

2015 Jail Best Practices Award Official Entry Form

This form must be attached to all entries. Entrants must complete all sections for the entry to be considered complete. A copy of this official entry is available electronically at <http://www.pacounties.org/ProgramsServices/Pages/CriminalJusticeSystemBestPractices.aspx>

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Project Information

Title Prison Reentry Initiative Start Date June 13, 2012 to present

Each application must be submitted with two signatures. Place appropriate signatures on two of the lines below:

Craig J. Brian _____
Chair of the Board of County Commissioners County Chief Executive Officer
Craig J. Brian _____
Chair of the county Prison Board

Program Narrative

A separate program narrative document must be attached to this form that answers the following questions in the order presented. This must be typed in a Word-document, Times New Roman, 10-point type.

- **Need:** a description of the identified need and the background including what programs were in place before the current project, if any, and how it led to this effort
- **Program/policies:** a description of how the project enhanced general operations programs/policies, treatment, and custody
- **Approach:** a description of the project, including any evidenced-based approaches to jail diversion, community involvement strategies, formation of stakeholder groups, county-wide planning strategies, etc.
- **Evaluation:** a brief description of how the project was evaluated and any lessons learned
- **Stakeholders:** a brief description of the community, including a description of key stakeholders, organizations, and county departments that were involved in the project
- **Processes:** a description of how the activities or processes utilized in this project were altered or will be continued based on experience, including plans for leveraging additional resources
- **Costs:** a description of any costs associated with the project and how it was funded; cost savings, if any and any change in community acceptance, reductions in insurance costs, or inspection improvements that resulted from the program

Scoring will be based on the elements as described above.

Please attach supporting documents, forms or other information that support the award entry. Entries must be received by close of business on February 13, 2015. Winners will be announced during the CCAP Spring Conference, March 22 - 24 2015. More information: Brinda Carroll Penyak, bpenyak@pacounties.org or (717) 526-1010.

Program Narrative

Need

Over the years, Lackawanna County Prison has offered various self-improvement classes for inmates; however, there was no formal reentry program committed to reducing the likelihood of re-incarceration or a staff member designated to coordinate and oversee community reentry efforts. In addition, no meaningful studies regarding the rate of re-incarceration existed.

In 2012, Warden Robert McMillan and Administrative Officer Leonard Bogart of the Lackawanna County Prison, Scranton, Pennsylvania, initiated a comprehensive study of the re-incarceration rate of county-sentenced inmates. This study revealed that in 2007 and 2008, a total of 1,018 offenders serving a county term(s) of imprisonment were released from the Lackawanna County Prison. Within three years, 545 or 53.5 percent were re-incarcerated at the prison. Of the returnees, 457 or 83.9 percent were males and 88 or 16.1 percent were females.

The Lackawanna County Prison has assumed a leadership role and has spearheaded recent offender reentry efforts in Lackawanna County, Pennsylvania. The prison's efforts have resulted in the formation of a county-wide reentry task force (Lackawanna County Reentry Task Force), and the development and implementation of innovative evidence-based reentry practices in the prison (Lackawanna County Prison Reentry Program). The common goal of these initiatives is to reduce the rate of re-incarceration and its financial burden on the citizenry of Lackawanna County through effective and innovative evidence-based practices that instill pro-social behavior.

The economic and social costs of this revolving door is staggering to Lackawanna County. It costs approximately \$54 per day or \$19,710 annually to house an inmate at the prison. This does not account for related administrative costs, the costs to crime victims, or the costs to families and service providers.

In view of escalating costs, limited resources, and emerging evidence-based strategies, existing prison policies and procedures were examined. The status quo was no longer acceptable. A need to better prepare offenders for community reintegration by establishing a unified and viable community reentry effort, and targeting criminogenic risks and needs was identified.

Though offenders face numerous barriers and challenges upon release, the local community's reentry framework was fragmented, with most entities operating in their traditional silos. Without a continuum of planned services and supports, returning offenders often struggle to secure benefits, housing, jobs, counseling, case management, and other critical resources. Most offenders are left to find and navigate resources on their own.

Program/Policies

The Lackawanna County Prison's reentry initiative has generated community awareness and participation as well as enhanced reentry operations within the prison. There is now a full-time prison reentry manager and a housing unit dedicated to reentry.

On April 9, 2014, a full-time reentry program manager was hired at the Lackawanna County Prison. The reentry program manager is primarily responsible for coordinating, implementing, and overseeing

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all aspects of the inmate reentry program for county-sentenced inmates who will be releasing to Lackawanna County. This involves working in collaboration with partner agencies to ensure a seamless transition from prison to the community.

The reentry program manager also acts as a liaison between parole and the prison, assists inmates with birth certificate and social security applications, helps inmates develop acceptable release plans, makes arrangements for post-release treatment, and serves as a COMPASS (Commonwealth of Pennsylvania Access to Social Services) Community Partner. The latter allows the reentry program manager to submit and track applications for health and human services benefits.

In addition, the prison now has a reentry housing unit for moderate to high risk county-sentenced male inmates who will be releasing to Lackawanna County. Each inmate is administered a risk needs assessment tool developed by Texas Christian University ((CJ Comprehensive Intake (TCU CJ CI)). This tool aids in supervision and treatment decisions.

Inmates on the reentry housing unit are required to complete a 45 day evidence-based reentry program provided by graduate level staff from the Employment Opportunity and Training Center (EOTC) of Northeastern Pennsylvania. The program consists of 217 hours of evidence-based programming. Most of the inmates are within 60 days of release or are awaiting a Gagnon II Hearing for a technical parole violation(s).

The 45 day evidence-based program covers topics such as Living in a Balance, Workplace Literacy, Employment Skills, Relationships, Personal Responsibility, Parenting, Communication, Goal Setting, Community Resources, and Money Management (Attachment I). Inmates sign a participation agreement (Attachment II). There are homework assignments and guest speakers. Participants receive a pamphlet that contains a comprehensive list of available community resources as well as a corresponding list of addresses and phone numbers. Inmates who complete the 217 hour reentry program receive a certificate of completion (Attachment III). A copy of the certificate is provided to the judicial officer and the probation office.

Approach

On June 13, 2012, Administrative Officer Leonard Bogart of the Lackawanna County Prison submitted a grant application to the Pennsylvania Commission on Crime and Delinquency (PCCD) seeking a one year grant in the amount of \$16,314 to develop a comprehensive and collaborative county-wide reentry plan that addresses criminogenic risks and needs in order to promote public safety and reduce the rate of re-incarceration.

On September 11, 2012, PCCD awarded a one year reentry planning grant in the amount of \$16,314. In addition, there was an in-kind match of \$1,948, for a total of \$18,262.

Consequently, stakeholders were identified and invited to participate in the reentry planning process.

On October 17, 2012, the initial meeting of the Lackawanna County Reentry Task Force was held. Melanie Snyder, Executive Director of the Lancaster County Reentry Management Organization and Scott Sheely, Executive Director of the Lancaster County Workforce Investment Board were retained as consultants.

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During the next 12 months, monthly strategic planning work sessions were held. Attendees represented a cross-section of government, non-profit, and faith-based organizations. A theory of change methodology was used to develop a roadmap for desired results.

In November 2012, a five year strategic reentry plan (Attachment IV) was finalized and approved by the Lackawanna County Criminal Justice Advisory Board (CJAB).

The Lackawanna County Reentry Task Force has:

- Established a collaborative and diverse reentry planning coalition consisting of a wide array of government, non-profit, and faith-based agencies
- Articulated a shared mission and vision for offender reentry
- Developed a familiarity with evidence-based practice methods for reentry
- Identified existing reentry practices, resources, and gaps in Lackawanna County
- Established and prioritized goals and objectives to accomplish the mission
- Defined a target population
- Developed a five year strategic reentry plan

In 2013 and 2014, the Lackawanna County Reentry Task Force hosted reentry symposiums at the University of Scranton to raise community awareness. The focal point of the symposiums was difficulties inmates experience transitioning back into society. Former inmates candidly shared their struggles with reentry and answered questions from the audience regarding barriers to successful reintegration.

Guest speakers included Common Pleas Judges, Todd Clear, PhD., Dean of the School of Criminal Justice at Rutgers University, Harry Dammer, PhD., Chair of the Criminal Justice Department at the University of Scranton, and John Wetzel, Secretary of the Pennsylvania Department of Corrections. The symposiums included a “reentry expo” that allowed local agencies to disseminate information about available programming and resources available to returning citizens. There were hundreds of attendees including local government, police, prison and probation officials, representatives of faith-based and non-profits organizations, offenders, and students. Media coverage by local newspapers and news stations was provided.

The Lackawanna County Task Force continues to hold monthly meetings. Administrative Officer Leonard Bogart of the Lackawanna County Prison is in his second year as president.

In September 2014, EOTC was awarded a grant in the amount of \$147,647 from PCCD to implement evidence-based reentry programs on the reentry housing unit.

Evaluation

While it is too early to measure outcomes set forth in the Logic Model, the results seem promising. The reentry program manager has received considerable positive feedback from inmates, judicial officers, and probation staff. At a recent CJAB meeting, the Honorable Vito Geroulo commented that an inmate who recently appeared before him for a Gagnon II hearing asked not to be paroled so he could complete the program. Inmates seem engaged and attentive during the reentry programming, and appear to be gaining valuable knowledge and skills to prevent re-incarceration.

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The reentry program started with a group of 17 participants. As of January 30, 2015, a total of 51 inmates have been placed in the program. Twenty-eight inmates have completed the program. Of the 28, twelve were paroled directly from the program; two were referred and placed into an inpatient drug and alcohol treatment facility; five were transferred to the community service program; and another nine are pending approval for the community service program. Five inmates were removed prior to completion due to conduct issues. Another inmate was removed due to safety reasons and could have been considered for re-admission; however, he was released prior to this happening.

Program graduates	28
Current participants	17
Participants removed from program	6
Pending program admission	3
Total	54

Twenty-two program participants were incarcerated on a probation or parole violation while the others were county-sentenced and/or had domestic relations issues or fines and costs. Judicial officers are now referring technical parole violators to the program and giving them consideration for re-parole upon completion of the reentry program.

Of the graduates, 100 percent have followed up with local agencies upon release, such as EOTC, Drug and Alcohol Treatment Services, and the Advocacy Alliance. One participant has been returned to prison as a result of a violation.

Outcome measures as set forth in the below Logic Model will be tracked through the joint efforts of the Lackawanna County Adult Probation & Parole Office, the Lackawanna County Prison, and local service providers. A follow-up questionnaire will be developed and administered to program participants. The University of Scranton has agreed to assist with the evaluation.

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Logic Model

Goal: Provide comprehensive, integrated, holistic reentry services for returning citizens residing in Lackawanna County

Objectives	Activities	Outputs/Process Measures	Outcome Measures
<p>1. Develop or identify comprehensive assessment tool to determine offender risk level and needs, and to facilitate intervention recommendations</p> <p>2. Generate list of inmates eligible for release at least six weeks prior to their projected release</p> <p>3. Create and implement discharge plan, and make appropriate referrals for services</p> <p>4. Increase/improve communication with probation & parole and community service providers to ensure smoother transition for offender from pre to post release</p>	<ul style="list-style-type: none"> * Completion of ICU assessment within 2 weeks of admission to determine eligibility for reentry program and determine individual needs of offender * Enrollment of inmates into reentry program * Begin implementation of reentry plans, including access to COMPASS, begin to familiarize offender and family with available community resources * Participation in reentry programming, including educational classes in employment preparation, family reunification, building relationships, budgeting, substance abuse, etc. * Identify community service providers for post release services * Establish formal relationships with community providers * Schedule services for offenders upon release based on identified needs 	<ul style="list-style-type: none"> * Number of offenders assessed * Number of offenders identified as medium-high risk * Number of offenders entering the reentry program * Number of offenders that receive programming * Number of post release service providers identified * Number of offenders released receiving post release services, based on reentry plan or other identified needs 	<ul style="list-style-type: none"> * 80% complete assessment and pre-release planning * 90% of those identified as moderate to high risk, accept admittance to reentry program * 80% of offenders successfully complete pre-release programming * 100% offenders enrolled, successfully complete COMPASS application (when applicable) * 90% of offenders who participate in the transition component will be prepared to reenter the work force, i.e. completed resume, knowledge of where to obtain employment, knowledge of community resources, etc. * Less than 10% of offenders participating in reentry services will return to jail/prison on violation or new charge

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Goal: Increase access to needed medical services

Objectives	Activities	Outputs/Process Measures	Outcome Measures
<ol style="list-style-type: none"> 1. Initiate COMPASS application within two weeks prior to release from LCP 2. Assist with access to medical assistance, Medicaid and/or SSI (if eligible) 3. Coordinate referrals for service, interim medications, and medical records prior to release 	<ul style="list-style-type: none"> *Completion of application process for COMPASS, learning about and understanding benefits of program *Creation of a detailed plan for release including all necessary follow-up medical appointments 	<ul style="list-style-type: none"> *Number of completed COMPASS applications * Number of referrals/ appointments 	<ul style="list-style-type: none"> *50% increase in COMPASS applications accepted *50% increase in returning citizens following-up with scheduled medical appointments

Goal: Provide emergency, short term, and long term housing options for offenders

Objectives	Activities	Outputs/Process Measures	Outcome Measures
<ol style="list-style-type: none"> 1. Connect program participants with emergency housing options, as needed 2. Develop and maintain list of landlords willing to provide housing options to offenders 	<ul style="list-style-type: none"> *Participation in groups focusing on housing options and resources available in the community 	<ul style="list-style-type: none"> *Number of offenders completing group 	<ul style="list-style-type: none"> *30% increased placement of returning citizens into local community housing options

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Goal: Provide comprehensive employment services and options that will secure and retain long term employment

Objectives	Activities	Outputs/Process Measures	Outcome Measures
<ol style="list-style-type: none"> 1. Implement a job readiness program to help participants overcome barriers while building work-related skills that ultimately lead to apprenticeships and/or unsubsidized employment 2. Establish relationship with PA CareerLink, and hold job fairs, mock job interviews, etc 	<ul style="list-style-type: none"> *Weekly participation in job readiness, learning to overcome obstacles and barriers preventing employment *Participation in job fairs and mock interviews 	<ul style="list-style-type: none"> *Number of offenders completing job readiness programming *Number of offenders completing mock interviews *Number of offenders participating in job fairs 	<ul style="list-style-type: none"> *50% of returning citizens will maintain employment beyond two months post release *80% increase in offender knowledge related to employment and the workplace

Goal: Establish and implement a means to identify and address outstanding legal issues that are barriers to successful reentry

Objective	Activities	Outputs/Process Measures	Outcome Measures
<ol style="list-style-type: none"> 1. Assist in accessing needed legal documents such as driver's license, birth certificate, social security card, photo id, etc. 	<ul style="list-style-type: none"> *Completion of necessary legal documents needed for identification upon release 	<ul style="list-style-type: none"> *Number of inmates completing applications for identification 	<ul style="list-style-type: none"> *50% increase in legal documents obtained prior to release

Stakeholders

In addition to the residents of Lackawanna County at large and returning citizens, the key stakeholders collectively include a broad collaborative partnership of community-based groups and organizations and government agencies to focus on successful reintegration and reduce re-incarceration. Stakeholders, including those traditionally not involved in corrections, include:

- Lackawanna County Board of Commissioners
- Lackawanna County Court of Common Pleas
- Lackawanna County District Attorney's Office
- Lackawanna County Public Defender's Office
- Lackawanna County Prison
- Lackawanna County Work Release Center
- Lackawanna County Adult Probation Office
- Lackawanna County Veterans' Court
- PA Prison Society
- Pax Christi of Northeastern PA
- Employment Opportunity & Training Center of Northeastern PA
- Pathstone
- Scranton Neighborhood Associations
- Drug & Alcohol Treatment Services of Scranton
- The Advocacy Alliance
- Lackawanna-Susquehanna Behavioral Health Intellectual Disabilities
- Self-Determination Housing Project of PA
- Community Intervention Center
- Early Intervention Program
- Catherine McAuley Center
- Dress for Success Lackawanna
- Friends of the Poor
- National Alliance on Mental Illness of Northeastern PA
- Lackawanna/Susquehanna Office of Drug & Alcohol Programs
- Lackawanna County Workforce Investment Board
- PA CareerLink of Lackawanna County
- Director of the Horace Center/Fresh Start
- Catholic Social Services
- Goodwill Industries
- Habit OPCO, Inc.
- Lackawanna County Office of Youth & Family Services
- Federal Bureau of Prisons
- PA Department of Corrections
- PA Board of Probation & Parole
- Scranton Counseling Center
- Women's Resource Center
- Northeast Behavioral Care Consortium
- Community Care Behavioral Health
- University of Scranton
- Scranton Area Ministerium
- Touch By The Word Ministries
- Youth Advocate Programs, Inc.
- VA Medical Center

Processes

The Lackawanna County Reentry Task Force and Lackawanna County Prison Reentry Program will continue to evolve. The myriad of stakeholders brings diversity and a wealth of ideas to the process. For example, efforts are being made to introduce a peer mentoring component to the reentry program. New programming will be incorporated, as deemed necessary, to enhance the reentry process and potential for successful reintegration and to improve outcomes.

The annual reentry symposium and a newly created website www.lcreentry.org highlight reentry efforts in an attempt to expand grant opportunities and leverage additional resources. A system that has the capability of identifying funding opportunities that support reentry priorities and best practices and making the process transparent to stakeholders will maximize funding opportunities.

Costs

The Lackawanna County Reentry Task Force and the Lackawanna County Prison Reentry Program has primarily been funded by the previously referenced \$163,961 in grant monies awarded by PCCD and services provided by volunteers. Local service providers contribute significant in-kind services and leverage additional resources. A reentry program manager was hired at a salary of \$30,000 annually plus benefits. Funding for the program will continue to be supported by county funds, volunteer services, and continued grant opportunities.

The reentry manager and program has helped streamline the parole process. In the past, technical parole violators often served their maximum sentence. The Court of Common Pleas is now referring technical parole violators to the prison's reentry program and considering them for re-parole at the Gagnon II Hearing. This should result in savings for the county.

Attachment I
Reentry Program Course Descriptions

Living in a Balance

Research-based and designed for maximum customization, the Living in Balance program provides a comprehensive, group-oriented treatment framework for use in outpatient, short-term, or long-term residential settings:

- emphasizes group process and interaction (discussion, role plays)
- uses a bio-psychosocial approach to strengthening neglected areas of an addict's life
- allows clients to enter the program at any point in the cycle of sessions
- features session-specific guidance and strategies for clinicians
- teaches clients to use relaxation and visualization techniques.
- associated with a successful outcome study

12 Core Client Sessions

Use the 12 principal Living In Balance sessions to build the foundation for your treatment program. These sessions provide basic information about addiction and recovery, which clients explore using session-specific reproducible worksheets. The 12 core session topics are:

Session 1: Definitions, Terms, and Self-Diagnosis

Session 2: Drug Education

Session 3: What Are Triggers?

Session 4: Planning for Sobriety

Session 5: Alcohol and Tobacco

Session 6: Spirituality

Session 7: Sex, Drugs, and Alcohol

Session 8: Stress

Session 9: Skills for Stress

Session 10: Negative Emotions

Session 11: Anger and Communication

Session 12: Relapse Prevention

Session 13: Introduction to Self-Help Groups

Session 14: The Twelve Steps

Session 15: Sexually Transmitted Diseases

Session 16: Focus on AIDS

Session 17: Nutrition and Exercise

Session 18: Physical Wellness

Session 19: Problem Solving

Session 20: Attitudes and Beliefs

Session 21: Human Needs and Social Relationships

Session 22: Family Matters

Session 23: You and Your Parents

Session 24: Child Development and Parenting Skills

- Session 25: Educational and Vocational Goals**
- Session 26: Money Management**
- Session 27: Insurance and Consumer Credit**
- Session 28: Sexual Abuse**
- Session 29: Compulsive Sexual Behavior**
- Session 30: Addiction and Loss**
- Session 31: Grief: Responding to Loss**
- Session 32: Spirituality and Personality**
- Session 33: Relapse Prevention, Part Two**
- Session 34: Effect of Drug Use on Mental Health**
- Session 35: What are Co-Occurring Disorders**
- Session 36: Comprehensive Treatment and Medications for Substance Use Disorders**
- Session 37: Phases of Dual Recovery**
- Session 38: 12 Steps for Co-Occurring Disorders**
- Session 39: Mutual Self-Help Groups & Co-Occurring Disorders**
- Session 40: Important Issues about Mental Health Medications**
- Session 41: Relapse Prevention I: Building a Recovery Support System**
- Session 42: Relapse Prevention II: Making Best Decisions**
- Session 43: Self Help for Co-Occurring Disorders**

Employment

Section 1: Planning to Work

- Thinking about Work
- Making a Career Plan
- Researching Jobs and Careers (Interest Inventories)

Section 2: Matching Skills & Jobs

- Assessing Employability
- Finding Job Leads
- Making the Job Search Your Job

Section 3: Applying for Jobs

- Figuring out the Application Process
- Learning how Employers Screen Job Seekers
- Completing Job Application Forms
- Answering Questions Related to Criminal Background

Section 4: Resumes, Tests & Choices

- Understanding the Purpose of a Resume
- Creating a Personal Resume, Cover Letter
- Deciding Which Job Openings to Pursue
- Comparing Job Opportunities
- Purpose of Thank You Notes

Section 5: Interviewing

- Exploring the Interview Process
- Preparing for the Interview
- Interviewing and Follow-up
- Mock Interviews

Section 6: Making a Good Impression

- Appropriate Attire/Grooming
- Mannerisms
- Special Personal Concerns

Section 7: Ready for Work

- Understanding Employer Expectations
- Learning to do your Job
- Learning the Meaning of "Work-Ready"

- Working as a New Hire
- Getting Along with Others

Section 8: Problem Solving Skills

- Management through Team Work
- Problem Solving/Problem Solving Process
- Creative Thinking

Section 9: Ethics: Doing the Right Thing

- Ethical Behavior
- Ethical Decision Making Problems
- Guidelines/Decisions
- Common Ethical Problems in Workplace

Section 10: Getting Ahead on the Job

- Getting a Raise/Promoted
- Career Development
- Leaving A Job

Personal Responsibility

Lesson 1: The Future is here

- Change
- Impact of Change
- Self-Assessment

Lesson 2: Foundations for Change

- Learning how to Learn
- Building Security
- Creating Change Hardiness

Lesson 3: Moving Through Personal Transition

- Learning from Past
- Change through your Life Cycle
- Predictable Paths of Change
- Self-Assessment, Understanding Resistance, Visioning your Future

Lesson 4: Increasing Personal Power

- Self-Management
- Reviewing Liabilities and Resources
- Developing Attitudes of Possibility
- Changing your Mind

Lesson 5: Self-Esteem

- What is Self-Esteem
- How High is Your Self-Esteem
- Self-Inventory

Lesson 6: Communication

- The Art of Communication
- Good Communicator/Good Listener
- Listening Skills

Lesson 7: Are you Taking Yourself too Seriously

- Developing a Sense of Humor
- Human Quotient
- Fun in Life, Family, Workplace

Lesson 8: Attitude

- Attitude Renewal

- **Positive Attitude/The Challenge of Staying Positive**
- **Assessing your Attitude**

Lesson 9: Assertiveness

- **How to Develop Positive Assertiveness**
- **Assertive vs. Aggressive**
- **Self-Improvement Scale**

Lesson 10: Taking Action

- **Developing Personal Power**
- **Getting what You Want**
- **Taking Risks**

Lesson 11: Building Influence and Support

- **The Importance of Support**
- **Support Network Map**
- **Asking for Help**
- **Ways to Increase Support**
- **Changing Relationships**
- **Getting to the Other Side**

Money Management.

Section 1: Basics of Money Management

- **Setting Realistic Money Management Goals**
- **The Basics- Balancing a Check Book, Banking, Debt, Earnings, Savings, Assets/Borrowing, Identifying goals**
- **Earning Money/Saving Money**
- **Needs vs. Wants**
- **Your Personal Relationship with Money**
- **Budgeting, Designing/Creating A Budget that works for you**
- **Cutting Expenses, Increasing Income**
- **Credit**
- **Avoiding Scams, Preventing ID Theft**
- **Money Challenges**

Section 2: General Financial Education

- **Money Management Tips**
- **Understanding your Pay Check**
- **Risk & Protection**
- **Car Buying**
- **Renting vs. Owning**
- **Preventing Loss**

Section 3: Income Savings & Assets for the Future

- **Personal Financial Situation**
- **Emergency Fund Plan**
- **Maximizing your Income**
- **Tracking Money Flow**
- **Thinking About Tomorrow- Financial Future**
- **Investing**

Section 4: Transitional Housing

- **Tips for working with Landlords**
- **Dealing with Emergency Housing Situations**
- **Controlling Living Expenses**
- **Starting Saving Habits**

Section 5: Moving Towards Financial Success

- **Who Wants to be a Millionaire**
- **When Misfortune Strikes**
- **Interest**
- **Plugging Leaks in Budgets**
- **Financial Scavenger Hunt**
- **Money Skills for Real Life**

Goals and Goal Setting

Section 1: Purpose of Setting Goals

- Definition of a Goal
- Goals must be Written
- Missions
- Objectives
- Goals and Objectives Pyramids

Section 2: Who sets Goals and How do they Agree

- The Process of Analysis
- The Three-Step Process
- Communication
- Top- Down Goal Setting
- Bottom-Up Goal Setting

Section 3: How Goals are Set

- Identify Opportunities
- Writing Goal Statements
- Developing Goals
- Formulate Action Plans

Section 4: Goal Achievement

- The Foundation & Support of Goal Achievement
- Implement the Plan
- Monitor Progress
- Revise Objectives

Parenting

Lesson 1: The Commitment

- Time Commitment, Emotional Commitment, Parenting from a Distance

Lesson 2: Rights and Responsibilities

- Economic Well Being, Importance of Self-Esteem, Family Functions, Routine, Co-Parenting

Lesson 3: The Explanations

- Separation Anxiety, Planning how to tell, Role of Values/Experience, Age-Appropriate Disclosure

Lesson 4: The Daily Routine

- Caregivers, Physical Layout, Food & Clothing, General Health, School/Activities, Survival Skills

Lesson 5: Touching From A Distance

- Telephone, Letters

Lesson 6: Visiting

- Realistic Expectations, Places & Things, Keeping Visits Positive

Lesson 7: Holidays and Special Occasions

- Birthdays, Christmas/Holiday Season, Other Holidays & Occasions

Lesson 8: The Systems

- Reading & Understanding Laws and Codes, Federal Laws and Regulations, State Laws Affecting Children & Families, Adoption/Termination Parental Rights

Lesson 9: Shared Parenting

- The Concept, Negotiated Sharing, Attitudes and Success, Advantages/Disadvantages

Lesson 10: Reunited

- Parenting Classes, Family Relationships/Family Counseling, Transitions, Guilt & Promises, Contracts, Family Meetings

Attachment II
Reentry Program Participation Agreement

PARTICIPATION AGREEMENT

LACKAWANNA COUNTY RE-ENTRY INIATIVE

The Lackawanna County Re-Entry Initiative will be administered at the Lackawanna County Prison(LCP) by EOTC and LCP staff. Participation in this program is a privilege and not a right. Any violation of institutional rules will be grounds for your removal from the program. In addition, you will be expected to abide by the following rules:

- Attend all classes as scheduled unless excused by institutional staff. Only legal phone calls will be allowed during instructional time. All other phone calls will be made during free time.
- Your assignment to the re-entry unit is considered a work assignment, therefore, you are expected to be in class on time and wearing appropriate institutional clothing.
- Be respectful. I will be respectful of myself, others and the instructors at all times.
- Loud and boisterous conduct, discussion on irrelevant topics, sleeping in class, playing cards, and reading of non-approved materials is not allowed at any time and may result in your removal from the program.
- Participate in all group discussions and complete all coursework as assigned. Even if I do not completely understand assignments, I will do my best in attempting to complete the work assigned.
- Be prepared for class. I understand that it is my responsibility to bring all material (homework assignments, etc.) to class.
- I also understand that while I am living on the re-entry unit, I will be expected to contribute to the positive community environment by refraining from any behaviors which are disruptive to the program or my fellow participants.
- I understand that in addition to following prison policies, rules and regulations, I am also expected to follow the expectations, rules and regulations of the re-entry initiative. I understand that if I fail to do so, I may be expelled from the program.

I have read, or have had this document read to me, and I understand and agree to the rules and regulations for participation in the re-entry initiative described in this agreement to participate.

Printed Name

Signature

Date

EOTC Staff Witness

Date

Sml/EOTC

Attachment III

Reentry Program Certificate of Completion

Certificate of Completion

This certifies that

Jeffrey Michael Brown

Has participated with distinction in the

Reentry Program

Topics covered: Living in a Balance, Workplace Literacy, Employment Skills, Relationships, Personal Responsibility, Parenting, Communication, Goal Setting, Community Resources

Completed 217 hours of Educational Training

Scott Long, BA
EOTC Instructor/Reentry Team Leader

December 12, 2014

Jane Augustine, MA
EOTC Instructor/Reentry Program Manager

Colleen Orzel, BS
LCP Reentry Coordinator

Attachment IV
Five Year Strategic Plan

Lackawanna County Reentry Task Force

Five Year Strategic Plan

2012-2016

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Background

In 2012, the Lackawanna County Prison embarked on a major examination of its inmate population. This examination revealed that in 2007 and 2008, a total of 1,018 offenders serving a county sentence were released from the prison. Within three years, a total of 545 or 54 percent were re-incarcerated at the prison. Of the returnees, 457 or 83.9 percent were males and 88 or 16.1 percent were females.

The economic and social costs of this revolving door is staggering to Lackawanna County. It costs approximately \$53 per day or \$19,345 annually to house an inmate at the prison. This does not account for related administrative costs, the costs to crime victims, or the costs to families and various social agencies. This growing burden on the community demands that Lackawanna County review its current policies and practices in light of escalating costs, limited resources, and emerging evidence-based strategies to reduce the rate of re-incarceration.

A sampling of 193 intake reports on offenders committed to the prison in March and April 2012 revealed that 77 percent reported a prior criminal history, 70 percent reported a history of substance abuse, 42 percent reported a history of mental illness, 39 percent reported physical health issues, and 250 minor children were impacted. Receptions in 2011 were 2,800. In 2013, we are projecting 5,000. It is noteworthy that over the past 18 months, the prison's county inmate population has grown by 23.5 percent.

Offenders face numerous barriers and challenges upon release. Yet, the vast majority of returning offenders are left to find and navigate services on their own. The local community's reentry framework is fragmented, with most entities operating in their traditional silos. Without a continuum of planned services and supports, returning offenders struggle to secure benefits, housing, jobs, counseling, case management, and other crucial resources.

Perceptions on Recidivism

Many challenges have been identified that may keep ex-offenders from successfully reentering their communities and reconnecting with their families. A brief summary of challenges includes:

- **Education, Training, & Employment**
 - Low educational attainment/lack of high school diploma/GED
 - Poor job readiness skills & attitudes
 - Poor employment history
 - Employers unwilling to hire individuals with a criminal record
 - Transportation issues
 - Lack of identification
 - Lack of suitable clothing

- **Housing related**
 - Inability of returnees to be able to live with family
 - Lack of affordable housing for individuals with limited income
 - Lack of transitional housing for individuals who are not ready to live alone or have no alternative housing
 - Limited availability of beds for homeless
 - Lack of housing for handicapped or pregnant inmates
 - Proximity of affordable housing to employment settings

- **Substance abuse related**
 - Individuals revert to illicit drug use or alcohol upon release from prison
 - Many returnees are unable/unwilling to pass drug tests to stay in a program or to remain employed
 - Substance abuse is a contributing factor in the majority of crimes in Lackawanna County
 - Limited capacity of existing programs to address drug and alcohol abuse
 - Due to large caseloads and funding shortages, individuals in need of treatment may be put on a waiting list

- **Family related**
 - Families experience interpersonal problems as they adjust to the return of the family member
 - Family relationships must be rebuilt/trust issues
 - Families may be unprepared to understand and comprehend what the returnee needs
 - Interpersonal problems may lead to domestic violence
 - Children may be adversely affected in multiple ways from the absence of the family member while in prison and the return of the individual to the family/role confusion
 - Families may contribute to criminogenic attitudes and behaviors; offenders do not benefit from returning to these families
 - Crime and incarceration may be perceived as a rite of passage for some families

- **Finance related**
 - Returnees without jobs have limited financial resources to meet food, housing, or family needs, etc.
 - Returnees have unmet child support or other court-ordered financial obligations, which may cause them to enter a cycle where they cannot get ahead financially
 - Single males and non-custodial male parents have limited access to public assistance

- **Mental health related**
 - Nearly 42% of incarcerated individuals reported experiencing mental health problems prior to incarceration and were unable to access appropriate/necessary services
 - Returnees with mental health issues may need additional help dealing with the inevitable frustrations of returning to the community caused by family challenges, a lack of job opportunities, and financial difficulties
 - Due to large caseloads and funding shortages, individuals in need of treatment may be put on a waiting list
 - Lack of medication upon discharge from LCP (typically only given 3 day supply)
- **Legal issues**
 - Offenders may have additional outstanding warrants, revoked or suspended driver's license, outstanding court-ordered obligations, etc.
- **Health care**
 - Many offenders released from prison have health care needs, yet have no or insufficient insurance
 - Offenders in need of medication are released with a limited supply of medication
- **General support related**
 - Ex-offenders have few relationships with pro-social community members and more ties to other ex-offenders perpetuating criminogenic attitudes
 - Individuals who have not had positive role models may be unaware of what acceptable behaviors include
 - Need for community mentors
- **Transportation**
 - Availability of transportation
 - Availability of transportation to work sites, necessary appointments (times of scheduled transportation)
 - Affordable transportation

Lackawanna County Reentry Planning Process

Given the magnitude and wide-ranging needs of the reentry population, it is essential to coordinate and concentrate community efforts. Although there are many services in Lackawanna County that can benefit offenders, there is not a coordinated way to access services, nor an effective way to inform offenders of the service options.

In June 2012, Lackawanna County applied for and was subsequently awarded a grant through the Pennsylvania Commission on Crime and Delinquency to help develop a comprehensive and collaborative strategic re-entry plan that addresses criminogenic risks and needs in order to promote public safety and reduce the rate of recidivism.

On October 17, 2012, the initial meeting of the Lackawanna County Reentry Task Force (LCRTF) was held. Melanie Snyder, Executive Director of the Lancaster County Reentry Management Organization and Scott Sheely, Executive Director of the Lancaster County Workforce Investment Board, were retained as consultants to facilitate and oversee the reentry planning process. Regular monthly meetings are held to obtain community-wide stakeholder participation in learning about the state of reentry locally and to set strategic reentry planning priorities for Lackawanna County.

As a result, Lackawanna County has become increasingly focused on the challenges of reentry and has begun the process of building more effective and innovative responses to the challenges presented by the release of offenders following a period of confinement.

The Lackawanna County Re-entry Task Force provides periodic updates of planning process undertaken by the Task Force to the Lackawanna County Criminal Justice Advisory Board (CJAB).

The LCRTF has:

- Established a collaborative and diverse reentry planning task force consisting of representatives from government, law enforcement, non-profit, and faith-based organizations
- Articulated a shared mission and vision for offender reentry
- Developed a familiarity with evidence-based practice methods for reentry
- Identified existing reentry practices, resources, and gaps in Lackawanna County
- Established and prioritized goals and objectives to accomplish the mission
- Defined a target population
- Began development and implementation of a strategic plan

On April 17, 2013, LCRTF presented the Lackawanna County Reentry Symposium at the University of Scranton. The focal point of the conference was difficulties inmates experience transitioning back into society. The keynote speaker, Todd R. Clear, Ph.D., Dean of the School of Criminal Justice at Rutgers University, addressed the importance of having strong programs for inmates re-entering society such as drug and alcohol treatment, educational programs, job readiness, etc.

Two former inmates candidly shared their struggles with reentry and answered questions from the community regarding their experiences. In closing, a "reentry expo" allowed local agencies to disseminate information about available programming and resources available to returning

offenders. Approximately 125 attendees included local government, police, prison, and probation officials, representatives of faith-based and non-profit organizations, and students.

Lackawanna County Reentry Task Force (LCRTF)

The membership of the LCRTF has evolved over the past 10 months. Members include:

- Melanie Snyder, Executive Director of Lancaster County Reentry Management Organization
- Scott Sheely, Executive Director of Lancaster County Workforce Investment Board
- Robert McMillan, Warden of Lackawanna County Prison
- Brian Jeffers, Director of Lackawanna County Community Corrections
- Christina Oprishko, Administrative Officer at Lackawanna County Prison
- Len Bogart, Administrative Officer at Lackawanna County Prison
- Thomas Earley, Chief of Lackawanna County Adult Probation Office
- Gerald Davis, Supervisor at Lackawanna County Adult Probation Office
- Jane Augustine, Employment Opportunity & Training Center
- Angela Seibert, Employment Opportunity & Training Center
- Erica Hubert, Employment Opportunity & Training Center
- Kevin McLaughlin, Executive Director of Drug & Alcohol Treatment Services
- Bo Hoban, Deputy Director of The Advocacy Alliance
- Jim Martin, Deputy Administrator of Lackawanna-Susquehanna Behavioral Health Intellectual Disabilities Early Intervention Program
- Steve Arnone, Administrator of Lackawanna-Susquehanna Behavioral Health Intellectual Disabilities Early Intervention Program
- Sr. Susan Hadzima, IHM, Director of Catherine McAuley Center
- Mary Ann Iezzi, Executive Director of Dress for Success Lackawanna
- Marie Onukiavage, Executive Director of National Alliance on Mental Illness
- Jeffrey Zerechak, Administrator of Lackawanna/Susquehanna Office of Drug & Alcohol Programs
- Tony Kosydar, Deputy Administrator of Lackawanna/Susquehanna Office of Drug & Alcohol Programs
- Collen Phillips, Lackawanna County Mental Health Court
- Virginia Turano, Executive Director of Lackawanna County Workforce Investment Board
- Joe DiStasi, Program Supervisor at PA CareerLink of Lackawanna County
- Phil Yevics, Volunteer with Catholic Ministry at Lackawanna County Prison
- Jean Gayle, Director of the Horace Center/Fresh Start
- Pam Oravec, Executive Director of Catholic Social Services
- Jeff Gummoe, Employment Specialist at Goodwill Industries
- Jonathon Wasp, Director of Pennsylvania Operations at Habit OPCO, Inc.
- Kerry Browning, Supervisor at Lackawanna County Children & Youth
- James Rutledge, Volunteer at Lackawanna County Prison
- Anthony Pamela, Volunteer at Lackawanna County Prison

- Jennifer Kristyniak, Agent at PA Board of Probation & Parole
- Dennis Russo, Scranton Counseling Center
- Martin Fotta, United Neighborhood Centers of NEPA
- Jessica Carrion, United Neighborhood Centers of NEPA
- Nicole Gosh, United Neighborhood Centers of NEPA
- Maryclare Mecca, Women's Resource Center
- Erin Murray, Northeast Behavioral Care Consortium
- Jim Cook, Community Care Behavioral Health

Mission

The mission of the Lackawanna County Reentry Program is to successfully integrate recently incarcerated citizens back to the community. The program's comprehensive and customized approach to reintegration includes pre-release assessment, systematic identification of needs, and linkages to services. A strong and diversified network of community and professional partnerships establishes a framework to bolster public safety, break the cycle of recidivism, and enhance lives, families, and society.

Vision

The vision of the Lackawanna County Reentry Program is that every citizen who returns from incarceration actualizes a responsible, productive, and fulfilling life. Committed, competent, and compassionate professionals, along with vested community stakeholders support returning citizens within the full spectrum of the human condition. What remains are respected and restored lives that exemplify character, benefit communities, and strengthen hope for the future.

Goals

The primary goal of the Lackawanna County Reentry Program are to reduce recidivism and improve outcomes in Lackawanna County. For purposes of this program, recidivism is defined as the return of any individual who received a county sentence of imprisonment, is released, and is subsequently incarcerated within three years of release.

Strategies

In achieving its mission and vision, the Lackawanna County Reentry Program will use the following strategies:

1. Ensure/develop collaboration, communication, and coordination among the Lackawanna County Prison, Lackawanna County Adult Probation and Parole Office, and service providers to offer seamless access to all needed services
2. Continue to identify/review gaps in the system on an ongoing basis and work with community and faith-based organizations to fill them (community case management, housing, drug and alcohol, mental health, mentoring, etc.)

3. Utilize grant funding to build the capacity of the community and faith-based organizations
4. Focus on evidence-based programs and services such as Cognitive Behavioral Therapy (CBT) – those that have been proven to be effective
5. Provide services targeted to the risk level of each participant
6. Address root causes of recidivism and provide root cause solutions
7. Increase public awareness of the value and benefits of an effective reentry system, e.g. holding annual reentry summit, etc.

Summary of Strategic Action Areas

Focus Area	Strategic Goals	Strategic Objectives
Pre & Post Release	Provide comprehensive, integrated, holistic reentry services for ex-offenders returning to Lackawanna County	<ol style="list-style-type: none"> 1. Develop or identify comprehensive assessment tool to determine offender risk level and needs, and to facilitate intervention recommendations 2. Generate list of inmates eligible for release at least 3. six weeks prior to their projected release 4. Create and implement discharge plan, and make appropriate referrals for services 5. Strengthen prison programming and staff investment, and conduct standard pre-release activities 6. Establish and maintain a comprehensive resource guide or other mechanism for educating inmates and staff on available community programs and services; Efforts will be made to secure agency videos on services provided as well as other web based tools to educate inmates and staff on available services and supports 7. Establish memorandums of understanding with service providers 8. Integrate cognitive behavior therapy throughout programming 9. Actively promote the value and benefits of the reentry program
Children & Families	Support family stability during the absence of the offender Support family reunification with biological or chosen family (where appropriate)	<ol style="list-style-type: none"> 1. Identify services and supports available for families during family member incarceration 2. Provide supportive family programs such as Family Reentry, Parenting, Visitation and Parenting support group

Focus Area	Strategic Goals	Strategic Objectives
Health Care	Increase access to needed medical services	<ol style="list-style-type: none"> 1. Assist with access to medical assistance, Medicaid and/or SSI (if eligible) 2. Coordinate referrals for service, interim medications, and medical records prior to release 3. Initiate COMPASS application within two weeks prior to release from LCP
Housing	Provide emergency, short term, and long term housing options for offenders	<ol style="list-style-type: none"> 1. Connect program participants with emergency housing options, as needed 2. Develop and maintain list of landlords willing to provide housing options to offenders 3. Develop new housing with supportive services appropriate for single or family situation post-release 4. Develop and coordinate plans for Group Home housing options with an experienced service provider 5. Actively pursue avenues for funding
Mental Health and Substance Abuse	Address mental health and substance abuse needs of offenders in a timely manner	<ol style="list-style-type: none"> 1. Encourage agencies to develop and implement programs and protocols addressing the specific needs of offenders who need mental health services and/or substance abuse treatment 2. Coordinate required supports: referrals for service, interim medications, and medical record prior to release date 3. Work closely with mental health staff assigned to the prison to ensure availability of medication upon release and/or follow-up appointment scheduled prior to release 4. Actively pursue avenues for funding and expansion of programs
Education	Provide educational opportunities targeted to the individual's strengths and needs that will lead to increased employment opportunities	<ol style="list-style-type: none"> 1. Provide three tiers of educational programs: basic literacy and math skills, GED attainment, and post-secondary options all leading to improved employment opportunities 2. Provide comprehensive soft skills and life skills programs, incorporating cognitive behavior therapy for all ex-offenders in the reentry program 3. Actively pursue avenues for funding and expansion of programs

Focus Area	Strategic Goals	Strategic Objectives
Employment	Provide comprehensive employment services and options that will increase the probability that offenders will secure and retain long term employment	<ol style="list-style-type: none"> 1. Implement a job readiness program to help participants overcome barriers while building work-related skills that ultimately lead to apprenticeships and/or unsubsidized employment 2. Establish relationship with PA CareerLink, and hold job fairs, mock job interviews, etc. 3. Educate area employers on incentives related to the hiring of offenders, i.e. Federal Bonding Program 4. Connect individuals with special needs (such as individuals with disabilities, veterans) to organizations providing specialized services 5. Actively pursue avenues of funding and expansion of programs available
Legal Issues	Establish and implement a means to identify and address outstanding legal issues that are barriers to successful reentry	<ol style="list-style-type: none"> 1. Develop a legal needs assessment to identify outstanding legal issues 2. Develop network of resources such as pro bono lawyers and law students qualified and willing to offer guidance 3. Assist in accessing needed legal documents such as driver's license, birth certificate, social security card, photo id, etc.
Mentoring and Long Term Support	Develop and implement a multi-layered mentoring program that will support returning offenders	<ol style="list-style-type: none"> 1. Define and develop the mentoring program options and components 2. Define characteristics of positive mentors and recruit individuals with these characteristics 3. Develop and implement a training program for all mentors, incorporating cognitive behavior therapy concepts 4. Match mentors with demographics similar to offenders while incarcerated 5. Support the ongoing mentor/mentee relationship
Transportation	Connect offenders with affordable transportation options	<ol style="list-style-type: none"> 1. Identify transportation options available for program participants 2. Obtain discount bus passes, obtain public transportation vouchers, offer bicycles

Research and Evaluation

A strong system of data collection, program evaluation, and research is necessary to ensure effective use of limited resources and services are truly promoting successful reentry. Research

that identifies evidence-based and promising practices should guide the selection of program models. Implementation of these models should maintain fidelity to the design. The expected outcomes from programming would be defined and a system of data collection that allows for evaluation and reporting would assist in modifications that improve outcomes. Efforts will be made to identify responsibilities for the collection of data, to include, but not limited to: who will be responsible for data collection, what specific data will be collected, when data will be collected, and who data will be disseminated to.

Funding

The strategic priorities identified in the planning process to action requires efficient use of existing resources and a more organized and coordinated approach in obtaining new funding. Competition for limited resources both within and beyond the issue of reentry is a reality. A system that has the capability of identifying funding opportunities that support priorities and best practices, addressing concerns related to resource distribution, and making the process transparent to stakeholders will maximize fundraising opportunities.

Action Steps

Stakeholders participating in the planning process successfully identified strategic priorities; now an effective and efficient implementation process must be established. The key ingredients to successful implementation are:

- Maintain focus on the strategic priorities identified
- Develop detailed implementation plans for each strategic priority, identifying what needs to be done, who needs to be involved, and timing for completion
- Develop a structured reporting system that communicates progress and barriers to successful implementation

It was necessary to conduct a planning process to establish strategic priorities since fiscal resources are limited. To a large degree, there is a logical progression or evolution of what needs to be done to improve the reentry system of services; and the commitment and contributions of a large number of stakeholders will be required to institute desired improvements. It is important to maintain a focus on these priorities in order to maximize the progress that is possible. This is not to say that there will not be emergent issues and opportunities that must be addressed, however there must be thoughtful consideration and justification for diverging from the established strategic priorities.

Implementation

The ten strategic priorities present a challenging agenda to accomplish. In order to be successful, an organized and efficient approach must be utilized. In each strategic priority, work has begun to address each specific area; additional delineation of tasks and responsibilities is required. In addition, it may be necessary to further focus efforts due to resource limitations and identify the strategic priorities that are most important to accomplish.

Appendix 1

Expected Process Flow

The Lackawanna County Reentry Program will:

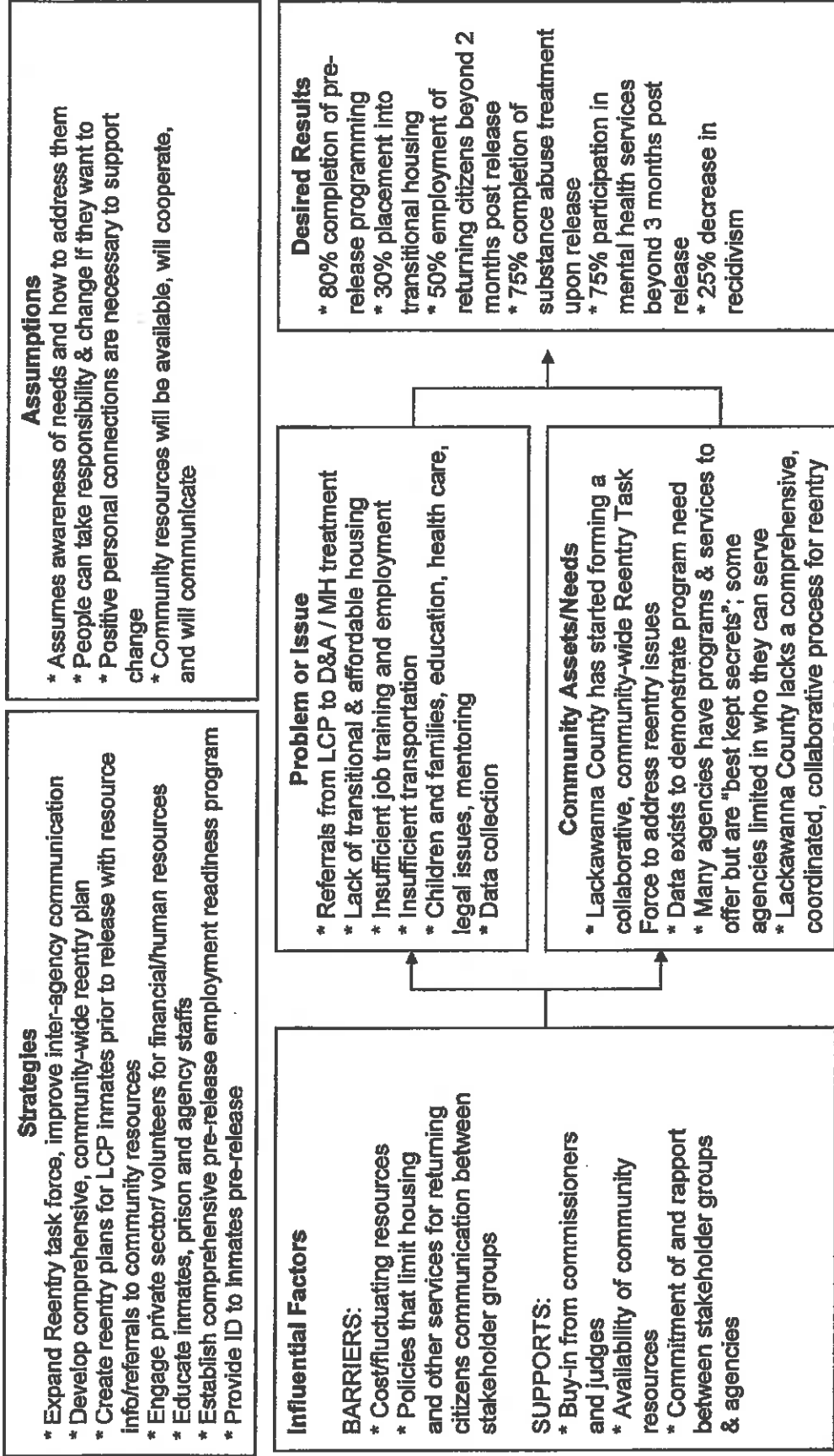
1. Complete CJ Comprehensive Intake (TCU CJ CI) assessment at time of incarceration to identify criminogenic risk and needs
2. Prepare for reentry (at least six weeks prior to release) by engaging offender in pre-release planning and programming prior to release
3. Identify barriers to release including housing, employment, medication, transportation, and treatment needs, etc.
4. Review reentry plan, make appropriate referrals, and engage family in release planning
5. Maintain supportive relationship after/post release
6. Perform case management after release to ensure individual is completing activities in the plan
7. Manage relationship with community service providers, perform quality control/assessment of services and service providers to ensure they are delivering what has been promised/contracted and that they are having an impact
8. Develop a comprehensive data collection process that measures program outcome performance

Critical Success Factors

- Individual signs contract committing to participate in reentry programming.
 - Define and hold individuals accountable to set/pre-defined standards
 - Determine guidelines for when it is necessary to remove an individual from programming for non-compliance; preserving resources for those who are ready for change
 - Hold individual accountable; provide assistance as needed. He/she must take responsibility for self
 - Help individual define goals and move toward self-sufficiency
- Focus on pro-social behaviors and attitudes and ensure participation in cognitive behavior therapy (CBT) skill building
- Assist ex-offender in developing pro-social relationships; determine who ex-offender is engaging at every step of reentry
- Engage family members to the degree they want to be involved; ensure family involvement will benefit the ex-offender

- All individuals who come in contact with the ex-offender as a volunteer or contracted service provider will be familiar with CBT and will share a common approach to supporting the ex-offender
- Hold providers accountable for delivering contracted services

Appendix 2 - Theory of Change -- Lackawanna County Reentry Planning Task Force



Appendix 3: Logic Model

Target Population: County Sentenced Inmates identified as moderate to high risk offenders, being released from Lackawanna County Prison back to Lackawanna County

Goal: Provide comprehensive, integrated, holistic reentry services for returning citizens residing in Lackawanna County

<p>1. Develop or identify comprehensive assessment tool to determine offender risk level and needs, and to facilitate intervention recommendations</p> <p>2. Generate list of inmates eligible for release at least six weeks prior to their projected release</p> <p>3. Create and implement discharge plan, and make appropriate referrals for services</p> <p>4. Increase/improve communication with probation & parole and community service providers to ensure smoother transition for offender from pre to post release</p>	<p>* Completion of TCU assessment within 2 weeks of admission to determine eligibility for reentry program and determine individual needs of offender</p> <p>* Enrollment of inmates into reentry program</p> <p>* Begin implementation of reentry plans, including access to COMPASS, begin to familiarize offender and family with available community resources</p> <p>* Participation in reentry programming, including educational classes in employment preparation, family reunification, building relationships, budgeting, substance abuse, etc.</p> <p>* Identify community service providers for post release services</p> <p>* Establish formal relationships with community providers</p> <p>* Schedule services for offenders upon release based on identified needs</p>	<p>* Number of offenders assessed</p> <p>* Number of offenders identified as medium-high risk</p> <p>* Number of offenders entering the reentry program</p> <p>* Number of offenders that receive programming</p> <p>* Number of post release service providers identified</p> <p>* Number of offenders released receiving post release services, based on reentry plan or other identified needs</p>	<p>* 80% complete assessment and pre-release planning</p> <p>* 90% of those identified as moderate to high risk, accept admittance to reentry program</p> <p>* 80% of offenders successfully complete pre-release programming</p> <p>* 100% offenders enrolled, successfully complete COMPASS application (when applicable)</p> <p>* 90% of offenders that participate in the transition component will be prepared to reenter the work force, i.e. completed resume, knowledge of where to obtain employment, knowledge of community resources, etc.</p> <p>* Less than 10% of offenders participating in reentry services will return to jail/prison on violation or new charge</p>
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Goal: Support family stability during the absence of the offender; support family reunification with biological or chosen family (where applicable)

<p>1. Identify services and supports available for families during family member incarceration</p>	<p>*Establish relationships with community service agencies to provide supports available to families</p>	<p>*Number of families enrolled in community supports</p>	<p>*30% increase in family member support and reunification</p>
<p>2. Provide supportive family programs such as Family Reentry, Parenting, Visitation and Parenting support group</p>	<p>*Enroll families interested in programming/support</p> <p>*Participation in weekly family support programs</p>	<p>*Number of families complete participation in family support programs</p>	

Goal: Increase access to needed medical services

<p>1. Initiate COMPASS application within two weeks prior to release from LCP</p>	<p>*Engage/complete application process for COMPASS, learning about and understanding benefits of program</p>	<p>*Number of completed COMPASS applications</p>	<p>*50% increase in COMPASS applications accepted</p>
<p>2. Assist with access to medical assistance, Medicaid and/or SSI (if eligible)</p>	<p>*Creation of a detailed plan for release including all necessary follow-up medical appointments</p>	<p>*Number of referrals/appointments</p>	<p>*50% increase in returning citizens following-up with scheduled medical appointments</p>
<p>3. Coordinate referrals for service, interim medications, and medical records prior to release</p>			

Goal: Provide emergency, short term, and long term housing options for offenders

Activity	Measures	Outcomes/Measures
<ol style="list-style-type: none"> 1. Connect program participants with emergency housing options, as needed 2. Develop and maintain list of landlords willing to provide housing options to offenders 	<ul style="list-style-type: none"> *Participation in groups focusing on housing options and resources available in the community 	<ul style="list-style-type: none"> *Number of offenders completing group
		<ul style="list-style-type: none"> *30% increased placement of returning citizens into local community housing options

Goal: Address mental health and substance abuse needs of offender in a timely manner

Activity	Measures	Outcomes/Measures
<ol style="list-style-type: none"> 1. Provide education/counseling for those suffering with substance abuse problems 2. Availability of mental health services on a weekly basis 3. Work closely with mental health staff assigned to the prison to ensure availability of medication upon release and/or follow-up appointment scheduled prior to release 	<ul style="list-style-type: none"> *Participation in weekly groups focusing on substance abuse issues (when applicable) *Participation in weekly mental health services (when applicable) *Creation of a detailed plan for release including all necessary follow-up medical appointments 	<ul style="list-style-type: none"> *Number of offenders completing weekly groups focusing on substance abuse issues *Number of offenders participating in mental health services *Number of reentry plans including all necessary follow-up medical appointments
		<ul style="list-style-type: none"> *80% increase in offender knowledge of substance abuse, addictions and community resources available within the local community *75% participation in weekly mental health services *75% completion of substance abuse treatment/programming upon release *75% participation in mental health services beyond three months post release *50% increase in returning citizens following-up with scheduled appointments

Goal: Provide educational opportunities targeted to the individual's strengths and needs that will lead to increased employment

Objectives	Activities	Outcomes/Process Measures	Performance Measures
<p>1. Provide three tiers of educational programs: basic literacy and math skills, GED attainment, and post-secondary options all leading to improved employment opportunities</p> <p>2. Provide comprehensive soft skills and life skills programs, incorporating cognitive behavior therapy for all ex-offenders in the reentry program</p>	<p>*Participation in GED educational classes or other educational classes offered</p> <p>*Participation in soft skills programming with the overall goal of learning necessary skills to increase employment opportunities upon release</p> <p>*Participation in life skills programming directed at improving transitional outcomes</p>	<p>*Number of offenders completing GED programming or other educational classes</p> <p>*Number of offenders completing soft skill programming</p> <p>*Number of offenders completing life skills programming</p>	<p>*50% of offenders prepared to test, pass the GED exam</p> <p>*75% of offenders will complete soft skills programming and be prepared to enter the workforce</p> <p>*75% of offenders will complete life skills programming</p>

Goal: Provide comprehensive employment services and options that will secure and retain long term employment

Objectives	Activities	Outcomes/Process Measures	Performance Measures
<p>1. Implement a job readiness program to help participants overcome barriers while building work-related skills that ultimately lead to apprenticeships and/or unsubsidized employment</p> <p>2. Establish relationship with PA CareerLink, and hold job fairs, mock job interviews, etc</p>	<p>*Weekly participation in job readiness, learning to overcome obstacles and barriers preventing employment</p> <p>*Participation in job fairs and mock interviews</p>	<p>*Number of offenders completing job readiness programming</p> <p>*Number of offenders completing mock interviews</p> <p>*Number of offenders participating in job fairs</p>	<p>*50% of returning citizens will maintain employment beyond two months post release</p> <p>*80% increase in offender knowledge related to employment and the workplace</p>

Goal: Establish and implement a means to identify and address outstanding legal issues that are barriers to successful reentry

<p>1. Develop a legal needs assessment to identify outstanding legal issues</p> <p>2. Develop network of resources such as pro bono lawyers and law students qualified and willing to offer guidance</p> <p>Assist in accessing needed legal documents such as driver's license, birth certificate, social security card, photo id, etc.</p>	<p>*Completion of legal assessment of needs</p> <p>*Participation in monthly meeting hosted by professionals to discuss available low cost legal options/support; overview of community supports available</p> <p>*Completion of necessary legal documents needed for identification upon release</p>	<p>*Number of completed legal assessments</p> <p>*Number of offenders completing monthly legal meetings</p> <p>*Number of inmates completing applications for identification</p>	<p>*30% increase in legal assistance provided to returning citizens upon release</p> <p>*50% increase in returning citizens knowledge of legal services available in the local community</p> <p>*50% increase in legal documents obtained prior to release</p>
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Goal: Develop and implement a multi-layered mentoring program that will support returning offenders

<p>1. Define and develop the mentoring program options and components</p> <p>2. Match mentors with demographics similar to offenders while incarcerated</p> <p>3. Support the ongoing mentor/mentee relationship</p>	<p>*Participation in mentoring services with the overall goal of increasing attitudes and behaviors prior to return to the community</p>	<p>*Number of offenders participating in mentoring program</p> <p>*Number of offenders matched with mentor</p>	<p>*50% returning citizens maintain relationship/support with mentors beyond two months post release</p>
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Goal: Connect offenders with affordable transportation options

<p>1. Identify transportation options available for program participants</p> <p>2. Obtain discount bus passes, obtain transportation vouchers, offer bicycles</p>	<p>*Participation in monthly group focusing on education and information related to public transportation in the local community; includes knowledge of where to obtain and how to read bus schedules, obtain reduced bus passes/vouchers, etc.</p>	<p>*Number of offenders completing group</p>	<p>*80% increase in knowledge of public transportation</p> <p>*30% obtain vouchers/passes for reduced bus fares</p>
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Appendix 4

Resources Available for Reentry

AA-Alcoholics Anonymous

48 South Main Street

Pittston, PA 18640

570.654.0488

*Services: 12 Step Meetings for Recovering Alcoholics
and those seeking Recovery (Call for meetings in local area)*

AA Alcohol Abuse & Addictions Hotline

1.800.640.7545

Services: Referral and Support for Individuals Suffering with Addiction

Al-Anon/Al-A Teen

Pittston, PA 18640

570.603.0541

Services: Support Meetings for Family and/or Friends of Alcoholics

A Better Today

1339 North Main Avenue

Scranton, PA 18508

570.344.1444

Services: Outpatient Drug & Alcohol Counseling

Advocacy Alliance- A Mental Health Association

846 Jefferson Avenue

Scranton, PA 18501

1.877.315.6855

570.342.7762

Services: Offers a safe, supportive environment for persons in the community with mental illness or emotional problems. Services include Community Health Services, Child and Family Mental Health Advocacy, Recovery Center and Progress House, WARM LINE, Consumer/Family Satisfaction Teams, Community MR Services, Consumer Financial Services for Individuals with MH/MR issues

Bread Basket of NEPA

Covenant Presbyterian Church

550 Madison Avenue

Scranton, PA 18510

570.343.2324

Services: Food Pantries

Catherine McCauley Center

430 Pittston Avenue (Administration Office)

Scranton, PA 18510

570.342.1342

Services: Women only Emergency, Transitional, and Permanent Housing

Catholic Social Services

516 Fig Street

Scranton, PA 18505

570.207.2283

Services: Counseling-Marriage/Relationship, Child-Parent, Individual, Pregnancy, Budgeting, Anger Management Groups, Financial Assistance, Hispanic Outreach, Housing for Homeless/Mentally Ill, Housing Counseling Program, and Adoption

Clear Brook, Inc.

1003 Wyoming Avenue

Forty Fort, PA 18704

570.823.1171

1.800.582.6241

Services: Inpatient Drug & Alcohol Services, Relapse Prevention Program (14 days), Medically Supervised Detox, Weekend Inpatient Program

COLTS (Lackawanna Transit System)

800 North South Road

Scranton, PA 18504

570.346.2061

570.876.1256

Services: Public Transportation, Discount Bus Passes, Handicap Accessible

Community Intervention Center

445 North 6th Avenue

Scranton, PA 18503

570.342.4298

Services: Drug & Alcohol Information, Assessment & Referral, Mental Health Assessment, Social Rehabilitation Programs, Employment Placement and Crisis Intervention, Day Shelter for Homeless, Daily Snacks

Consumer Credit Counseling Services of NEPA

401 Laurel Street

Pittston, PA 18640

570.602.2227

1.800.922.9537

Services: Affordable Housing Program (For 1st time Homebuyers), Budget Counseling, Credit Report Review, Debt Management Program, Emergency Mortgage Assistance (Must be referred by lender through Act 91 Notice), HUD Counseling

DATS-Drug & Alcohol Treatment Services

441 Wyoming Avenue
Scranton, PA 18503
570.961.1997

Services: Intensive Outpatient Drug & Alcohol Services, Evaluation/Diagnostic Services, Individual, Family, Group Therapy

Dress for Success Lackawanna

431 North 7th Avenue, Suite B
Scranton, PA 18503
570.941.0339

Services: Women Only; By Appointment Only. Helps Provide Low-Income Women with Clothing Appropriate for Employment and Job Interviewing

Educational Opportunity Centers

431 North 7th Avenue
Scranton, PA 18503
570.496.0296

Services: Educational Information & Assistance, Career Interest Testing, Educational Counseling, Financial Aid, Information/Assistance, Referral to Education/Vocational Programs

EOTC-Employment Opportunity & Training Center

431 North 7th Avenue
Scranton, PA 18503
570.348.6484 (Workforce Development)
570.348.6493 (Family Center)

Services: Women in Transitions Groups (For Formerly Incarcerated Women), Career Guidance, Job Search Support, Job Search Group-Every Tues. 10 am-noon, Fatherhood Program, LCP Team, Life Skills Support, Parents as Teachers, Parenting Classes, Individual Parent Consultation, Supervised Visitations, Home Visitations for Parents with Young Children, Youth Mentoring, Toddler Play Group, Early Head Start Programs, Incredible Years.

FIRST-Free Information & Referral System

Telephone
570.961.1234

Services: Information & Referral Services to Community Resources that will Best Fit your Needs (7 days a week/24 hours a day)

Friends of the Poor

2300 Adams Avenue
Scranton, PA 18509
570.348.4429 (has voicemail)
570.348.4428

Services: Food, Clothing, and Furniture for Emergency Needs, Fragile Family Program for Low-Income Families with Children

Goodwill Industries of NEPA, Inc.

925 Prospect Avenue
Scranton, PA 18505
570.343.1166

Services: Community Employment & Placement Services (For Mentally & Physically Challenged), Residential Home Placement (For those Unable to Live on their Own)

Hanna's Hope Pregnancy Shelter

PO Box 132
Luzerne, PA 18709
570.763.9593

Services: Provides a clean, safe environment for expectant mothers in homeless or crisis situations; prepares for birthing process, helps facilitate medical and other necessary appointments, and mentors new mothers in the care of their newborn; individualized programming; receive help in life skills

Jewish Family Services of Lackawanna County

615 Jefferson Avenue, Suite 204
Scranton, PA 18510
570.344.1186

Services: Counseling-Individual, Couples, and Family, Dental Clinic

Job Corps

28 Academy Street, Suite 4
Wilkes-Barre, Pa 18701
570.824.6630
1.800.354.9758

Services: Training program for people ages 16-24, Free GED Prep, Vocational Training, Dormitory Housing, Meals Paid, Medical & Dental Care

Lackawanna College

501 Vine Street
Scranton, PA 18509
Scranton: 570.961.7882
Hazelton: 570.459.1573
Lake Region: 570.226.4625

Services: GED Testing

Lackawanna County AIDS Council

637 Clifton Beach Road
Clifton Twp, PA 18424
570.842.2448

Services: Advocacy, services, education, support, and resources involving HIV/AIDS

Lackawanna County Assistance Office

Scranton State Office Building

100 Lackawanna Avenue

Scranton, PA 18503

570.963.4525

Fax: 570.963.4843

Services: Temporary Assistance for Needy Families, General Assistance, Food Stamps, Medical Assistance, Low-Income Energy Assistance Program, Disability Advocacy Program, Employment & Training Program for Low-Income Individuals, Behavioral and Mental Health Assistance, Alcohol & Drug Addiction Assistance

Lackawanna County Child Care Information Services-Title XX

345 Wyoming Avenue

Scranton, PA 18503

570.963.6644

Services: Assist families who need help paying their child care costs, provide information about available child care providers. Eligibility for this program and assessed co-payment are based on family's residence, family size and income, and work/education status

Lackawanna County Children and Youth Services

200 Adams Avenue

Scranton, PA 18503

570.963.6781

Services: Provides Services to Families who are Experiencing Crisis. Provide Information, Referral, Protective Services, Prenatal Care, Adoption and Foster Care, Emergency Placement, Child Care Information Services

Lackawanna County Clerk of Judicial Records-Civil & Criminal Division

Brooks Building

436 Spruce Street

Scranton, PA 18503

570.963.6723

Services: Access Legal Information Related to Court of Common Pleas-Includes Litigation and Inquiries under Civil Action, Judgment, Liens, and Similar Transactions

Lackawanna County Commission on Drug & Alcohol Abuse

135 Jefferson Avenue, Second Floor

Scranton, PA 18503

570.963.6820

Services: Planning, Intervention, and Treatment Services for Residents of Lackawanna County

Lackawanna County Habitat for Humanity

550 Madison Avenue
Scranton, PA 18510
570.342.7911

*Services: Home ownership for low-income families through community volunteer efforts.
Support services available for owners.*

Lackawanna County Medical Assistance Transportation

800 North South Road
Scranton, PA 18504
570.963.6482

Services: Provides reimbursable service of transportation to any medical assistance user to a physician's office, hospital, clinic, pharmacy, or provider of treatment (Does not include ambulance transportation to sheltered workshops or day care programs)

Lackawanna County Veterans Affairs

224 Adams Avenue
Scranton, PA 18503
570.963.6778

Services: Helps to Obtain Benefits for Veterans and their Families

Lackawanna Housing Authority

2019 West Pine Street
Dunmore, PA 18512
570.342.7629

Services: Public Housing, Section 8 Housing, Rental Assistance (Approved Participants-Must Apply)

Lackawanna County Pro Bono, Inc.

Bank Towers, 5th Floor
321 Spruce Street
Scranton, PA 18503
570.961.2714

Services: Intended for Low-Income Individuals with Pressing Legal Problems. Handles: Unemployment Compensation, Protection from Abuse, Debtor/Credit Problems, Landlord/Tenant, Separation Advice, Child & Spousal Support, Custody & Visitation, Termination of SSI Benefits, and other Serious Civil Legal Problems. Does not handle Criminal Matters

Marworth

Lily Lake Road, PO Box 36
Waverly, PA 18471
570.563.1112
1.800.442.7722

Services: Chemical Dependency Treatment Program, Intensive Outpatient Program, Outpatient Program, Partial Hospital Program, Rehabilitation Programs, and Crisis

Marywood University

2300 Adams Avenue

Scranton, PA 18509

570.348.6273

570.348.6231

Services: GED Prep and Testing

Maternal Family & Health Services, Inc.

431 North 7th Avenue

Scranton, PA 18503

570.961.5550

Services: Women's Reproductive Health & Nutrition Care, WIC Nutrition Program, Family Planning Program, Nurse-Family Partnerships, Healthy Women Cancer Screening Program, Healthy Beginnings Plus

NAMI-PA Scranton Area Chapter

846 Jefferson Avenue

Scranton, PA 18510

570.342.1047

Services: Advocacy & Education Programs for Individuals & Families Affected by Mental Illness Support Groups (Call 570.346.2346)

Neighborhood Housing of Scranton

709 East Market Street

Scranton, PA 18509

570.558.2490

Services: Financial, Educational, & Technical Assistance to 1st Time Homebuyers in Lackawanna County, Mortgage Funding Available, Foreclosure Prevention Counseling, Home Ownership Workshops

NHS Human Services (Formerly Tri-County Human Services Center)

185 Fallbrook Street

Carbondale, PA 18407

570.282.1732

Services: Comprehensive Provider of Mental Health Services, Outpatient Services, Emergency Services, Psychiatric/Psychological Services, Family Therapy, Intensive Case Management, Partial Hospitalization, MR Day Programs, Early Intervention, Autism School

OVR-Office of Vocational Rehabilitation

300 Gaird Street

Wilkes-Barre, PA 18702

570.826.2011

1.800.634.2060

****Local Office Located in PA Career Link****

Services: Diagnostic, Vocational, Evaluation, Physical, Restoration, Training, Counseling & Guidance, Job Placement. MUST Have Appointment for Services.

PA CareerLink Lackawanna County

135 Franklin Avenue

Scranton, PA 18503

570.963.3110

570.963.4671 OR 570.963.4384

Services: Job Referral, Counseling, Job Guidance, Business Services, Veteran, Youth, and Senior Employment Services, Training Programs, Training Providers, OVR Counseling

PennDot Photo Exam Center

81 Keystone Industrial Park

Dunmore, PA 18512

1.800.932.4600

Services: Obtain Driver's License/Photo ID

Planned Parenthood

316 Penn Avenue

Scranton, PA 18503

570.344.2626

1.800.230.PLAN

Services: Medical services such as gynecological exams, pap tests, breast exams, pregnancy tests, STD clinic, contraceptive supplies, HIV testing, counseling & referral services for prenatal care

Scranton-Lackawanna Human Development Agency SLHDA

200 Adams Avenue

Scranton, PA 18503

570.963.6836

Services: Job Training, Assistance and Employment, Financial Aid for Crisis

Safety Net

550 Madison Avenue

Scranton, PA 18510

570.347.4730

Services: Supplemental Food, Rent, Prescriptions, Infant Formula, Eyeglasses, Furniture, Transportation, & Other Emergency Assistance

Closed Wednesday 12-4pm

Salvation Army Adult Rehabilitation Center

610 South Washington Avenue

Scranton, PA 18505

570.346.0007

Services: Residential Facility for MEN, Individual & Group Counseling, Spiritual Meetings, Work Therapy, and Various 12-Step Programming

Salvation Army Corps Community Center

500 South Washington Avenue

Scranton, PA 18505

570.344.9878

570.969.6399

Services: Food, Financial Aid for Gas & Electric, Oil, Coal, and Wood, Worship Service

SCOLA Volunteers for Literacy

2013 Boulevard Avenue, Suite 1

Scranton, PA 18509

570.346.6203

Services: Free Tutoring for Adults Wanting to Learn to Read & Write or Improve their Reading & Writing Skills, ESL Services, Math & Life Skills Tutoring

Scranton Counseling Center

326 Adams Avenue

Scranton, PA 18503

570.348.6100

Services: Adult & Child/Adolescent Diagnostic & Treatment Services with Mental Health Issues, Family/Marital, Work Issues, Psychological Testing, Psychiatric Evaluation, Long Term Services, Comprehensive Mental Health Programs, Critical Incident Stress Management, Emergency/Crisis Intervention, Employee Assistance Program, Family Home-Based, Partial Hospitalization Program, Early Intervention.

Scranton Division of Vital Records

Room 112 Scranton State Office Building

100 Lackawanna Avenue

Scranton, PA 18503

570.963.4595

Services: Birth Certificate Replacement. Open Mon-Fri 8:00-4:30pm

Scranton Housing Authority

400 Adams Avenue

Scranton, PA 18510

570.348.4400

Services: Public Housing & Section 8 Programs. Must apply for Eligibility

Scranton Primary Health Care Center

959 Wyoming Avenue

PO Box 31

Scranton, PA 18501

570.344.9684

570.969.9662

Services: Medical Services, Dental Services. Accepts Access Card (Medicaid). Will help those who cannot afford Medical Services (case-by-case basis). Sliding Fee Scale also Available

Social Security Administration
409 Lackawanna Avenue, 1st Floor
Scranton, PA 18503
570.342.8062 or 1.800.772.1213

Services: Information & Claim Processing for all Programs Administered by Social Security: Retirement Benefits, Survivor Benefits, Supplemental Security Income Benefits, Medicare, Black Lung Payments, Disability Payments, Social Security Account Numbers

St Francis of Assisi Kitchen

500 Penn Avenue
Scranton, PA 18509
570.342.5557 (choose option 4)

Services: Free Hot Meals Daily between 11:00am-12:00 noon. Evening Meals-Tuesday, Wednesday, & Thursday 5:00pm-6:00pm. Free Clothing Monday 11:00am-12:00 noon

St Joseph's Center Maternity & Family Services

2010 Adams Avenue
Scranton, PA 18509
570.342.8379
1.800.786.6346

Services: Housing for Pregnant Women, Mother-Infant Program (For Single, Homeless Women with Babies), Adoption Program, Early Intervention Program, Baby Pantry-Free Baby Clothes (up to size 6), Diapers, Baby Formula/Food, Baby Furnishings

**Baby Pantry is located at:*

*320 South Blakely Street
Dunmore, PA 18512*

Phone: 570.558.5050

Additional Services: Adult Developmental Training Program; Community Living Arrangements Program (for individuals with medical needs and severe/profound disabilities); Family Aid Program; ICF/MR Program; Respite Care; Supported Independent Living (Persons with MR who have chosen to live on their own)

Susan G. Komen Breast Cancer Foundation, NEPA Affiliate

300 Mulberry Street
Scranton, PA 18503
570.969.6072
1.877.626.6648 (Mammogram Hotline)

Services: Free education and screening to uninsured women who meet eligibility requirements

The Leahy Community Health & Family Center

240 Kressler Court Entrance
Basement of McGurrian Hall
Scranton, PA 18510
570.941.6112
570.941.6165

Services: Free clinic offering health care service to uninsured residents of Lackawanna County

United Neighborhood Centers Administration Office

425 Alder Street
Scranton, PA 18505
570.346.0759
570.343.8835

Services: Angel's Attic (Free Clothing & Household Items), Daily Bread Program (Donated Bread & Baked Goods-Distributed at Community Service Center on Olive Street), Child Care-Before/After School Programs for Toddlers to School Age, Condemnation Program-Emergency Short Term Housing for Scranton Residents, Emergency Food Assistance Program, Emergency Services, Fair Housing Education & Outreach Program, One-Stop for Housing Services, Transitional Housing & Support (Homeless Families), Violence Intervention Center-Referral Based Program Anger Management, HIV/AIDS Prevention/Education

UPS Store (For Fingerprinting Services)

201 South Blakely Street
Dunmore, PA 18512
Must Register BEFORE You Arrive: 1.888.439.2486

Services: Fingerprints Monday-Friday 9:30am-5:00pm. Walk-In (Just call number above to register before arrival)

Voluntary Action Center of Northeastern Pennsylvania

538 Spruce Street
Scranton, PA 18503
570.347.5616

Services: Recruitment and Referral of individuals for volunteer opportunities; FIRST (Free Information & Referral System Telephone-570.961.1234-24 hour Helpline which provides information to callers and referral services that will best accommodate the needs of the caller

Women's Resource Center

PO Box 975
Scranton, PA 18501
570.346.4671
570.346.4460

Services: Women Services-Domestic Violence Crisis Intervention Center, Prevention & Education Programs, Rape Crisis Counseling, Battered Women's Shelter