



## **MISSION**

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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**

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Candidates must be at least 18 years old, convicted of a felony and either sentenced to community supervision or released from prison within 6 months of the first day of class.<sup>1</sup> He or she must also be living (or planning to live) in the Hamilton County area in stable housing 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.

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

## **LEVEL 1 – INTAKE (6 HRS)**

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*Fridays 9:00 a.m. -1:00 p.m.*

Candidates complete intake forms, participate in an interview and take a drug screen. During the interview, 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.

Candidates begin work on a Job Seekers' Primer by creating 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 us appropriately match students with job orders as they are made.

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.

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<sup>1</sup>We reserve the right to accept candidates that were released from prisoner or sentenced to community supervision more than 6 months from the first day of class provided that the principle barrier to employment is his or her criminal record AND space permitting.

## **LEVEL 2 – WORK READINESS (60 HRS PLUS HOMEWORK)**

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*Monday thru Thursday 9:00 a.m. - 2:00 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)

## **FIELD TRIP (3 HR)**

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*Tuesday 1:00-4:00 p.m.*

In addition to classroom experience, there will be a field trip every Tuesday. These will include trips to Chattanooga State and the Career Center. One week you will be required to participate in a community service project at the Food Bank.

## **FINAL INTERVIEW (1 HR)**

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*Fridays by appointment*

The final step in obtaining the WRC is to complete a detailed interview with the CEi Staffing Coordinator. Students 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). At this interview, students are provided a copy of their CEi resume.

## **LEVEL 3 – CORNERSTONES (4 HRS/WEEK)**

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*Mondays 9:00-12:00 a.m.*

Students that earn our Work Readiness Certificate are eligible to participate in a group called Cornerstones. In addition to receiving assistance with their personal goals, participants are introduced to decision makers from our network of employers who 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) students are introduced to

potential employers during the job search portion of their training and (b) employers are introduced to our students after they have completed our basic training unit and declared “work ready:”

Students in Level 3 are eligible for work assignments through our staffing agency and referrals for other employment, training and education opportunities.

Presentations by carefully selected volunteers from the business community form the core of Level 3. 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) students are introduced to potential employers during the job search portion of their training and (b) employers are introduced to our students 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**

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

Students 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**

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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

## **PATHWAYS**

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At CEi we use the Gorski-CENAPS model for relapse prevention of correctional populations. This model is a researched-based system that integrates the disease concept of chemical dependency and abstinence-based counseling methods with recent advances in cognitive, affective, behavioral, and social therapies systems. This program assists clients identify and correct problematic behavior that results in reciprocal relapse – i.e., where criminal behavior results in drug abuse and where drug abuse results in criminal behavior.

For clients with treatment needs, we make referrals to local providers prior to enrolling them in our employment or education related services.

## **COACHING**

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Every client is assigned a staff coach who provides assistance and support as he or she progresses in the various training components at CEi, transitions into the workforce and attempts to achieve training and occupational goals. This coach is their primary contact at CEi.

## **RULES**

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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**

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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 be at a length at which you can 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.

(The above dress code is by Susan M. Heathfield, About.com)

## **CAREER CENTER**

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As a part of the training at CEi, students must register with the Career Center and make use of its services by conducting an independent job search after class. In addition everyone is required to 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**

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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**

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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**

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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.

<b>Position</b>	<b>Name</b>	<b>Extension</b>	<b>Email</b>
<b>Board</b>	Barrett Taylor		president@ceiservices.net
<b>CEO</b>	Tim Dempsey	103	tdempsey@ceiservices.net
<b>Staffing</b>	Lisa Ledford	105	lledford@ceiservices.net
<b>Training</b>	Jeff Tassin	108	jtassin@ceiservices.net

<b>Street Address</b>	Career Center 1105 E. 10 <sup>th</sup> Street Chattanooga, TN 37403	<b>website</b>	www.ceiservices.net
<b>Mailing Address</b>	PO Box 3351 Chattanooga, TN 37404	<b>E-mail</b>	office@ceiservices.net
<b>Telephone Fax</b>	423-266-1888 423-266-2196	<b>Emergency</b>	423-266-1888 (ext 911)

## **DISCLAIMER**

To continue receiving services at CEi 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.