



MISSION

The mission of Chattanooga Endeavors, Inc. (CEi) is to restore former offenders to productive roles in society through training, counseling and education services that remove the barriers to meaningful employment and that teach the skills needed to enter the workforce and to live within the law

In achieving its mission, CEi prepares former offenders for work, supports them in their job search and offers limited opportunities for remunerative work training through its alternative staffing program. Classes are available at no charge to eligible candidates.

ELIGIBILITY

Candidates must be at least 18 years old, convicted of a felony and either sentenced to community supervision or released from prison not more than 12 months from the first day of class.¹ He or she must also be living (or planning to live) in the Hamilton County area and ready, willing and available to work at the time the program begins. We do not accept individuals with sex crime convictions, outstanding warrants, untreated mental illness, or active substance abuse disorders. Candidates must pass a drug screen to begin the program.

In addition, those participating in Nashville Works must have a release plan to Davidson or contiguous counties, be at least 9 months from their RED or expiration (or 4 months from a FAD), have no felony detainers, be generally eligible for work-release and specifically for CBCX-II.

CEi and affiliated operations do not discriminate on the basis of race, color, religion, gender, national origin, age, or any other characteristic protected by law.

LEVEL 1 – INTAKE (3 HRS)

Fridays 9:00-12:00 a.m

Candidates complete intake forms, participate in an interview and, if not in custody, take a drug screen. Candidates should expect to answer questions about their criminal history and discuss their needs related to employment, income, family, living arrangement, peers, alcohol and drug usage and other factors that might contribute to their ability to stay out of prison and succeed on the job.

Those that are eligible for our program begin work on our Seven Pillars of Success, which must be defended to program staff and peers to complete the course. They also begin the process of replacing any necessary employment documents and may start working on our Job Seekers' Primer, which helps participants create a list of their three types of skills (adaptive, transferable and job-related) as well as a list of jobs they done in the past...whether as a hobbieist, volunteer, inmate or employee. This information is used for occupational exploration and career planning activities as well as to help

¹We reserve the right to accept candidates that were released from prisoner or sentenced to community supervision more than 12 months from the first day of class provided that the principle barrier to employment is his or her criminal record AND space permitting.

us appropriately match participants with job orders that are received by our alternative staffing operation.

We normally accept just 4-6 new students a week so that our class size does not exceed 15. Some candidates may be placed on a waiting list if class size exceeds 15.

LEVEL 2 – WORK READINESS (140 HRS PLUS HOMEWORK)

Monday thru Friday 8:30 a. m. - 3:30 p.m.

Students that complete Level 2 learn how to obtain employment and advance in the workforce despite a criminal conviction. They earn a Work Readiness Certificate (WRC), create a job search package, and gain access to our network of employers. Classes in Level 2 are taught by a combination of volunteers from various companies and CEi staff.

Training outputs include:

- Occupational Exploration
- Employability Skills
- Marketplace Realities
- Applications
- Resumes
- Employment Interviews
- Employer Expectations
- Managing a Career
- Job Acquisition
- Workplace Safety
- Sexual Harassment
- Universal Precautions
- Self Awareness
- Goal Setting
- Interpersonal Skills
- Self Management
- Collaborative Team Building Skills
- Addiction Education
- Exploring educational opportunities
- Family systems (Genogram)

Note: To earn a WRC, candidates must defend their Seven Pillars of Success to the program staff and their peers.

COMMUNITY SERVICE (3 HR)

Wednesdays 9:00-12:00 a.m. (must attend one day)

In addition to classroom experience, students have an opportunity to demonstrate their work habits by participating in a community service project. Students work under the supervision of CEi staff at a local charity and receive a written evaluation of their performance.

NOTE: Does not apply to inmates participating in Nashville Works.

FINAL INTERVIEW (1 HR)

Various by appointment

The final step in obtaining the WRC is to complete a detailed interview with the Staffing Coordinator. Participants are responsible for scheduling their own interview and must be prepared to answer questions about their education, experience and skills as well as their criminal background and training objectives. Before scheduling their interviews, students must have completed their Job Seekers Worksheet. They must also bring suitable I-9 documents and dress appropriately for the

interview (see dress code below). Following this interview, participants are provided a copy of their CEi resume.

LEVEL 3 – SUPPORTIVE JOB SEARCH (20 HRS/WEEK)

Monday through Friday 8:30 a.m-1:00 p.m.

Supportive job search is a continuation of the training course and conditioned upon satisfactory completion of the work readiness course. During this component of the program, participants continue classroom activities and lectures, however the focus changes from preparing for the world of work to conducting a bona fide job search. In addition to assistance with job search, participants may qualify for remunerative work training assignments through our alternative staffing agency, direct hires by participating employers, and additional training and education opportunities through our service partners. Whether participants qualify for these resources depends upon their performance and the availability of the services.

Within the supportive job search component is our Cornerstones program where carefully selected volunteers from the business community make presentations covering a range of topics relevant to entering the workforce and advancing to a living wage. These presentations provide a winning situation for everyone involved: (a) participants are introduced to potential employers during the job search portion of their training and (b) employers are introduced to our participants after they have completed our basic training unit and declared “work ready:”

Presentation topics may include

- Getting results after the interview
- Making the most out of difficult supervisors
- Working with co-workers that won't work with you
- Taking advantage of education opportunities on the job
- Turning a minimum wage job into a living wage job
- Worker traits that employers value
- Things to do that will get you fired
- How to impress your boss
- Who's right – you or your boss?
- Making the most of your prison experience
- Trends in workforce development
- Trends in manufacturing
- Trends in service
- What's lean and why does it matter?

Additional presentations not directly related to employment may include:

- Restoring or establishing credit
- Introduction to financial literacy
- Lifting the civil disability of infamy
- Understanding your criminal record
- Renter's rights and housing options for former offenders

LEVEL 4 – REMUNERATIVE WORK TRAINING

Work assignments are made based on the specifications of work orders received. Participants that have the requested education, experience and skills and that have performed well in Levels 1-3 may be given an assignment with a participating employer. All assignments are conditional and based on the need of our customers and the performance of our participants.

Participants gain workforce experience, a paycheck and the opportunity to prove their abilities to an employer. The recent work experience is also helpful during the job search, especially if incarceration has created gaps in employment.

LEVEL 5 – PERSONAL LEADERSHIP

Students that are working on personal goals or interested in giving back to the program are eligible to participate in Level 5 for as long as they like. They must, however, be drug free and comply with all local, state, and federal laws.

Our personal leadership course provides an opportunity to explore the effect of past experiences on present life situations and to consider the values that drive attitudes and behaviors...and that ultimately set the course for your career. This course begins with a rigorous 4-day workshop and is followed by a set of self-exploration exercises and activities designed specifically for CEi Students.

It has been our experience that students that complete this course perform substantially better on the job than those that do not. Graduates receive enhanced recommendation from CEi during their job searches and are given preference in job assignments through CEi Works.

Certificates are provided for most workshops that make up the Leadership course, including

- Community building,
- Core Communication
- Couple Communication
- Problem solving
- Team Building
- Decision making
- Biblio-therapy
- Project Adventure
- Equine assisted psycho therapy
- Financial literacy

Note: Nashville Works participants must be released from prison to qualify for Level 5.

COACHING

Participants are assigned a coach who provides assistance and support they progress through the program, transitions into the workforce and attempts to achieve training and occupational goals. This coach is their primary contact at CEi.

RULES

Students have an obligation to take their participation seriously as demonstrated by their adhering to the following rules for continued participation.

1. Dress in casual business attire.
2. Be punctual to class and returning from break.
3. Maintain perfect attendance. Any absence will necessitate starting the program over.
4. Abstain from using illegal drug and alcohol. Positive drug tests are reported to your parole or probation officer.
5. Refrain from any and all violence or threats of violence. Any actual or threatened violence will disqualify you immediately and you will be escorted to the door. Possession of a weapon in class will be interpreted as a threat of violence.

6. Maintain strict confidentiality. What you hear here, who you see here, when you leave here, let it stay here.
7. Turn off cellular phones and pagers during class.
8. Refrain from smoking, eating, or drinking during class.
9. Do not disturb your classmates or disrupt the class in any way. Repeated disregard of this rule will disqualify you from continuing the course.
10. Report all new charges or convictions. New charges will not disqualify you from continuing the program but if you fail to report them you will be terminated.
11. Complete all class assignments and instructions.
12. The Twelfth Rule. If you do something while participating in a program or service of CEI that, if we were your employer we would view as just cause for termination, you will be disqualified from continuing the course.

DRESS CODE

Except for inmates participating in Nashville Works, the dress code for students, staff and volunteers is business casual attire. New students are provided vouchers to area thrift stores so that everyone can adhere to this dress code from the first day of class.

Slacks, Pants, and Suit Pants

Slacks that are similar to Dockers and other makers of cotton or synthetic material pants, wool pants, flannel pants, dressy capris, and nice looking dress synthetic pants are acceptable. Inappropriate slacks or pants include jeans, sweatpants, exercise pants, Bermuda shorts, short shorts, shorts, bib overalls, leggings, and any spandex or other form-fitting pants such as people wear for biking.

Skirts, Dresses, and Skirted Suits

Casual dresses and skirts, and skirts that are split at or below the knee are acceptable. Dress and skirt length should allow you to sit comfortably in public. Short, tight skirts that ride halfway up the thigh are inappropriate for work. Mini-skirts, skorts, sun dresses, beach dresses, and spaghetti-strap dresses are inappropriate for the office.

Shirts, Tops, Blouses, and Jackets

Casual shirts, dress shirts, sweaters, tops, golf-type shirts, and turtlenecks are acceptable attire for work. Most suit jackets or sport jackets are also acceptable attire for the office, if they violate none of the listed guidelines. Inappropriate attire for work includes tank tops; midriff tops; shirts with potentially

offensive words, terms, logos, pictures, cartoons, or slogans; halter-tops; tops with bare shoulders; sweatshirts, and t-shirts unless worn under another blouse, shirt, jacket, or dress.

Shoes and Footwear

Conservative athletic or walking shoes, loafers, clogs, sneakers, boots, flats, dress heels, and leather deck-type shoes are acceptable for work. Wearing no stockings is acceptable in warm weather. Flashy athletic shoes, thongs, flip-flops, slippers, and any shoe with an open toe are not acceptable in the office. Closed toe and closed heel shoes are required in the manufacturing operation area.

Jewelry, Makeup, Perfume, and Cologne

Should be in good taste, with limited visible body piercing. Remember, that some employees are allergic to the chemicals in perfumes and make-up, so wear these substances with restraint.

Hats and Head Covering

Hats are not appropriate in the office. Head Covers that are required for religious purposes or to honor cultural tradition are allowed.

(Susan M. Heathfield, About.com)

FACILITY

Students must demonstrate responsible use of the building and its facilities by adhering to the following rules:

1. No loitering in the hallways or entrances of the building
2. No smoking in the building. Smoking is permitted only in the picnic area.
3. No food or drink in classrooms.
4. No admittance to the back hallway beyond the vending machines. The vending machines and break room are for staff use only.

EVALUATIONS

Students are evaluated on a weekly basis on eight dimensions of performance. These are commonly understood and valued by most employers:

Quality of Work - Accuracy, thoroughness and dependability of results.

Efficiency of Work - Productivity, rate of acceptable output.

Knowledge - Understanding of assignment, knowledge required to complete assignments.

Dependability - Follow through on assignments, promptness in completing tasks.

Ability to Learn - Understands and remembers instructions. Demonstrates mastery of new tasks/ responsibilities quickly.

Conduct - Complies with rules and policies (including safety rules).

Cooperation - Manner in handling worksite relationships and teamwork.

Attendance - On time and in regular attendance; gives proper notice if going to be absent.

Evaluation Scale

- 0 - Consistently Fails To Meet Performance Standards
- 1 - Normally Maintains Performance Standards, But Needs Improvement
- 2 - Consistently Meets The Standards of the Position
- 3 - Nearly Always Exceeds The Standards Of The Department
- 4 - Exceptional Performance (Far Exceeds All Requirements.)

In order to qualify for a WRC, students must have a score of 2 across all eight dimensions on their final evaluation. Those with a score of less than 2 in one or more dimension with either be given additional assignments to raise their score and qualify for the WRC or they will be provided with a letter of completion documenting their participation in our training program.

CONSUMER RIGHTS & RESPONSIBILITIES

Both students and CEi service providers (staff and volunteers) have a right to mutual respect and dignity and to be treated with courtesy and fairness in all of our services and training activities. To protect these broad rights students have the following more specific rights:

1. To be treated in a manner that respects your dignity and privacy and promotes autonomy.
2. To be treated in a manner that recognizes individuality and that respects cultural, ethnic, spiritual, linguistic and regional differences.

3. To receive accurate information about the services and training at CEi, including the qualifications of the person/s
4. providing these services.
5. To give or refuse consent to the provision of any service.
6. To raise concerns or recommend changes in connection with the services provided and policies and decisions that
7. affect you without fear of interference, coercion, discrimination or reprisal.
8. To be informed of the laws, rules and policies affecting the operation of the CEi
9. To be informed in writing of the procedure for initiating complaints.
10. To have your records kept confidential in accordance with the law.
11. To be free of mental, physical and financial abuse by CEi service providers.
12. To participate and have choice within your own assessment, requirements, service plan, evaluations and revisions. .
13. To be informed of the procedures for handling crises and emergencies.
14. To be notified in writing of the services to be provided, the schedule of activities, and the qualifications of providers;
15. To be advised of any changes in the training strategy or schedule of activities before the change is made;
16. To participate in your individual plan of care and in planning any changes in this plan;
17. To refuse services or request a change in primary service provider (CEi Coach) without reprisal or discrimination.

Along with the rights listed above, students have certain responsibilities. The most basic responsibility is to treat service providers at CEi with mutual respect and dignity. Failure to exercise the following responsibilities may be grounds for termination:

1. To give accurate and complete information concerning histories of criminal convictions, substance abuse, mental health, employment, education and other pertinent information;
2. To assist in developing and managing your individual plan of care, including any update or modification to this plan;
3. To notify CEi of any change that will prevent you from participating in scheduled activities;
4. To inform your primary service provider (CEi Coach) or other appropriate party if there are any concerns about services we provide.

GRIEVANCES

Students are encouraged to bring to the attention of management their concerns about training-related issues including . If you have a grievance, you will be provided an opportunity to present your complaint and appeal decisions through a formal grievance procedure. All grievances will be resolved confidentially and in a timely fashion.

If you are dissatisfied with the conditions of training or treatment by your fellow students, staff or volunteers, please:

1. Bring the problem to the attention of your coach who will investigate the grievance, attempt to resolve it, and communicating a decision to your within a reasonable time.
2. If your problem is with your coach, please talk to his or her immediate supervisor or with another staff member with whom you feel comfortable.

3. If you are dissatisfied with the outcome of this first appeal, you may continue the appeal process to the next level of management where your complaint will become a matter of formal record.
4. A final appeal can be made to the CEO who will discuss the matter with relevant parties and make a decision concerning the grievance within 5 business days. The CEO's decision and explanation of the decision will be documented and reviewed with the organization's Executive Committee and the student's correctional supervision officer.

HOURS OF OPERATION

The building is open from 8:30 AM until 5:00 PM Monday thru Friday. Students who need individual attention are strongly encouraged to make appointments with their assigned coach.

CONTACT INFORMATION

Your primary contact at CEi is your coach, however in special circumstances you will want to have the contact information for other members of the staff.

If you have a complaint or believe that you have been treated unfairly by any member of the staff, please refer to the agency's grievance policy.

Position	Name	Ext	Email
CEO	Tim Dempsey	103	tdempsey@ nashvilleworks.net
Manager	Vernon Pauls	110	vpauls@nashvilleworks.net
Staffing	Tiffany Acuff	111	tacuff@nashvilleworks.net
Training	Carla Murray	108	Cmurray@nashvilleworks.net

Street Address	1200 Division Street Suite 101 Nashville, TN 37203	website	www.nashvilleworks.net
Chattanooga Mailing Address	PO Box 3351 Chattanooga, TN 37404	E-mail	office@ceiservices.net
Telephone Fax	615-291-6200 423-266-2196	Emergency	615-291-6200 (ext 911)

DISCLAIMER

To continue receiving services, students must adhere to the conditions as outlined in bill of rights as well as all relevant policies, procedures and agreements in force at the organization.

Chattanooga Endeavors, Inc. (CEi) does not discriminate on the basis of race, color, religion, gender, national origin, age, or any other characteristic protected by law.