

CI ADVISORY COMMITTEE DIVISION UPDATE

WASHINGTON STATE CORRECTIONAL INDUSTRIES

Our Mission: Correctional Industries is committed to maintain and expand work training programs which develop marketable job skills, instill and promote positive work ethics, and reduce the tax burden of corrections.

Our Vision: Transform lives and increase successful reentry through training and mentoring.

Our Core Values

- **Lead:** We walk the talk to motivate change.
- **Humanity:** We provide opportunity for second chances.
- **Connections:** We foster understanding and mentor growth.
- **Teamwork:** We build unity and strength through collaboration.
- **People:** We inspire and empower individual success.

Points of Contact

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BRaille SERVICES

Washington Corrections Center for Women (WCCW)

Program Participants: 19

Programming Hours Worked: 6,313

Certificates (other) Issued: 19 - Team Appreciation

Vacant Positions: 3

MAJOR ACCOMPLISHMENTS:

- Transcribed 10,507 pages of text into 30,666 braille pages, and 10,507 pages of tactiles were created. This quarter, a lot of focus and training went into creating high-quality tactiles. One of the transcribers was announced as the Tactile Specialist for her outstanding skills in tactile graphics. She is proofreading all tactiles in-house to uphold the highest quality of work.
- A former lead transcriber was hired to contract with Ogden Resource Center immediately after her release in January. Two apprentices were hired who started in January and February.
- Two new apprentices successfully passed their state test for Unified English Braille (UEB) and advanced to manuscripts. After successfully passing their manuscripts they will then be promoted to transcribers. Two other apprentices advanced their learning, one to a computer seat and another with an extra education program.
- An in-house Nemeth (math) test that was developed by our transcribers and approved by the National Braille Association, which is now being used by three braille transcribers in other states. Since the national Nemeth certification is not available, this test enables transcribers in other states to further their Nemeth knowledge.

FOCUS AREAS:

Training:

- Apprentices and transcribers further their knowledge of braille through weekly training videos on differing subjects, released by the National Braille Association. In addition, the Apprentice Mentor and Tactiles Specialist have begun weekly tactile classes for apprentices to focus on growing their tactile skills.

In-House Nemeth Test:

- A fully certified transcriber is working on updating the in-house nemeth test to reflect the new rulebook that was just released. She is also working on updating the answer key and all files.

Hiring:

- Two transcribers with years of knowledge will be releasing soon so there will be a focus on hiring more apprentices to fill seats.

Certifications:

- We are focusing on transcribers earning more certifications, including for formats test, a Nemeth (math) course, the in-house Nemeth test, proofreading course and part two of the music course.

STRATEGIC PRIORITIES FOR UPCOMING QUARTER:

- Continue efforts to recruit and fill vacant worker positions in the upcoming months now that two apprentices have passed their state test. Support transcribers who are working on further certifications and testing.

COMPUTER AIDED DESIGN SERVICES

Washington Corrections Center for Women (WCCW)

Program Participants: 6

Programming Hours Worked: 1,927

Certificates (other) Issued: 6 - Team Appreciation

Vacant Positions: 1

MAJOR ACCOMPLISHMENTS:

- Drafted a total of 51 jobs. Finalized 39 jobs and verified 49, totaling \$3.4M.
- Hosted a tour for a manufacturing company to view our ProCAD department. CI's Workforce Development team is working with this employer to provide opportunities for releasing individuals.
- To further her options at release, a drafter completed the TRAC program and another drafter was promoted to level 3. A new drafter was hired in February. As a resident of our Closed Custody Unit, the new drafter previously completed the Technical Design class at WCCW and is quickly picking up CAD skills for real-time applications and learning all CI products.

FOCUS AREAS:

Training:

- Continuing to better our product knowledge as new products roll out, and obtaining all of the pertinent information on new products offered.

Hiring:

- With a drafter releasing in April, we will look to hire a drafter.

Quality Assurance:

- Working closely with the Furniture Brand Manager and Sales Manager on product offerings and streamlining our process, including a continual improvement of communication and review of projects, to achieve the highest percentage of quality assurance.

STRATEGIC PRIORITIES FOR UPCOMING QUARTER:

- A top priority for us is training in the application of various products to not only be a source for space planning, but also the main resource of furniture solutions for our state-wide customers and sales team.

CONSTRUCTION TRADES

Mission Creek Corrections Center for Women (MCCCW)

Washington Corrections Center for Women (WCCW)

Program Participants: 165

(7 TRAC graduates, 15 AJAC Manufacturing Academy graduates, 139 Flaggers participants in 5 facilities, 4 participants were issued forklift cards in a community based class)

Programming Hours: 5,804

(1,260 hours for TRAC, 3,400 hours for AJAC Manufacturing Academy, 1,112 hours of Flaggers Training in 5 facilities, 32 hours forklift training)

Certificates (other) Issued: 354

(42 TRAC certificates issued, 30 AJAC certificates issued, 278 Flaggers Cards issued, 4 forklift cards issued)

MAJOR ACCOMPLISHMENTS:

- TRAC class 67 graduation went well with family members attending in person for the first time since 2019.
- AJAC Manufacturing Academy was done as a hybrid model with an in-person instructor half the time and a virtual model the other half. We now have an AJAC instructor with a contract staff badge as we move to a fully in-house instructional model.
- Traffic control continues to be successful and we have added another instructor to serve a greater population in other facilities and community corrections.
- Our community partnership with ANEW continues to grow and we have served scholarships to four individuals in community corrections with forklift certifications.

FOCUS AREAS:

Trades Related Apprenticeship Coaching (TRAC):

- TRAC recruited a full class of 8 students for class 68 at WCCW and is undergoing a curriculum refresh, with a timeline that would be on target for a mid-August graduation.

AJAC Manufacturing Academy:

- AJAC MA class 8 is currently underway at MCCCW with 15 students and is on target for a June 6 graduation.

Flaggers:

- Flaggers class scholarships will continue at multiple facilities and contracts with vendors will be renewed and expanded.

Forklift and Other Community-Based Training:

- We will continue to offer forklift certification scholarships with ANEW at their facility in King County.

STRATEGIC PRIORITIES FOR UPCOMING QUARTER:

- - We will finish and refine the TRAC curriculum enhancements that should present a more well-rounded program and include some new labor partners.
- AJAC Manufacturing Academy has now moved to an in-person model and we have an instructor who is able to teach in person at WCCW, MCCCW and WCC. We are still expanding this partnership to include reentry centers as AJAC continues to recruit for instructional capacity for other parts of the state.

FOOD MANUFACTURING

Airway Heights Corrections Center (AHCC)

Program Participants: 144

Programming Hours Worked: 57,467

Certificates (other) Issued: 14 - Makin' It Work

Vacant Positions: 46

MAJOR ACCOMPLISHMENTS:

- Leadership change training enabled supervisors and managers to assist staff with process of change. CITK training (timekeeping training) was conducted, and worked on preparations for transition timekeeping to the centralized program. In addition, we had D365 power user training - setting leadership up with skills to utilize the new ERP (enterprise resource planning) system and for incarcerated workers, a skills training focused on providing knowledge on current and transition work. We also worked on Ramadan/Passover planning and performance - assisted food service for statewide observation of major religious holidays.

FOCUS AREAS:

Maintain and Expand Work Training Programs:

- Increased the number of incarcerated workers attending orientation by 15%, for recruitment purposes. In communications with the institution on weekly measuring progress.

Develop Marketable Job Skills :

- Focused skills training for incarcerated workers on financial literacy and bakery skills.

Instill Positive Work Ethics:

- Cognitive Coaching training for staff.

Reduce Tax Burden :

- Reduction of inventory of over \$1M.

STRATEGIC PRIORITIES FOR UPCOMING QUARTER:

- Focus on keeping inventory at lean target.
- Transitioning to D365.

FOOD SERVICE

Airway Heights Corrections Center (AHCC)
Coyote Ridge Corrections Center (CRCC)
Monroe Correctional Complex (MCC)
Washington Corrections Center (WCC)
Washington State Penitentiary (WSP)

Program Participants: 697 - Monthly Average
Programming Hours Worked: 99,336 - Monthly Average
SOC Certificates Issued: 37
Certificates (other) Issued: 138
Vacant Positions: 66 - Monthly Average

MAJOR ACCOMPLISHMENTS:

- Compliance to Senate Bill 5022 and RCW 70A.245.020; Ban of Expanded Polystyrene and RCW 69.25.107: Requirements for purchasing and use of cage free eggs. Met with the lead person responsible for administering the guidelines from the Washington State Department of Agriculture to gather and share compliance guidelines surrounding the mandatory use of cage free eggs (which went into effect in January). Ensured all approved vendors are compliant with regulatory requirements.
- A national collaboration with the Centers for Disease Control and Prevention (CDC). Met and collaborated with a Senior Scientist for Correctional Health in the Office of Readiness and Response from the Department of Centers for Disease Control and Prevention. The CDC is working to provide helpful food safety guidance to prisons throughout the country and in an effort to create the most useful guidance, amplifying best practices for national publication, they reached out to us to discuss and learn about our food safety processes.
- Completed preparations and support for the service of the largest religious observances of the year without incident (Ramadan and Passover). These observances had the highest participation ever in the history of either event.

FOCUS AREAS:

Statewide Family Council January Meeting Presentation:

- Shared information about the DOC Policy 240.100, discussed collaboration efforts with the Statewide Dietitian, Religious Programs Office, Food Service Staff and incarcerated individuals on ways to provide the best possible products and service in accordance with policy. Discussed the emphasis on health and well-being, and how we meet the Governor's Executive Order 13-06 and the Dietary Guidelines for Americans in all our menus. Provided information on how we support health services by adhering to the therapeutic diets; clear liquids, full liquids, puree, mechanical soft, low fiber, lighter fare, renal, gluten free, certain allergies, mainline alternative (vegan), and

the diabetic diet. We also shared how we support religious programs by adhering to the religious diet policy; mainline alternative (vegan), Kosher and Halal diets.

Department of Ecology Compliance Guidelines:

- Met with the Department of Ecology to gather and share compliance guidelines surrounding the discontinuation of Styrofoam products which goes into effect in June 2024. Provided alternate product sourcing for required supplies (clam shells for emergent grab-n-go feeding).

Division Initiatives :

- Completed Food Service Forecasting input and Reentry binder input; published the First Quarter Food Service Newsletter for incarcerated individuals' consumption; provided all facilities ServSafe certification information as ServSafe training and testing is approved for no cost to the employee and is covered by the department and provided all facilities food safety guidelines surrounding the receiving, storing, processing, and serving of facility grown produce; expanded salad dressing options by introducing three new types and increasing the serving size, to accommodate the Kosher and general population mainline menu, and in recognition of Black history month (in February); shared with the Food Group team the origins of Black history month and a reminder of the importance of sharing Martin Luther King Jr.'s dream of equity for all people.

Interagency and Facility Specific Supports:

- Worked with the dietitian and health services on understanding diet reports, and to get them to align with the therapeutic diet policy as they are entered into OMNI; reviewed food service operations with Food Service Manager at MCCCW, discussed support needed for food safety training for the incarcerated and DOC staff; met with DES contracting services to discuss revising the statewide produce contract to address quality and action we can take if products do not meet quality standards; met with stakeholders of the reentry center in Longview to review options on how the food group might be able to support them during the shutdown of their kitchen while they undergo a six-month long construction project; and worked with WSP leadership to develop an alternate menu to support a modified feeding pattern due to significant workforce shortages (on track to implement in May).

STRATEGIC PRIORITIES FOR UPCOMING QUARTER:

- Continue to support all DOC food service facilities. Monitor the food supply and collaborate with food manufacturing to ensure product is available as required. Work with food manufacturing with new menu items for upcoming menu release.

FURNITURE BRAND AND SALES

Correctional Industries Headquarters (CI HQ)

MAJOR ACCOMPLISHMENTS:

- The University of Washington has indicated they will resume their expansion of new student housing on campus and that they intend to continue their relationship with CI by purchasing all of the needed student bedroom furniture from CI. The first project (Haggett Hall) is slated for fall 2027 with 900 student rooms. The final count and purchase order will be revised in Q4 2025.
- CI has provided excellent warranty resolution work at customers' locations for many years at its own expense for labor and travel. The creation of the Vendor Warranty Reimbursement Form now allows for the estimate of reimbursable expenses related to repairing or replacing products due to partner vendor issues. CI will now be charging back vendors for this work which has never been done before.
- Athens table products have been added to online offerings in standard, café and adjustable heights.
- Product improvements have been implemented including the addition of power module options in the conference table line and the inclusion of seating instruction hang tags.

FOCUS AREAS:

Exemption/Exception Requests:

- An SOP (Standard Operating Procedure document) is in process which will provide the sales team with better guidance for processing and tracking exemption/exception requests. Better tracking will allow the team to mine better data on products we may fall short on, be it offering, price-point or quality. This information will help the furniture brand better understand customer wants/needs and may lead to new product or expanded product offerings.

STRATEGIC PRIORITIES FOR UPCOMING QUARTER:

- Ongoing improvements to residential living product lines.
- Continue to improve CI website product selection and availability including site furnishings such as recycle and trash receptacles, metal credenzas, programming security chairs, Apex big & tall chairs and executive task chair (Presider).
- Roll-out cabinetry products and services to existing customer base - currently on quote #6, preparing to take photographs of projects upon installation would occur in the quarter. Images will be used in the promotion of product capabilities to customers.

FURNITURE MANUFACTURING

Stafford Creek Corrections Center (SCCC)

Program Participants: 193

Programming Hours Worked: 60,084

SOC Certificates Issued: 15

Certificates (other) Issued: 3

Vacant Positions: 93

MAJOR ACCOMPLISHMENTS:

- After more than a year, all staff positions within the operations are fully staffed.
- The load study was completed for the newly purchased CNC Machines. We are awaiting final connection of power and manufacturer orientation.

FOCUS AREAS:

New CNC Machines:

- With the load study completed for the new CNC Machines, we have placed the new machines in the production line. We are currently finishing up the dust collection installation to the machines and preparing for the electrical to be installed.

New Employees:

- We hired a few new employees including a Metal Shop Correctional Industries Supervisor 2, Customer Service Representative Industries Specialist 1 and an Office Assistant Industries Specialist 1.

Fiscal Year-End Preparation:

- Preparing for the end of year orders. The office has been processing orders (order entry, bill of materials, purchasing and engineering) on average within seven calendar days.

STRATEGIC PRIORITIES FOR UPCOMING QUARTER:

- Completing all of our end of year orders on time.
- Metal Shop training.
- Finishing installation and training on our new CNC Machines.

INCARCERATED INDIVIDUAL SERVICES

Airway Heights Corrections Center (AHCC)
Monroe Correctional Complex (MCC)

Program Participants: 162
Programming Hours Worked: 44,873
SOC Certificates Issued: 14
Certificates (other) Issued: 1
Vacant Positions: 14

MAJOR ACCOMPLISHMENTS:

- Continued 100% on-time delivery while experiencing a 50% increase in commissary order size resulting from implementation of the commissary sub-account and increased incarcerated worker gratuity.
- 'Blind' commissary ordering eliminated at Clallam Bay Corrections Center (CBCC) with the addition of a second weekly delivery. Prior to additional delivery, customers at CBCC would place their next commissary order 1-2 days before receiving their current order making it difficult to plan.
- Implemented improvements to the food package program pre-launch inventory process resulting in significantly less out of stocks for the April 1, 2024, program launch.
- The property program witnessed a lot of excitement following the addition of a mini-game console and 19" TV. Sales increased 80% as a result of adding those new items.
- Incarcerated services staff participated in Cognitive Coaching training and got a better understanding of the soft skills being taught to the incarcerated workers and will be better able to support workers as effective coaches, mentors and teachers within our programs.

FOCUS AREAS:

Increased Production Workload Management:

- AHCC and MCC commissary and the MCC property program have all seen significant increases in sales which has required a balancing of workload and production schedules to ensure continued on-time deliveries.

Incarcerated Worker Hiring:

- Programs continue to be challenged by incarcerated worker vacant positions. Increased production with lower worker numbers generates challenges in completing required production. Increased communication and partnership with facility jobs coordinators will hopefully reduce incarcerated worker vacancies.

Product Forecast and Inventory Management:

- We continue to see supply chain impacts in all incarcerated service programs. While deliveries have improved, some manufacturers continue to have problems with production resulting in lengthy out of stocks on popular products. Commissary will identify products that have been challenging, and dual source or locate alternative products to ensure the widest variety of products for the population.

STRATEGIC PRIORITIES FOR UPCOMING QUARTER:

- Operations staff will begin site visits statewide to collect input from commissary staff and the incarcerated population at each facility regarding product offerings. While incarcerated individuals are welcome to submit kites with product recommendations and input, the site visits conducted last year during which staff communicated with directly with customers generated some great ideas and product recommendations which were brought on board over the last year.
- The food package program team will continue to review the operation for areas of potential improvement. The creation of the commissary sub-account resulted in increased commissary participation and reduction in food package program participation. Our goal is to keep the food package program relevant with different and unique offerings in order to provide the greatest variety of offerings to the population.

LAUNDRY

Statewide

Program Participants: 131

Programming Hours Worked: 58,950

SOC Certificates Issued: 11

Certificates (other) Issued:

10 - Association of Linen Management

3 - Makin' It Work

Vacant Positions: 21

MAJOR ACCOMPLISHMENTS:

- Ongoing equipment replacement/installation throughout statewide facilities; installed a new vacuum pump at Washington Corrections Center (WCC); and 100% of equipment purchase/ordering completed for the current fiscal year replacement schedule.
- Conducted and concluded appreciation events for Clallam Bay Corrections Center (CBCC), Cedar Creek Corrections Center (CCCC), and Olympic Corrections Center (OCC). Celebrated a CIS2's 30th anniversary at CBCC, and serviced the water heater at the Stafford Creek Corrections Center (SCCC) laundry.

FOCUS AREAS:

Equipment Installation:

- Continue coordinating and monitoring equipment installations across the state with all internal/external stakeholders.

Training:

- Continue the support of Makin' It Work, Standard Occupational Classification and ALM certifications throughout state laundry facilities.

Preventative Maintenance:

- Continue promoting and developing preventative maintenance goals throughout state laundry facilities.

Staff Support:

- Focused support collaborating with stakeholders to eliminate operational roadblocks throughout state laundry facilities.

STRATEGIC PRIORITIES FOR UPCOMING QUARTER:

- Initiate a plan of action with Department of Natural Resources fire crews and facilities for laundry services during the upcoming fire season.
- Ensure all staff have completed 100% of mandatory annual in-service and Learning Management System classes by the June 30, 2024, deadline.
- All staff are to complete the Cognitive Coaching class at CI HQ before June 30, 2024.
- Have all equipment identified for next fiscal year which is priority replacements at every facility laundry operation.

LICENSE PLATES AND TABS

Monroe Correctional Complex (MCC)
Washington State Penitentiary (WSP)

Program Participants: 35
Programming Hours Worked: 12,000
SOC Certificates Issued: 1
Vacant Positions: 15

MAJOR ACCOMPLISHMENTS:

- Temporary occupancy for the new license plate shop was received. Both the inspector and the fire marshal were very pleased with what they saw.

FOCUS AREAS:

Inspections:

- During a time the blanking lines were certified however an L&I inspector claimed otherwise, which necessitates another UL (Underwriters Laboratories) inspection for blanking lines in May.

System Installation:

- With the install of the air handling system anticipated for May, the license plate team will not be completing any production in the new shop during the time of the installation.

Incarcerated Workers Recruitment:

- Recruitment for workers for the new license plate shop needs to continue.

STRATEGIC PRIORITIES FOR UPCOMING QUARTER:

- Soft opening July 31 of the new license plate shop.
- Completion of the UL inspection in May after parts installation by the Wald company.
- Continuing from January through April, the tab shop will work overtime to complete the 8.35 million vehicle tab orders that are due June 15. It is a priority to get a jump on this since two of the main workers need to complete chemical dependency class in mid-May. Since the two main workers are not allowed to come to work after class and can only work on Fridays, this will leave the tab shop short-handed Mondays through Thursdays.

MCNEIL ISLAND STEWARDSHIP

Cedar Creek Corrections Center (CRCC)

Program Participants: 4-10

Programming Hours Worked: 5,654

Vacant Positions: 16

MAJOR ACCOMPLISHMENTS:

- Marine vessel Callahan was taken offline early January 2024 to install the port engine and both reduction gears, and complete other maintenance projects.
- Marine vessel Chinook was hauled out in March and is currently in dry dock for Coast Guard inspection and routine maintenance. When that is complete, the new flooring and seating will be installed.
- McNeil Island Stewardship (MIS) received a grant from the Department of Health (DOH) that the DOH Shellfish Program was conducting. It is a feasibility study into the treatment and disposal of island wastewater into the LOSS (Large On-site Sewage Systems) system conversion.
- Wastewater Treatment U/V plant finally received all new PLC (Programmable Logic Controller) and screen upgrade in January 2024.
- Received certification for IDEXX (Immuno Diagnostics) switch over with wastewater testing.

FOCUS AREAS:

Surplus of Equipment:

- Continued with working with the Department of Enterprise Services to surplus all old and un-used vehicles and equipment from MIS.

Tool and Equipment Accountability - Marine Department:

- Marine staff are currently working on updating their tool and equipment lists.

Fuel Farm:

- Coordinating with outside vendor on tank certifications and future planning for capacity needs.

Mitigating Fire Danger:

- Staff are working diligently to cut grass, clear fallen limbs and trees to reduce fire danger as the weather warms up.

STRATEGIC PRIORITIES FOR UPCOMING QUARTER:

- We will work with Capital Projects on two large projects for the McNeil Island Marine Department. The first is the infrastructure repair/maintenance on McNeil docks, floats and causeways. The second is the planning and design of new passenger ferries and barges.
- Haul-out of the marine vessel Callahan in June 2024, anticipate that this will require a lot of steel replacement.
- Haul-out of Barge #2 for Coast Guard inspection.
- Fuel Farm conversion for side loading our new trucks.
- Fuel Farm tank certifications and future plans for shutting down tanks not in use.
- Installation of the barge slip generator and pad.
- Installation of the new wastewater treatment plant generator.

OPTICAL

Airway Heights Corrections Center (AHCC)

Program Participants: 58

Programming Hours Worked: 23,044

Certificates (other) Issued:

1 - Optical Program Graduate

1 - Makin' It Work

Vacant Positions: 7

MAJOR ACCOMPLISHMENTS:

- With nearly a year in the planning involving multiple people and departments, Optical launched their new frame selections in January which has been largely successful. Many compliments on the new catalog layout and selections were received. Less popular styles were eliminated and fresh new looks for our clients were introduced, yet pricing remained the same for the Health Care Authority. Unlike many other entities, our price point hasn't changed in many years due to careful choices made in our supply chains that we have been able to pass on to the consumer.

FOCUS AREAS:

Remote Order Entry:

- We are continuing to work toward getting remote order entry for eyeglasses up and running. There have been multiple challenges that have stalled this process. We are hopeful to see a resolution in the near future as this can only benefit the Optical Program, CI and our clients.

ABO Prep Class:

- Due to our newest licensed optician not having been to CORE training yet, we have delayed the start of the ABO (American Board of Optometry) prep class. Optical's incarcerated workers who will be releasing within the next 6 to 12 months have shown a great interest in this class. By making some adjustments to the class structure, we can begin Session 3 in May. This course has been very popular with the workers that strive to do their best every day. We are excited to increase the knowledge of our lab techs through this great program.

STRATEGIC PRIORITIES FOR UPCOMING QUARTER:

- Staff are focusing on learning the new timekeeping system on Microsoft D365, spending many hours on training and "mock" entries so they are proficient when the system launches later this year.
- As we get closer to being caught up on production, we are constantly looking at ways to stay on track with order entry. Remote order entry will help us accomplish and maintain the desired numbers and turn around, eliminating costly errors made in data entry and billing, and also helping with lessening the time from the order being placed to delivery since it will immediately enter into the system when the provider completes the online order form and submits it. The number of remakes will also be reduced greatly, leading to less cost overall in processing.

SAFETY AND RISK MANAGEMENT

Statewide

MAJOR ACCOMPLISHMENTS:

- Continuation of tracking and reporting monthly accident reports via OnBase.
- Now includes six DOC 'Traditional' food services in separate monthly accident reports requested by staff.
- Conducted Safety Audits for both Airway Heights Corrections Center (AHCC) and Coyote Ridge Corrections Center (CRCC).
- Participated in Safety training with the DOC Safety Team.
- Completed forecasting exercise for HQ assigned Risk/Safety.

FOCUS AREAS:

Standardization:

- Initiate a standardized philosophy statewide starting with standard safety bulletin boards and forklift certifications.

Accident Reports:

- Initiated 'traditional food services' in accident reporting from a request by stakeholders. Continue to track CI staff and class II worker's accidents statewide.

Safety Audits:

- Establish a proactive safety culture throughout facilities and operations.

STRATEGIC PRIORITIES FOR UPCOMING QUARTER:

- Tracking of accident reports for trends. Communicate those reports to all stakeholders.
- Initiate standardization agenda for all sites - safety bulletin boards and forklift certifications to start.
- Continue monitoring past safety audits for completion of CAP (Corrective Action Plan) critical items still outstanding.

SERVICE AND DELIVERY

Correctional Industries Headquarters (CI HQ)

Program Participants: 28

Programming Hours Worked: 12,096

SOC Certificates Issued: 5

Certificates (other) Issued: 6 - Forklift

Vacant Positions: 12

MAJOR ACCOMPLISHMENTS:

- All pending installations from fiscal year 2023 are complete.
- Staff are cleaning/organizing warehouse areas to get ready for the incoming end-of-fiscal year orders.
- All current staff positions are filled.
- Four staff members have passed the Federal/State bus passenger endorsement testing.
- Replacement of four trailers is complete along with two new delivery trucks.

FOCUS AREAS:

Incarcerated Workers:

- Coordinated with Cedar Creek Corrections Center (CCCC) to increase the number of available workers for its program with the goal of 40 incarcerated participants. This will allow for more stability in the program and provide opportunities for individuals working toward reentry.

Programming:

- Looking to get all incarcerated workers forklift certified by June 28.

Training:

- We are looking to get all staff tool training for installation, warehouse and facility back up to date and working on the third round of training for D365, in addition to training staff in Airway Heights Corrections Center warehouse movement and payroll for incarcerated workers. We now have three staff trainers for forklifts, looking to add two more. Along with staff, we are updating all incarcerated workers' tool training folders.

Workload:

- Workload is increasing and starting to come in at a fast pace with June 30 orders beginning to arrive. The Furniture Division has 120 installation orders currently in the system to be completed at this time and delivery orders are just over 240 currently.

STRATEGIC PRIORITIES FOR UPCOMING QUARTER:

- Ensure all of the staff holding a commercial driver's license have obtained their P1 passenger endorsement. Two new staff are scheduled to take the exam and field test placement in July.

TEXTILES

Airway Heights Corrections Center (AHCC)
CI Headquarters Consolidated Distribution Center (CDC)
Coyote Ridge Corrections Center (CRCC)
Washington Corrections Center (WCC)
Washington Corrections Center for Women (WCCW)

Program Participants: 186
Programming Hours Worked: 24,040
SOC Certificates Issued: 5
Certificates (other) Issued: 23
Vacant Positions: 80

MAJOR ACCOMPLISHMENTS:

- AHCC has seen a spike in orders for EWU, Light House and GL Product for multiple DOC staff. Light House has seen a pickup in request for stretchers.
- CDC (Consolidated Distribution Center) is in the process of filling the first 2,200 release bags for DOC. Female bags were on their way to being completed with about half of the other versions being worked on to be completed. CDC had worked with DOL to develop 1,500 customized blankets that were produced at WCCW with a two week turn time and was completed. The Department of Health Women, Infant and Children (WIC) program has added three new vendors to the offerings list, which now opens three other states for textiles to offer products to. CDC worked with DOC on a bra pilot program. The initial feedback has been positive.
- CRCC worked on Transgender/Female incarcerated pants, upgraded their safety bulletin board, completed their safety audit and had a ADA compliant wheelchair ramp installed at the front door.
- WCCW had seen a spike in pass-through embellishment orders. WCCW and CRCC have partnered in designing, building and fulfilling the new gender responsive pants to various DOC facilities.
- WCC has increased their production capabilities for some of their garments for chain bags. Recent changes to policy eliminated fulfillment of wasteful orders at WCC and their bag line process should start leveling out.

FOCUS AREAS:

Department of Health WIC:

- Work on adding vendors to aid in providing more selections for the WIC program products. This will help CDC in having the right product availability to offer services to Idaho, Oregon and Montana. CDC will work with the Washington State Department of Health to gather those contacts to open up that line of communication.

DOC Bras:

- Worked at narrowing down the DOC approved styles, which had proved challenging.

D365 Reporting:

- D365 reporting continues to be a struggle for textiles. Textiles is waiting on basic reports to be offered to track items such as back orders, open sales tied to manufacturing orders and purchase orders and for the availability to populate reports on textiles financials, accruals, RMU and COGS. Until these reports are generated, textiles anticipates continuing to face challenges.

STRATEGIC PRIORITIES FOR UPCOMING QUARTER:

- Since Textiles has established better processes for completing work in D365, the division will look at hiring and training new workers at the shop level for crucial production II positions in the next quarter.
- Standardize pricing and textiles financials.
- After fulfilling the new gender responsive pants to various DOC facilities, WCCW and CRCC are working on establishing an inventory for WCCW.
- Bringing on RF Smart to increase the fulfillment of orders. It should streamline inventory accountability and movement. It should also allow textiles to evaluate staffing levels at CDC. Currently there are seven staff working in CDC, including the Textiles Manager.
- Work with DOC to establish a yearly forecast of incarcerated clothing and base production on quarterly deliveries. This should level out production and order fulfillment which will decrease our cash conversion cycle.
- Work at developing a boxer brief to offer our customer base. Machinery will need to be identified, RM found and then samples made. CRCC would be the production shop for these items.

WORKFORCE DEVELOPMENT

Statewide

MAJOR ACCOMPLISHMENTS:

- After months of coordination, the Workforce Development (WD) team held the first mock interview event since 2019 at CI Headquarters in Tumwater in March. Ten community partners, including employers from Thurston, King and Pierce Counties, along with 14 incarcerated individuals participated.
- For the first quarter in 2024, WD staff continued conducting Cognitive Coaching classes for CI staff. A total of 82 staff have completed Cognitive Coaching training statewide in the first quarter.
- The Financial Literacy training was finalized and readied for launch. The first class was scheduled in April for incarcerated workers at CI Headquarters.
- Outreach to several Pierce County and Clark County employers and resources, including several community-based organizations and agencies, in support of successful reentry needs, was made in the first quarter.

FOCUS AREAS:

Cognitive Coaching:

- Continuing to schedule and conduct Cognitive Coaching classes for CI staff through the end of June.

Mock Interviews:

- Coordinating and holding a mock interview event at AHCC in June, with an eye on refining processes for future mock interviews at other prisons.

Financial Literacy:

- Providing more financial literacy classes for incarcerated workers and tailoring to their needs and interests as feedback is shared from participants.

Fair Chance Employers & Community Resource:

- Continuing to conduct outreach in different counties targeting fair chance employers and community resources to develop a robust reference list statewide.

WD Display Boards:

- After sharing with the CMT (Corporate Management Team) in March for feedback, development continues on a cohesive and consistent board display to promote WD services in CI areas at all facilities.

STRATEGIC PRIORITIES FOR UPCOMING QUARTER:

- Conducting a mock interview event for Airway Heights Corrections Center.
- Aiming for all CI staff to have completed Cognitive Coaching by end of June.
- Providing one more financial literacy class at CI Headquarters.
- Continuing outreach to fair chance employers and community resources in Kitsap and Snohomish counties.

ETHNICITY BREAKDOWN

DOC PRISON POPULATION TOTAL: 12,601

Airway Heights Corrections Center

- Amer. Indian/AK Native - 6%
- Asian/Pacific Islander - 2%
- Black - 10%
- Other - 1%
- Unknown - 1%
- White - 80%
- Hispanic (Any Race) - 22%

Cedar Creek Corrections Center

- Amer. Indian/AK Native - 5%
- Asian/Pacific Islander - 10%
- Black - 26%
- Other - 1%
- Unknown - 0%
- White - 57%
- Hispanic (Any Race) - 9%

Clallam Bay Corrections Center

- Amer. Indian/AK Native - 6%
- Asian/Pacific Islander - 5%
- Black - 21%
- Other - 3%
- Unknown - 0%
- White - 65%
- Hispanic (Any Race) - 25%

Coyote Ridge Corrections Center

- Amer. Indian/AK Native - 4%
- Asian/Pacific Islander - 5%
- Black - 20%
- Other - 1%
- Unknown - 2%
- White - 68%
- Hispanic (Any Race) - 16%

Mission Creek Corrections Ctr. for Women

- Amer. Indian/AK Native - 11%
- Asian/Pacific Islander - 5%
- Black - 4%
- Other - 8%
- Unknown - 1%
- White - 72%
- Hispanic (Any Race) - 14%

Monroe Correctional Complex

- Amer. Indian/AK Native - 5%
- Asian/Pacific Islander - 4%
- Black - 18%
- Other - 1%
- Unknown - 1%
- White - 71%
- Hispanic (Any Race) - 16%

Olympic Corrections Center

- Amer. Indian/AK Native - 7%
- Asian/Pacific Islander - 5%
- Black - 20%
- Other - 8%
- Unknown - 0%
- White - 60%
- Hispanic (Any Race) - 10%

Stafford Creek Corrections Center

- Amer. Indian/AK Native - 5%
- Asian/Pacific Islander - 6%
- Black - 21%
- Other - 1%
- Unknown - 1%
- White - 66%
- Hispanic (Any Race) - 9%

Washington Corrections Center

- Amer. Indian/AK Native - 9%
- Asian/Pacific Islander - 6%
- Black - 17%
- Other - 1%
- Unknown - 1%
- White - 67%
- Hispanic (Any Race) - 15%

Washington Corr. Ctr. for Women

- Amer. Indian/AK Native - 7%
- Asian/Pacific Islander - 5%
- Black - 12%
- Other - 5%
- Unknown - 1%
- White - 69%
- Hispanic (Any Race) - 14%

Washington State Penitentiary

- Amer. Indian/AK Native - 8%
- Asian/Pacific Islander - 5%
- Black - 22%
- Other - 2%
- Unknown - 1%
- White - 63%
- Hispanic (Any Race) - 18%

CI CLASS II PROGRAM PARTICIPANTS TOTAL: 1,607

Airway Heights Corrections Center

- Amer. Indian/AK Native - 5%
- Asian/Pacific Islander - 2%
- Black - 8%
- Other - 1%
- Unknown - 2%
- White - 82%
- Hispanic (Any Race) - 18%

Cedar Creek Corrections Center

- Amer. Indian/AK Native - 0%
- Asian/Pacific Islander - 22%
- Black - 25%
- Other - 0%
- Unknown - 0%
- White - 53%
- Hispanic (Any Race) - 3%

Clallam Bay Corrections Center

- Amer. Indian/AK Native - 0%
- Asian/Pacific Islander - 11%
- Black - 44%
- Other - 0%
- Unknown - 0%
- White - 44%
- Hispanic (Any Race) - 11%

Coyote Ridge Corrections Center

- Amer. Indian/AK Native - 2%
- Asian/Pacific Islander - 4%
- Black - 18%
- Other - 2%
- Unknown - 2%
- White - 71%
- Hispanic (Any Race) - 26%

Mission Creek Corrections Ctr. for Women

- Amer. Indian/AK Native - 0%
- Asian/Pacific Islander - 0%
- Black - 0%
- Other - 0%
- Unknown - 0%
- White - 0%
- Hispanic (Any Race) - 0%

Monroe Correctional Complex

- Amer. Indian/AK Native - 5%
- Asian/Pacific Islander - 4%
- Black - 16%
- Other - 2%
- Unknown - 1%
- White - 72%
- Hispanic (Any Race) - 16%

Olympic Corrections Center

- Amer. Indian/AK Native - 0%
- Asian/Pacific Islander - 33%
- Black - 0%
- Other - 0%
- Unknown - 0%
- White - 67%
- Hispanic (Any Race) - 33%

Stafford Creek Corrections Center

- Amer. Indian/AK Native - 2%
- Asian/Pacific Islander - 10%
- Black - 25%
- Other - 1%
- Unknown - 1%
- White - 62%
- Hispanic (Any Race) - 5%

Washington Corrections Center

- Amer. Indian/AK Native - 7%
- Asian/Pacific Islander - 9%
- Black - 19%
- Other - 2%
- Unknown - 1%
- White - 61%
- Hispanic (Any Race) - 10%

Washington Corr. Ctr. for Women

- Amer. Indian/AK Native - 7%
- Asian/Pacific Islander - 10%
- Black - 12%
- Other - 5%
- Unknown - 0%
- White - 67%
- Hispanic (Any Race) - 17%

Washington State Penitentiary

- Amer. Indian/AK Native - 5%
- Asian/Pacific Islander - 2%
- Black - 27%
- Other - 2%
- Unknown - 2%
- White - 62%
- Hispanic (Any Race) - 10%