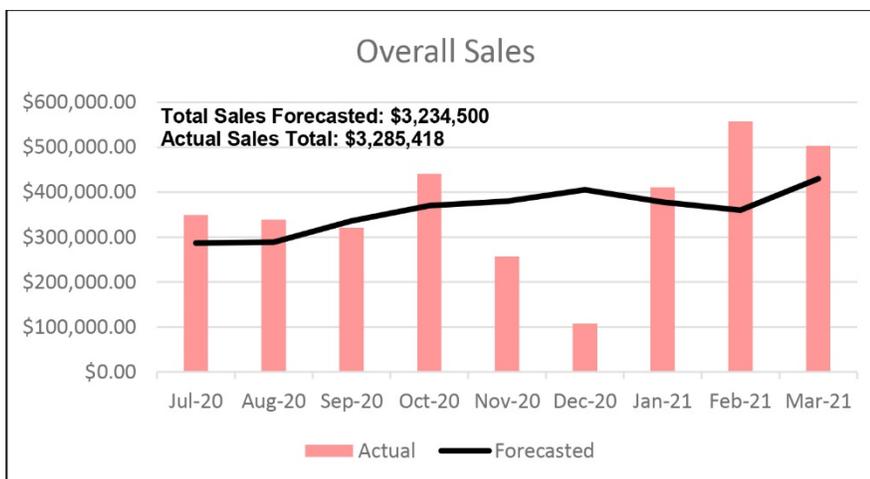


Optical orders were coming in at a steady pace going into 2020.

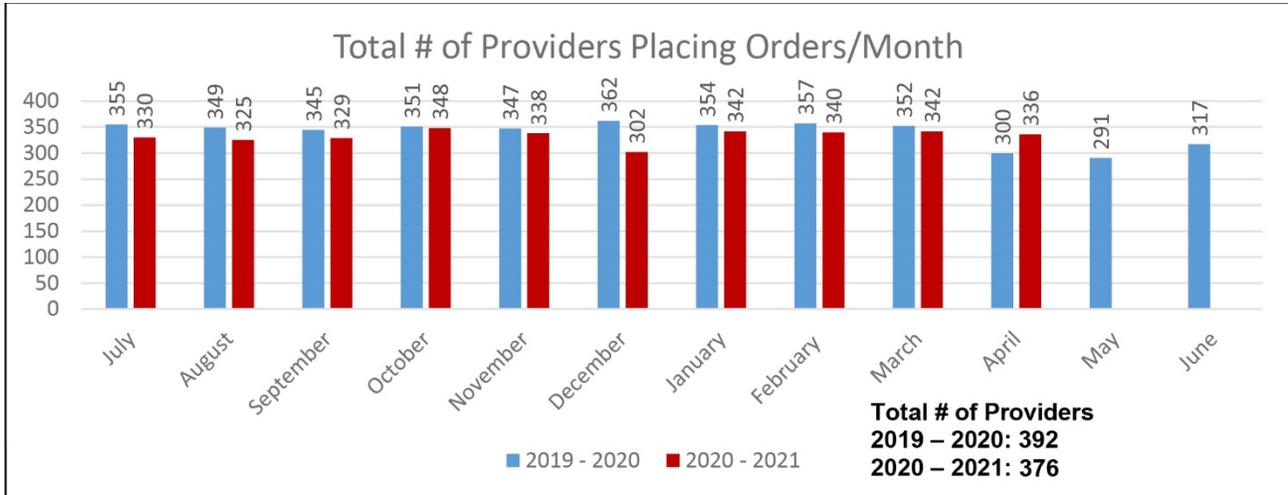
The pandemic was a huge factor in the drop in orders in April and May of 2020 due to many providers' offices closing during that time and both optical labs closing temporarily (Airway Heights Corrections Center was able to open with limited amount of incarcerated workers in April while Monroe Correctional Complex was closed until June).

As Washington began to reopen in June 2020, orders also started to come in at a steady rate. By the end of November 2020, Airway Heights Corrections Center experienced a COVID outbreak. The incarcerated population were all isolated/quarantined and glasses orders had to be sent to outside labs to be made during the month of December.

January 2021 the incarcerated workers were able to come back to work and we are seeing an increase in orders compared to last year!

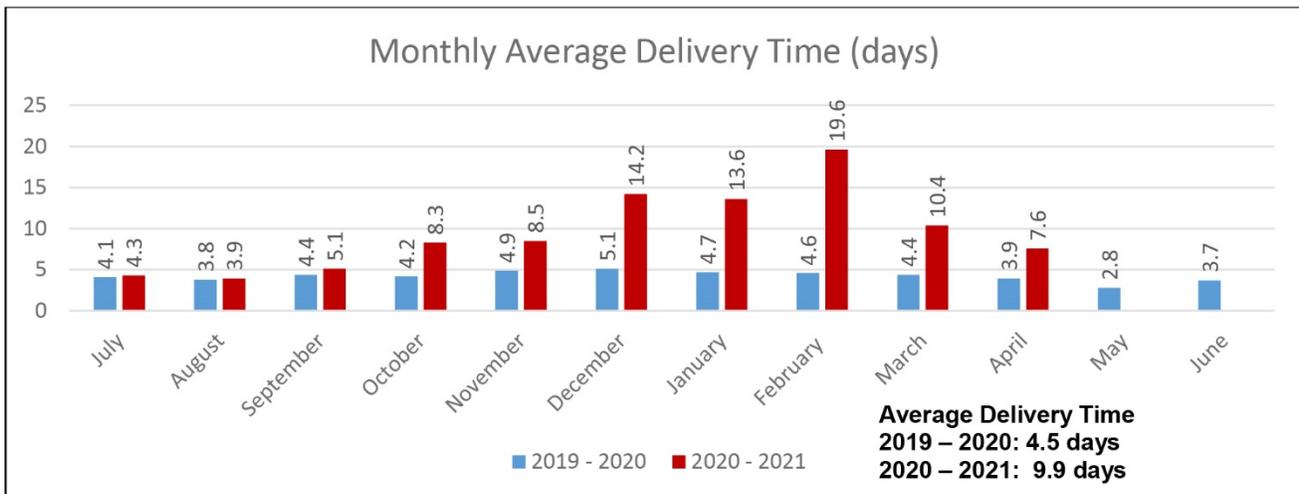


The outbreak at the facility made an impact on the sales during that time. However, we were able to recover in January and have been staying above what was forecasted.



The chart above shows the number of providers who send orders to optical each month.

- The average in 2019-2020 was 340 providers/month (86.7 percent of all out providers last fiscal year).
- The average in 2020-2021 was 333 providers/month (88.4 percent of all our providers this fiscal year).



The chart above show the average time an order is in our lab. With the exception to the timeframe of the outbreak/recovery period, we have been able to ship orders out of our lab within the contracted 15 business days. Our average delivery time is moving back toward where we were last year.

Due to co-horting and social distancing protocols, Airway Heights Corrections Center and Monroe Correctional Complex optical have reduced the number of incarcerated workers in their shops

- Airway Heights Corrections Center dropped from 68 incarcerated workers to 48 workers.
- Monroe Correctional Complex dropped from 22 incarcerated workers to 10
 - Monroe Correctional Complex is only running the Finish Lab

We continual focus on driving down our Postage + Freight Out costs

- 2019 – 2020 our total was \$97,584. For 2020 – 2021 our total is currently at \$68,598

Innovations software was successfully moved to the virtual server and running smoothly. Plan in place to move Labzilla to the virtual server as well in the next few weeks.

Lions Club Eyewear Recycling Project:



Airway Heights Corrections Center is teaming up with the Lions Club to assist them in their recycling of used eyewear efforts. We will be working with Northwest Lions Eyeglass Recycling Center (NWLERC), Cour d’alene Lions and other Lions Clubs in the Spokane, Seattle, and Everett area.

We will receive boxes of used eyeglasses from the Lions Clubs to sort, clean, neutralize (*reading the prescriptions*) and catalog. The eyeglasses will then be sent to NWLERC to be placed in inventory for distribution to optical missions around the world.

This is a huge win for our incarcerated and gives them an opportunity to give back to their communities!

NWLERC is one of 12 recycling centers in the USA (18 recycling centers total around the world) and have been part of 346 international missions. They have received 2.86 million pairs of used eyewear, 1.81 million has been recycled and we will now be helping them with the recycling efforts.