



**The Get Help App Phone Program
Proposal- Illinois**

Table of Contents

About FREE.....	3-5
Proposal for Illinois.....	5
GHAPP NARRATIVE	
Statement of Problem.....	5-7
Program Description	
1. Overview – How GHAPP Works.....	8
2. Design, Features and Technology.....	8-10
3. Program Specific Information	
a) Goals.....	11-12
b) Objectives.....	12
c) Impact.....	13
d) GHAPP Partners.....	13-21
e) GHAPP Call Center.....	21
Capabilities and Competencies	
1. Our Team	
a) FREE Administrative.....	21-22
I. Development.....	22-23
II. The FREE Board.....	23-25
b) Get Help App Phone Programming Team.....	25-26
c) Our Mentors.....	27-28
Program Design and Implementation	
1. Pre-Trial Trial.....	28-29
2. Test Pilot – Randomized Control Trial.....	29-31
3. Roll-out.....	31-32
Performance Trial Methodology and Measures.....	32-33
Our Sustainability Plan.....	33-39

Appendix

- A. Timeline
- B. Agency Procedures
- C. Logic Model
- D. Staff Descriptions
- E. UCLA SOW
- F. GHAPP Protocol (BetaGov)
- G. Sample Letter of Support (LOS)

The Get Help App Phone Program Proposal - Illinois

About FREE:

The Get Help App Phone Program (GHAPP) was created by the **Founder of Freedom House Reentry Employment and Education Corporation (FREE)**. Established in July 2013, **FREE** is a not-for-profit that endeavors to combine social enterprise with reentry programs to provide wraparound reentry programs to formerly incarcerated youth and adults. **FREE** is a registered Illinois 501c3 not-for-profit corporation in good standing.

FREE's mission is to reduce recidivism through reentry programs and social enterprises that empowers the formerly incarcerated, their families and communities.

Our end goal is to establish multiple facilities in each state within the United States over the course of ten years. We will start by targeting states with the highest prisoner populations and expand from there. We want to see a national reduction in the rates of recidivism and in turn, reductions in prisoner population, which will help alleviate strain on an overcrowded correctional system.

Our philosophy is that by establishing businesses in communities that can provide ex-offenders the opportunity for successful reentry, when those individual becomes successful, they can impact their community in a positive way. When you change the individual, you change the family. When you change the family, you change the community, when you change the community, you change the world.

Our story is simple. In 2007, **FREE**'s founder, Dylan Hood, experienced an event that led to the following epiphany: People make mistakes in life and most people who make mistakes deserve a second chance. Researching the concept of second chances and how they manifest in different ways, Dylan became acutely aware of the millions of people who have made mistakes that resulted in incarceration. Many of these men and women were not given second chances, but instead found themselves defined by their mistakes and trapped in a criminal justice system.

The further Dylan researched the justice system, the more apparent it became that there are serious problems. Many people incarcerated come from impoverished, disenfranchised communities with no social support systems. When people are released from prison, a startling forty to sixty-five percent (depending upon whose numbers one is to believe) end up returning within a three-year period. These numbers necessitated a viable solution.

After countless hours of interviews and research, Dylan saw that reentry is a complex

problem with many moving pieces, that he endeavored to create a new model for reentry programming, this model led to development of the the **Get Help App© and Get Help App Phone Program**.

Because transition from confinement to living in the community can be difficult, the **Get Help App Phone Program (GHAPP)** provides supports that aid in the successful and safe transition of adults and juveniles from secure confinement back to their families and communities. GHAPP puts a cellular phone device into the hands of every individual exiting the criminal justice system meeting criteria established by the individual's particular Department of Corrections jurisdiction. Each cellular device will have our patented **Get Help App© installed**.

The Get Help App© is a vital link which allows the formerly incarcerated, especially those in crisis mode connect with counseling, mentors and community resources. Recovering addicts and alcoholics often can feel despondent over difficulties in transitioning to citizenship, such as finding employment, housing or other barriers. Upon pressing the **Get Help App©** button, they will have immediate access to a volunteer pool of on-call mentors that have been matched to meet the needs of the individual calling. All of our mentors have undergone a rigorous mentor-training course developed by **UCLA** and are available 24 hours per day, 7 days per week and 365 days per year. Mentors are available to assist that individual either via a person-to-person voice call or via text messaging, the person initiating the call will make the decision as to the type of interaction they prefer. Additionally, **Get Help App©** users will have the ability to contact our 24-hour **Get Help** referral resource hotline.

This program is not designed for long-term therapy, but as a triage to resources with a long-term impact. Our mentors are not long-term therapists, but they are trained counselors with a mandate to:

- Remain nonjudgmental
- Provide in-the-moment support and comfort
- Keep participants' solution-focused—and,
- Keep participants focused on obtaining higher level treatment alternatives, if necessary

This application is completely anonymous which should help to alleviate the burden faced by many participants of the "800-pound telephone." Our program provides instant, anonymous contact between participants in need and a vast, highly trained mentor pool. The target populations for this initiative are medium-to-high risk offenders. The central idea behind our program is that participants always feel connected and are aware that help is **always** just the touch of a button away.

The **Get Help App Phone Program** is provided at **no-charge** to the states we work with and this program paid through the generosity of the foundations, individual supporters and grants that we solicit for support. Only in the case of county agencies and only after our pilot testing has been completed, will those agencies be charged a fee for services at the organization's cost.

Proposal for Illinois:

This proposal covers **FREE**'s desire to implement its **GHAPP** in the State of Illinois and to conduct a pre-trial trial and test pilot in the form of a voluntary Randomized Controlled Trial (RCT). All of the materials contained here within relate to our GHAPP, our partners and our involvement with Illinois agencies.

GHAPP NARRATIVE

Statement of the Problem:

Nearly **688,000 individuals** are released from America's prisons each year.¹ They return to their communities needing housing and jobs, but their prospects are generally bleak. The majority of ex-prisoners have not completed high school.² In addition, close to three quarters of them have a history of substance abuse, and more than one third have a physical or mental disability.³

These former prisoners are going home to some of the nation's poorest neighborhoods, where they often lack stable social bonds and support networks and where there are few services to help them restart their lives. Given the huge gap between their complex challenges and their limited opportunities for addressing them, it is not surprising that recidivism rates are high. In fact, more than half (52 percent) of former state prisoners are back behind bars within three years after their release, either as a result of a parole violation or because they have committed a new crime.⁴

This cycle of recidivism produces many negative consequences. Households that are already fragile become overwhelmed; communities that are already struggling fall further

¹ "Serious and Violent Offender Re-Entry Initiative" website, Office of Justice Programs, US Department of Justice, www.ojp.usdoj.gov/reentry/learn.php. Cited in Report of the Re-entry Policy Council: Charting the Safe and Successful Return of Prisoners to the Community. The Council of State Governments. New York, 2004, xviii, <http://www.reentrypolicy.org/reentry/Introduction.aspx#1-note>.

² The Bureau of Justice Statistics reports that 46 percent of incarcerated individuals have a high school diploma or its equivalent. C. W. Harlow, Education and Correctional Population, US Department of Justice, Bureau of Justice Statistics (Washington, DC: 2003), NCJ 195670. Cited in Report of the Re-entry Policy Council.

³ Christopher J. Mumola, Substance Abuse and Treatment, State and Federal Prisoners, 1997, US Department of Justice, Bureau of Justice Statistics (Washington, DC, 1999) NCJ 172871; C. W. Harlow, Profile of Jail Inmates, 1996, US Department of Justice, Bureau of Justice Statistics (Washington, DC: 1998), NCJ 164620. Cited in Report of the Re-entry Policy Council.

⁴ Patrick A. Langan and David J. Levin, Recidivism of Prisoners Released in 1994, US Department of Justice, Bureau of Justice Statistics (Washington, DC: 2002), NCJ 193427. Cited in Report of the Re-entry Policy Council.

behind; the lives of those who move in and out of prison are wasted; and the cost to taxpayers is enormous. Overall, the US spends more than \$65 billion a year on prisons and jails. (It costs more than \$23,000 to incarcerate someone in a Federal Bureau of Prisons facility for one year and approximately \$3,500 per year for probation; incarceration in a state prison can run as high as \$45,000 per year or more.)⁵

Without the development of effective approaches for reducing recidivism, the problem is certain to grow. The number of Americans behind bars has increased steadily and now includes more than 2.1 million men and women.⁶ Almost all of them will eventually be released, and, unless something changes, more than half of them will not be successful in reentering their communities and will return to prison.

As the formerly incarcerated are often barred from jobs, there is a clear connection between employment opportunities and self-sufficiency; the difference is creating a supportive environment that fosters the individual. Women and men who have been incarcerated often suffer loss of identity, ability to care for their families, and in many ways, loss of full citizenship. Added to the devaluation of the individual is ingrained racism that leaves persons of color at an even greater disadvantage. With policy reform slow to evolve, innovative mechanisms such as mentoring can provide the opportunity for fostered growth, independence and later assist with employment, which is currently denied to so many. It is **FREEs** hope that through one of our mentoring programs combined with our other services or through one of our ‘social enterprises’, that we will be one of the vehicle that helps drive the engine towards reducing recidivism. It is for these reasons that **FREE** feels the **Get Help App**© program is important.

Mentoring by a caring, well-trained adult can positively impact the lives of individuals in reentry. One of the purpose of our program is to identify the specific challenges faced by individuals in reentry, discuss the best practices of mentoring programs for these individuals, and outline the components of effective training for mentors.

Individuals in reentry experience a number of challenges that predate their engagement with the justice system, as well as being associated with the reentry process. The challenges they face may be related to delayed development, problems with family and peer relationships, mental or emotional stability, substance abuse, school, employment, and reintegration into the community. According to Altschuler and Brash, juvenile offenders face two kinds of transitional challenges: a developmental transition from adolescence to young adulthood and the transition from a correctional facility to life in the community.

⁵ Commission on Safety and Abuse in America’s Prisons, June 2006, “Confronting Confinement.” (A Report of the Commission’s Findings and Recommendations) http://www.prisoncommission.org/pdfs/Confronting_Confinement.pdf. Cost calculations were made by the Bureau of Prisons and by the Administrative Office of the United States Courts. <http://www.uscourts.gov/newsroom/prisoncost.html>.

⁶ Bureau of Justice Statistics, June 5, 2006. <http://www.ojp.usdoj.gov/bjs/pub/pdf/pjim05.pdf>; and “Confronting Confinement.”

Juveniles as well as adults in reentry often demonstrate limitations in three essential life skills, which further exacerbate the challenges they face:

- **Making decisions:** Juveniles in reentry may engage in delinquent behavior, often as a result of the influence of others, while adults act without thinking through the consequences of their behavior.
- **Solving problems:** Adults and juveniles in reentry may not have the skills to address and work through difficult situations.
- **Accessing resources:** These adults and juveniles may not know about the resources and services in their community or how to get the help they need for problems that arise.

Mental or Emotional Stability:

As a result of their challenging life experiences, system-involved individuals are more likely to have physical, mental, and substance abuse problems, and are more likely to engage in risky sexual behaviors, such as early initiation of sex and early pregnancy. In some jurisdictions, as many as 67 percent of males and 81 percent of females who are incarcerated have a diagnosable mental health disorder such as posttraumatic stress/trauma, behavioral disorder, or ADHD.

Substance Abuse:

The vast majority of individuals who have been incarcerated report having problems with substance abuse, and their offenses are often due to involvement with alcohol or other drugs. Sixty percent of individuals facing reentry who have a mental health disorder also have a substance abuse disorder. If they have not received appropriate treatment while incarcerated, individuals with substance abuse problems may not have learned positive ways to fill their leisure time without using alcohol or other drugs.

Employment:

As many individuals affected by incarceration learn, a period of incarceration (which generally results in a limited or nonexistent work history) presents a disadvantage to finding employment upon release. In addition, the lack of positive role models and limited personal connections to employment opportunities among formerly incarcerated individuals often result in a compromised work ethic. When these individuals finally do enter the job market, they tend to get low-paying, dead-end jobs they don't retain for long.

Re-integration:

Individuals in reentry need supervision and support services when they return to the community. Without appropriate transitional services, these individuals are likely to recidivate.

A coordinated, comprehensive reintegration plan should include a continuum of aftercare services from the correctional facility, the school, and mental health and health care

providers. While some corrections and/or family services systems create plans for individuals facing reentry, many individuals do not have such a plan. Without connections to nurturing mentors who model critical life skills, these individuals are likely to rely on the support systems they developed while incarcerated or on probation, which can undermine their post-release progress.

Program Description

1. Overview - How the Get Help Program works:

FREE's Get Help App Phone Program (GHAPP) will support the successful and safe transition of adults and juveniles from secure confinement back to their families and communities. Our program puts a cellular phone device into the hands of every individual exiting the criminal justice system that meets the criteria established by the Department of Corrections of each particular state. Each cellular device is installed with our patented **Get Help App**©. Program participants will each receive a free cell phone and six months of free (restricted) service.

The Get Help App© serves as a vital link that reduces barriers for formerly incarcerated individuals by providing them with 24/7 support. We are taking technology to the next level and using it to reduce recidivism. Research indicates that those presented with any of the barriers that come with being a formerly incarcerated individual can simply open our application by touching a button. Upon doing so, they will have immediate access to a volunteer pool of on-call mentors, all of whom have undergone a rigorous mentor training course designed by experts in the fields of Criminology, Law and Psychology from **UCLA** and are available 24 hours per day, 7 days per week and 365 days per year. Mentors are available to assist that individual either via a person-to-person voice call or via text messaging, the person initiating the call will make the decision as to the type of interaction they prefer. Our motto is: **Before you act...call**

2. App Design, Features and Technology:

App Design:

We have also partnered ourselves with an experienced, first rate design team where we work hand in hand with corrections as well as the criminal justice experts at **UCLA** to make sure our **Get Help App**© delivers on its promise to reduce barriers. We conduct focus groups with correctional officers and those that work in parole and probation to discover the features they feel are most important to successful reintegration as we then use technology to bring those features to life in our application.

Features:

Here are just a few of things our application will accomplish in creating 24/7 support tool:

- 24/7 Direct phone or text contact with a trained mentor from our volunteer pool
- 24/7 Access to a live resource referral ranging from food, to housing to employment opportunities
- 24/7 Access to licensed counselors specializing in domestic violence (preventative and support of victims), veteran's issues such as PTSD, suicide prevention and mental illness when the support provided by one of our mentors is not enough
- 24/7 Access to licensed Nurse Practitioners available to assess medical issues and to prescribe a course of action
- 12-Step Meeting locator
- Phones will be outfitted with GPS, in order to identify local services and resources participants can easily reach
- GHAPP can be used by participants, parole or probation officers to set reminders of important dates and appointments
- Maps and directions sent directly to phone
- Can provide funds to ride public transportation downloaded directly to the device
- Can provide vouchers from various restaurant chains we partner with to provide meals
- Educational videos sent directly to phones on topic ranging from cognitive restructuring to goal setting to interviewing for a job to problem solving
- Video games that are educational in nature especially for our juvenile participants
- Directions to health care provider
- Up to the minute availability of shelter and housing beds
- Step-by-step live instruction and directions in linking with such important resources as driver's license, assistance with Medicaid, TANF or other forms of support
- Celebrations of birthdays and milestones such as periods of sobriety
- **FREE** will begin testing our **Family App Version**, which will allow the family members across all of **FREE** programming (IAM, GHAPP, YFM and CWIP) to participate with their very own confidential application to provide mentoring (text or talk), counseling (specifically for domestic violence and trauma) and referral resources as specifically related to family needs. This app will be down-loadable from the Apple App Store at no cost to the user and will work with both iPhone and android devices.
- Our data system as designed by **Revation** is fully integrated, so that we will have the ability to link directly with those agencies in our data network. This means we can help in the processing of forms directly over the phone, can obtain signature

and them instantly submit needed documents to the agency that request them.

- Scheduling of appoints and appoint reminders
- Important documents can easily be downloaded and printed from a nearby Kinko's/Fed-Ex location

The list is endless with the opportunities we can provide and our pilot test in Illinois will provide us ample opportunities for testing and more was as well as data collection as to what works and what does not.

Technology:

Through our partnership with **Revation/North Light** we are creating a fully integrated data system that is linked directly with most of the social services in our data base. Here are some of the features our data system will provide:

1. **Voice** - North Light LinkLive includes a call-center queuing and routing engine with rich, encrypted multimedia audio in an internet browser to allow for advanced real-time collaboration. LinkLive's cloud-based deployment models include a softphone on the agent desktop.
2. **Web Chat** - North Light LinkLive Web fits into call agent workflows and allows agents to handle multiple chats simultaneously, escalate from a chat to a phone call or video session if the discussion necessitates a voice conversation or visual interaction. All web chat sessions are encrypted from keyboard-to-keyboard to keep patient data safe and secure.
3. **Recording** - All sessions are recorded, logged and stored in Audit Trail Services allowing retrieval of past web chats, phone calls or video conferences.
4. **Encrypted email** - North Light's LinkLive secure encrypted e-mail enable an organization to safeguard messages between Customer, employees and any other external contacts. The LinkLive encrypted e-mail uses Customer's existing e-mail system for secure, encrypted communications while maintaining regulatory compliance.
5. **Public Portal Website** - North Light Resource House Public Portal website allows public users to search for available and appropriate services based on needs.
6. **Provider Portal Website** - North Light Resource House Provider Portal website allows authorized service provider organizations to submit updated information about their agency, its services and its locations.
7. **Referral Website** - North Light Resource House Referral website allows call specialists to record information about the caller, incoming or outgoing contacts, problems/needs, searches, and service referrals.
8. **Data Conversion** - Resource data and call/client data from an existing system will be imported into the Resource House databases.

9. **Reporting Website** - North Light Resource House Reporting website allows authorized users to create and save reports using any of the data collected in the Referral database, and any data in the resource database (agencies/services/locations).
10. **Data Manager** - North Light Resource House Data Manager allows authorized users to maintain a database of service providers, their services, and their locations.
11. **HIPAA Compliant**

3. Program Specific Information

a) Goals:

The goals of this program are to reduce recidivism among formerly incarcerated individuals; thus improving the outcomes for their children, and family members; and the communities in which they live. The following are the specific goals associated with the development of the **Get Help App** ©:

1. Provide mentoring programs for the formerly incarcerated.

Many incarcerated individuals leave prison without the benefit of being connected with a mentor prior to their release, so this program is designed to make mentorship accessible. Although mentorship will not be formalized, the potential for the creation of a formal mentoring bond will exist under our application.

2. Provide a system of support for the formerly incarcerated.

Research strongly suggests that individuals released from incarceration require access to behavioral and physical health; labor, housing, childcare and mentoring help and support. For more than ten years, research has demonstrated that carefully structured, well-run mentoring programs can positively affect social, behavioral and academic outcomes for at-risk young development of a trusting relationship between the young person and an adult mentor who provides consistent, nonjudgmental support and guidance.

3. Provide greater accessibility to the comprehensive range of services provided by each state.

One of the greatest challenges faced by formerly incarcerated individuals is knowing exactly where to turn for resources. **GHAPP** is designed as a 24-hour/7 day-a-week hotline that seeks to remove that obstacle. Our research and organizational team will do the footwork of connecting and constantly updating referral sources nationwide, so our participants gain information and access to the nearest possible resources.

4. Provide Mentor and Staff training, specifically aimed mentorship via phone and text.

The training provided to our **Volunteer Mentors** is a central feature of our programming. Our **Volunteer Mentors** are all required to attend several mentor training sessions that have been designed in conjunction with the **UCLA Integrated Substance Abuse Programs**.

5. Provide mentoring whereby participant use is completely voluntary

Research has shown the mentoring is more successful and productive when mentees enroll in a program of their own volition.

6. Provide a user-friendly method of engagement, which simplifies the mode and manner of communication between mentor and mentee.

Even after participants became involved in mentoring, it is a challenge to keep them committed and engaged. After mentees find a job, coordinating schedules and other commitments can become obstacles to continuing the mentoring. Further, participants not showing up for their scheduled sessions led to the challenge of retaining mentors. Mentors could get discouraged and become less motivated to maintain the relationships and drop out the program.

7. Provide a user-friendly mechanism for the completion of paperwork and other documents for delivery to the appropriate agency directly from the app.

Paperwork and the submission of documentation to agencies for various social services often presents a great deal challenge to those reentering individuals whom have limited experience in navigating some of the bureaucratic that many persons take for granted. Our data system through it's integration feature will allow one of our referral resources operators to complete paperwork over the phone, obtain a signature and deliver it to the requesting agency in an instant.

b) Objectives:

FREE seeks to create a platform for mentoring and providing services to the formerly incarcerated that provides them with a better chance of successfully incorporating back into their communities.

The specific outcomes we seek which are related to this project are as follows:

- **To Promote Work Skills, Self-Sufficiency, and Employment**
- **To Influence and Reduce Risky Behaviors**
- **To Increase Psychological Well-Being/Stress**
- **To better understand the mentorship process**

- **Improved access to Health Care**
- **Reduce recidivism**
- **Strengthen family bonds**

c) Impact:

Based on research on the effect of mentorship on formerly incarcerated adults, it displays a **27% reduction in recidivism** at 3 years following release, we are able to conclude the following:

Per 100 individuals released this is what the data suggest:

- Number of former inmates likely to recidivate without intervention (68%)⁷ or 68 individuals
 - Number of former inmates likely to recidivate with mentorship intervention (41%)⁸ or 41 individuals
 - Number of individuals NOT recidivating because of GHAPP (Difference between 68% recidivism and 41% recidivism) or 27
 - The average cost of housing an inmate in the U.S. in 2012 was \$31,286.00⁹
 - Money Saved by the State Annually per 100 individuals = \$31,286.00 x 27 = **\$844,722.00**
 - **FREE estimates that in it's test pilot phase, it will save the state of Illinois approximately \$5,000,000.00 in 2016-2017.**

d) GHAPP Partners:

Illinois Department of Corrections (IDOC)

GHAPP supports serving justice in Illinois and increase public safety by promoting positive change in offender behavior, operating successful reentry programs, and reducing victimization. The IDOC will have direct input on application functions, will establish the criteria of eligibility and we will work from each state's pool of available resources with input from state and federal providers and programs.

Illinois Department of Juvenile Justice (IDJJ)

The mission of the Illinois Department of Juvenile Justice and **GHAPP** is to enhance public safety and positive youth outcomes by providing strength-based individualized

⁷ <https://drive.google.com/file/d/0BxQZKclQrMdNS2ZMSGFLSk16RWc/view?usp=sharing>

⁸ http://www.doleta.gov/pri/pdf/mentoring_ex_prisoners_a_guide.pdf

⁹ <http://thelawdictionary.org/article/what-is-the-average-cost-to-house-inmates-in-prison/#ixzz3k4qN8S7P>

services to youth in a safe learning and treatment environment so that they may successfully reintegrate into their communities.

Illinois Department of Veterans' Affairs (IDVA)

The **GHAPP** works well mission of the Illinois Department of Veterans' Affairs (IDVA), which is to empower veterans and their families to thrive. **GHAPP** will accomplish this by assisting veterans in the program to navigate the system of federal state and local resources and benefits; by providing an easy all encompassing link...their cell phone. We also aim to enhance the long-term health care for eligible veterans by partnering with other agencies and non-profits to help veterans address education, mental health, housing, employment, and other challenges.

Circuit Court of Cook County Juvenile Justice Division

The Juvenile Justice Division hears cases involving delinquent minors under 18 years of age and promotes a system of treatment for these minors that responds to the issues of delinquent behavior. The **GHAPP** is a treatment system designed to protect the community, impose accountability for delinquent behavior, and equip minors with resources to live responsibly and productively.

Circuit Court of Cook County Adult Probation Department (CCAPD)

The Cook County Adult Probation Department is a leader in community corrections, working with the judiciary and the community to create a safer society. They are committed to providing the courts with quality information and to offering viable, cost-effective sentencing and pretrial options. Through a balance of enforcement and treatment strategies, they hold offenders accountable and afford them opportunities to become productive, law-abiding citizens. The **GHAPP** provides for CCAPD a mechanism for enhancing the efforts of the probation process and makes easier the task of providing resources to those under probationary supervision.

Verizon and the Verizon Foundation: FREE working in partnership with **Verizon Wireless** has negotiated a most affordable cellular plan including the cellular phone and will purchase numerous plans through funding made available through our foundational partnerships. We anticipate spending over \$250,000.00 for 1000 service plans in 2016 and if successful, that figure will balloon to over \$11,000,000.00 in 2017 spread out over 10 states and servicing up to 40,000 individuals for which we will need approximately \$20,000,000.00. The Verizon Foundation(VF) is the philanthropic arm of Verizon. They are dedicated to solving critical social issues in the areas of education, healthcare and energy management, particularly in underserved communities.

MaaS360 by Fiberlink, an IBM company

MaaS360 mobile device management (MDM) is the security system for **GHAPP**. MaaS360 provides dynamic, end-to-end security and compliance management capabilities to continuously monitor devices and take action. With MaaS360, **FREE** has the ability to completely ‘shut any device down,’ should we detect any pattern of abuse or misuse. MaaS360 provides the fastest and most comprehensive way to configure devices for enterprise access and secure corporate data on smartphones and tablets — all from a single screen.

University of California Los Angeles Integrated Substance Abuse Program

FREE has enlisted the support of UCLA, whose primary task is to create a Training-for-Trainers for multiple modules of mentoring for criminal justice involved men and women. The modules include:

Module 1. Adult Mentoring (for men and women 6 months prior to release from prison)

Specific content needed for Training of Trainers (TOT) for Mentors of adult offenders:

- a. A knowledgebase about the numbers of men and women incarcerated nationally and statewide (CA or Chicago? Where will mentoring programs, trainings, and studies be located?); as well as criminal justice historical and recent criminal justice policy changes affecting incarceration populations (e.g., War on Drugs, AB 109, Prop47, and also the ACA)
- b. A knowledgebase of the factors related to criminal justice history (e.g., juvenile justice involvement, substance abuse, household dysfunction, domestic violence, mental illness, trauma, poverty, parental incarceration, etc.)
- c. Understanding of chronic criminal offending and criminal thinking and triggers of recidivism
- d. Understanding of multiple chronic needs of incarcerated men and women upon release (e.g., substance abuse, mental illness, other chronic health problems, homelessness, child protective services, employment, education, etc.)
- e. Knowledge of prison-based community transition programs
- f. Knowledge of social service agencies in the area to act as liaisons for offenders and agencies
- g. Knowledge of parole/probation requirements
- h. Understanding the stigma and other fears and anxieties associated with release
- i. Mentors will be trained to counsel both victims and perpetrators of intimate partner violence

Core content for TOT for Mentors of adult offenders:

- a. Motivational Interviewing (MI) - Motivational interviewing is a treatment approach developed by William Miller and has been well established as an effective way to promote behavior change in individuals. Following a brief review of the three different helping styles, the definition of motivation, and the fundamental MI principles, the MI Skill Development training will focus on a review of the MI micro-skills to help individuals to engage in change talk, and then make commitments to make behavioral changes based on goals that they have identified. In addition, the training will include a discussion of strategies to use and traps to avoid in initial counseling sessions.
- b. Strengths Based Approach – Mentoring should be grounded on a strengths-based model increasing participant’s confidence and support networks and helping them to navigate through the complex and often fragmented social service systems. Recognizing the high rates of violence, substance abuse, and poverty experienced by men and women involved in the criminal justice system allows for the shift from the perceived deficits of the individual to focus instead on their resilience while providing emotional support. This type of approach differs from case management, in its orientation toward flexible problem solving to overcome barriers rather than the provision of a predefined set of services.

Module 2. Young Fatherhood (for transitional youth 16 – 25)

Specific content for TOT for Mentors of young fathers:

- a. A knowledgebase about the numbers of young men (under criminal justice supervision?) nationally and statewide populations
- b. Knowledgebase regarding sexual behavior and use of condoms and youth at risk for HIV/AIDS
- c. Understanding of child protective services involvement and rights of fathers for guidance
- d. A knowledgebase of the factors related to recidivism of young men (e.g., juvenile justice involvement, substance abuse, household dysfunction, domestic violence, mental illness, trauma, poverty, parental incarceration, etc.)
- e. Understanding of gang affiliation and associated risks
- f. Understanding stigma and peer relationships and anxiety
- g. Knowledge of social service agencies in the area to act as liaisons for young men and agencies (e.g., liaison to parenting classes)
- h. Mentors will be trained to counsel both victims and perpetrators of intimate partner violence

Core content for TOT for Mentors of young fathers:

- a. Motivational Interviewing (MI) – as above
- b. Strengths Based Approach – as above
- c. Youth Engagement - Youth Engagement is a complementary framework for understanding how youth become involved and stay involved with positive activities, which in turn offer protection against negative outcomes. This framework resonates universally with program developers and researchers, as “meaningful participation and sustained involvement of a young person in an activity, with a focus outside of him or herself, acting as a protective factor.” The kind of activity in which the youth is engaged can be almost anything— sports, the arts, music, volunteer work, politics, social activism—and it can occur in almost any kind of setting, including parenting classes and other activities involving father and son.

Module 3. Children and Parental Incarceration

Specific content for TOT for Mentors of children with incarcerated parents:

- a. Knowledge of impact on parental incarceration on children (this is recognized as an adverse childhood event and with other adverse events, a precursor to PTSD)
 - b. Knowledge about Mentor’s being mandatory reporters of child endangerment or neglect
 - c. Knowledge about movement of children during parental incarceration (e.g., foster care, kinship care, group homes, etc.)
 - d. Understanding of the intergenerational cycle of substance abuse and crime and household dysfunction including domestic violence
 - e. Knowledge of free transportation services available for visitation of an incarcerated parent (e.g., The Chowchilla Family Express or Get on the Bus)
 - f. Knowledge of social service agencies in the area to act as liaisons (e.g., children’s groups and after school programs for kids, parenting classes and other family services)

- a. Understanding of the stigma associated with parental incarceration and involvement in child protective services (potential ongoing household dysfunction)

Core content for TOT for Mentors for children of incarcerated parents:

- a. Motivational Interviewing (MI) – as above
- b. Strengths Based Approach – as above
- c. Youth Engagement – as above (modified for age of child and appropriate interaction)

Module 4. Get Help App Phone Program (Partner with Verizon)

- Button to reach live mentor
- Button to text live mentor
- Transferred to resource center (24-hour live staff)
- 6 months of free service plus cell phone

Specific content for TOT for Mentors (primary content to be developed after gathering more information about the app)

- a. *Broad knowledge needed about first responder rapport (as the app may be used in emergency situations)*
- b. *Recognizing signs of trauma and avoiding re-traumatization*
- c. *Understanding legalities surrounding mandatory reporting laws (e.g., child abuse, elder abuse, harm to self or others, intimate partner violence)*
- d. *Understanding emergency responses to reports of physical abuse or immediate danger*
- e. *Knowledge of appropriate responses for request for help with triggers (e.g., feeling the need for a drink or drug use)*
- f. *Knowledge of social service agencies in area to act as liaison for immediate placement or need*
- g. Mentors will be trained to counsel both victims and perpetrators of intimate partner violence

Core content for TOT for Mentors for children with incarcerated parents:

- a. Motivational Interviewing (MI) – as above
- b. Strengths Based Approach – as above
- c. Incorporation of immediate response protocols for emergency situations

Nena Messina, Ph.D. a research Criminologist with the UCLA Integrated Substance Abuse Programs Criminal Justice Research Group along with Thomas E. Freese, Ph.D. the Director of Training for the UCLA Integrated Substance Abuse Programs, the Director of the Pacific Southwest Addiction Technology Transfer Center, HHS Region 9, (Arizona, California, Hawaii, Nevada, American Samoa, the Commonwealth of the

Northern Mariana Islands, the Federated States of Micronesia, Guam, the Republic of the Marshall Islands, Republic of Palau) and the Co-Director, Center of Excellence on Racial and Ethnic Minority Young Men Who have Sex with Men and Other LGBT Populations (YMSM+LGBT).

Together, Ms. Messina and Mr. Freese bring a wealth of experience and knowledge to this project that is immeasurable. Ms. Messina has been the principle investigator in over 25 research grants totaling more the \$15,000,000.00. Ms. Messina has also indicated that the Project Director they are considering for this project has already been identified. This individual has a long incarceration and substance abuse history (of course clean for years) and now has a Master's degree. She will be fabulous for guiding content of the training and indeed conducting training herself. UCLA is excited to work with FREE as our mentoring ideas fit very well with the projects that UCLA currently and has previously directed:

- Optimizing Health and Reducing Recidivism via ACA Coverage for CJS-involved Individuals. The California Endowment
- Freedom through a Second Chance Adult Offender Reentry Program. County of Los Angeles
- Examining the Health Impacts of Reuniting Incarcerated Women with their Children
- Family Centered Substance Abuse Treatment for Adolescents and Their Families
This training module will train mentors on how to interact with formerly incarcerated individuals (including veterans and juveniles) in areas of domestic violence, PTSD, substance abuse and mental illness. Over our four pilot programs, we expect to train over 2000 volunteer mentor and call center operators in 2016 alone.

Revation Systems

The system being developed by Revation for **FREE** is the backbone of the technology, which drives the **GHAPP**.

Pepperdine University School of Public Policy (BetaGov)

BetaGov's mission is to help agencies like **FREE**, policymakers, and others who seek assistance to develop, conduct, analyze, and share research that can test the policies and practices that affect Americans. Guidance from BetaGov—provided at no cost to the end user—facilitates design and implementation of research conducted by service agencies and departments at all government levels, as well as by non-government individuals and groups who lack research expertise. The goal is to significantly increase the pace of learning about policies pertaining to health services, social services, criminal justice, education, and other domains to identify promising innovations as well as to shed light on policies and practices that are inefficient or ineffective.

BetaGov Background

In December 2012, BetaGov Director **Angela Hawken, Ph.D.**, gave a presentation to the U.S. Department of Justice about an effort she had been developing for several years that had originally been called the “Center for Practitioner-Led Trials.” Those early efforts evolved to become BetaGov. BetaGov is a multi-disciplinary group of academic and practice-experienced researchers who provide assistance to virtually any entity or person who wants to explore possible improvements in policies and practices in domains ranging from criminal justice to education. What BetaGov does and how we do it are unconventional by design—BetaGov exists because conventional approaches to conceptualizing and conducting research to test policies and practices can be inefficient and the results are often irrelevant to real-world practitioners and policymakers. All BetaGov assistance is provided at no cost to the end user. We are a 12-person team, including five PhDs and support staff. Notably, all BetaGov personnel have direct experience in field research activities and have participated in the design, implementation, and analysis of randomized controlled trials (RCTs).

BetaGov Promotes “Locally Grown” Randomized Controlled Trials to Produce Useful Findings:

Most public policies and practices—such as how we educate our children, deliver healthcare, rehabilitate convicted offenders, or house the homeless—have one thing in common: they have never been empirically tested. Conducting rigorous evaluations has traditionally involved academic researchers, government funders, and requires navigating through so much bureaucratic red tape that research becomes difficult, delayed, and dissemination of findings is inhibited. As a result, many commonplace policies intended to make us smarter, safer, or healthier are based more on intuition or on “business as usual” than on empirical data. We created BetaGov to promote scientific evaluations of policies and practices via randomized controlled trials (RCTs) and to make these assessments the norm rather than the exception.

A **RCT** is the most rigorous test of an intervention, and is also the simplest to interpret. With BetaGov's guidance and assistance provided at no cost, practitioners can carry out their own **RCTs**. Being able to design and implement a trial without unnecessary funding and regulatory hurdles means that the trial can be conducted and completed in a minimal amount of time resulting in findings that can be quickly shared on BetaGov.org and at affiliated outlets to increase dissemination of practical, useful trial results. Thus, local-scale research can address local issues while contributing to a registry of evidence with more immediate practical value than produced by traditional academia-based research. Large-scale trials as traditionally developed and led by academic researchers still have

their place, and BetaGov trials can help support those efforts by gathering pilot data efficiently to substantiate larger, formal **RCTs**. Much of the data required for assessing policies and procedures is already being collected for administrative purposes, and **RCTs** can be designed to take advantage of those data to address important issues at very low cost with minimal start-up delay. The private sector has long relied on simple, pragmatic **RCTs** to improve efficiency and performance, and at BetaGov, we promote use of these same techniques to inform policy solutions for the most challenging health and social problems.

e) **GHAPP Call Centers**

When creating a call center initially, we have anticipated for several unknowns:

- what hours will participants call?
- will participants call daily?
- what will the needs of the participants be?
- what will be the duration of each call?

FREE plans staff the **GHAPP call center** to accommodate for peak call volumes. We have used the **Erlang calculator** to predict the number of referral resource and mentors needed to facilitate **2000 individuals**. Based on those numbers, these are the estimations of the call-center consultants we are working with:

If 10% of the initial 200 calls take place in the same hour and take 10 min (600 seconds), then we the estimated number of agents needed to respond to those calls within 20 seconds would be **seven (7)**.

To err on the side of over, rather than under populating our call center, we will be starting with **14 phone stations** for the initial **2000 individuals**.

Our call center will be **fully supervised** and will operate **24/7**. Our **Volunteer Mentors** will work in 4 hour shift and we will have 6 shifts per day and shift crew sizes will depend on call volume hours.

Volunteer Mentors will be limited to working only two shifts per week and our goal is to create a fun atmosphere that will invite participation. Snacks and beverages will be a constant, as will outing and gathering.

Capabilities and Competencies:

1. Our Team:

a) FREE Administration team:

CEO / President - Reporting to the Board of Directors, the President / Chief Executive Officer has the responsible for establishing the company's goals and strategies and

presiding over the entire workforce. Oversees budgets and ensures resources are properly allocated. Ensures departments meet individual goals. Also, responsible for overall accountability to board of directors and the general public.

Director of Programming (MSW) - The Director of Programming plays a central role in the development and coordination of **FREE**'s programmatic activities. The Program Director works independently and collaboratively with **FREE**'s staff to plan, manage, and implement activities in the following areas: application design related to programming, research and evaluation, meeting design and coordination, grant/contract management, grant and report writing, and publications/materials development. Other responsibilities include supporting communications activities, serving as liaison and **FREE** representative at meetings, and establishing and maintaining partnerships to advance **FREE**'s mission.

Asst. Director of Communications and External Affairs - The Asst. Dir. works with the Director of Development and others in the organization to develop and implement communications strategies with **FREE**'s key constituencies (departments of correction, county parole, veteran affairs, community supporters, funders, prospective funders, and board members). The Asst. Dir. primary responsibilities are in marketing and communications in an effort to promote positive public image among **FREE**'s various audiences and advance **FREE**'s efforts to raise money. This position will also collaborate with others in the organization to achieve brand consistency, coordination of messages, and the highest standards for external communications. This position is responsible for coordinating organization-wide design, message, and content generation, including electronic and print communications. One of the most crucial tasks of the coordinator will be the creation and ongoing management of an organization-wide communications calendar. The coordinator is also responsible for creating and managing budgets related to publications and communications.

Part-time Book-keeper - The bookkeeper position creates financial transactions and creates financial reports from that information. The creation of financial transactions includes posting information to accounting journals or accounting software from such source documents as invoices to customers, cash receipts, and supplier invoices. The bookkeeper also reconciles accounts to ensure their accuracy.

Development Division:

Director of Development – The Director of Development is responsible for planning, organizing, and directing all of **FREE**'s fundraising including, the major gifts program,

annual fund, planned giving, special events and capital campaigns. The Director works closely with The CEO and the Board of Directors in all development and fund raising endeavors.

(2) Grant Writer - The Grant Writer is responsible for writing proposals for both unrestricted operating revenue and restricted projects and for submitting timely and accurate reports for all existing grant funded projects.

Administrator Assistant - The Administrative Assistant provides office services by implementing administrative systems, procedures, and policies, and monitoring administrative projects.

(2) Strategic Enterprise Specialist - The Strategic Corporate Donor Specialist is responsible for meeting or exceeding sales and retention goals for assigned large accounts. The position is responsible for working with the Account Management Team to maintain on-going relationships with assigned account base, including follow-up, order processing, customer presentations, monitoring the Sales to Support process, multi-location turn-ups, installation, renewals for existing service and ensuring customer satisfaction pre and post sales.

Event Coordinator - The Events and Marketing Coordinator is responsible for the management and coordination of all events of **FREE**. Additionally, this position is responsible for the development and implementation of the marketing and public relations plans and the maintenance of the website for **FREE**. This position develops sponsorship/trade/business arrangements and relationships with businesses, individuals and organizations interested in supporting **FREE**'s events and activities. This position will work in coordination on other projects as assigned with the Director of Development, other office staff and volunteers in attracting funding for **FREE**.

Board and Leadership:

Our board is comprised of experts from a variety of fields. By incorporating a combination of social service innovators with business leaders we are able to create sustainable enterprises across the country.

Dylan Hood, MSW (MPP and MDR 2017) - is seasoned entrepreneur of start-ups in the real estate and construction arena. He founded Patria Partners and Patria Construction in Chicago and became the second largest single Section '8' landlord in the Chicagoland area. He was also the founder of Dylan Hood and Associates, a real estate brokerage. In 2010, Dylan left real estate entirely to commit himself to a path of service. In this quest he enrolled in the Social Work program at Loyola University Chicago where he

received his master's in Social Work. His passion for helping others has drawn him to work with ex-offenders in the task of reducing our nation's rate of recidivism. To this end Dylan has founded three organizations, Alchemy, U.S.A. a for-profit provider of transitional reentry services for ex-offenders and Freedom House Reentry Education and Employment Corporation (FREE), a not-for-profit social enterprise that creates business for the purpose of employing ex-offenders and Freedom House, a provider of reentry treatment services and the administrator of the **Freedom House Reentry Treatment Model**.

Dedication to the path of social service has led Dylan to further expand his base of knowledge. In 2014 he began attending Pepperdine University's dual degree master's program for Public Policy and Dispute Resolution.

Dylan has done extensive nationwide research on effective prisoner reentry, created a reentry model and written several articles which are soon to be published. Additionally, Dylan is a thirteen-year volunteer in the field of substance abuse and has served on the board of the Hazelden Foundation Chicago and the associate board of the National Alliance on Mental Illness.

Rick Cummings, MSW – As a marketing director, Rick Cummings became a top innovator in urban lifestyle marketing, crafting strategic marketing partnerships. These partnerships yielded millions in benefits from entertainment and consumer goods companies ranging from Warner Brothers Music to Proctor and Gamble. Rick's business development interest led to Global Wealth Management roles with global banking leaders CitiSmith Barney and JPMorgan Chase. His initial nonprofit agency interactions familiarized Rick with building 403b and planned giving programs for nonprofit agencies.

Nonprofit missions resonate with Rick's personal life. The son of immigrant parents whose path to self-sufficiency was aided by social service support, Rick realized the societal long-term benefits of social service programming. As his passion for social services grew, Rick sought volunteer opportunities supporting the promotion or funding of social services. Cultivating that interest resulted in his career change.

Rick earned his MSW from Loyola University Chicago May 2014. His fieldwork led to his interest in donor research and stewardship; grant writing, reporting, and program management experiences. Funding scholastic development was influenced by his School Social Work fieldwork, performing socio-emotional learning groups, individual and group therapy and crisis intervention/management. Another experience, studying Global Social Welfare at Italy's University of Calabria, deepened Rick's global social work perspective. Loyola's confidence in Rick's scholarship resulted in his inclusion in an informational marketing video detailing the Loyola School of Social Work fieldwork experience.

Collectively, these experiences fuel Rick's passion for meeting and exceeding development and fundraising challenges for social service, community development and educational programming. Rick keeps his perspective fresh through penning his first book and volunteering for various causes and seeks solace through boxing and jogging the Lake Michigan trail.

Katie Lelonek (Secretary) - is a fifth year doctoral student in clinical psychology with a

completion date of 2016. She has focused her clinical training and research on developing the skills to meet the treatment needs of adolescent correctional populations. To date, she has had two years of experience working as a therapist for male and female juvenile offenders. Her time is occupied with crisis management, risk assessment, diagnosis, treatment, and relapse prevention. She has witnessed, first hand, the significant mental health needs for these diverse individuals.

Coming from within the correctional system serves her with a rare perspective on the flaws and successes of our society's current system for rehabilitation and retribution. Often times, offenders' needs go unmet due to a variety of reasons, which are often times a result of a flawed system. Her efforts have been put forth towards offering a brief solace for juvenile offenders during their incarceration with hopes of providing them a sense of empathy that has often been lacking in their lives. Her passion and drive for these incarcerated youth has encouraged her to seek out outside sources to enact change in our systems and provide hope for offenders upon their release into the community.

Dr. Ugur Uygur, PhD - is the Assistant Professor of Entrepreneurship at Quinlan School of Business. Dr. Uygur leads the graduate entrepreneurship program and conducts research in various aspects of entrepreneurial cognition. He regularly teaches the "Entrepreneurship" and "Entrepreneurial Marketing" courses in which MBA students can work with social enterprises or develop plans to start their own social ventures. His primary research focuses on decision making in social entrepreneurship and entrepreneurial cognition in general. His latest research in 2014 has appeared in Journal of Social Entrepreneurship and Journal of Management & Organization. At Quinlan, he also serves on the advisory boards of the Center for Social Enterprise and Responsibility and the Center for International Business. He holds Ph.D. and M.Sc. degrees from the University of Illinois at Urbana-Champaign, an MBA from Bilkent University, and B.Sc. in Computer Science from Middle East Technical University. Prior to his academic life, he worked in software start-ups and consulted with entrepreneurial ventures.

Dr. Shoaib Memnon, M.D (Chairman) - is an Assistant Professor of Psychiatry at Loyola University Medical Center in Chicago, Illinois. He graduated from the University of Chicago Medical School and is board certified in Psychiatry - General Cert: AM Board of Psychiatry & Neurology (Gen).

Suzanne Andrikatis, LCSW – is the retired Executive Director of the National Alliance on Mental Illness of Greater Chicago, a position that she held for 17 years. Suzanne is well versed in issues concerning mental health, of which she has dedicated most of her 40 plus year career.

b) Our Get Help App Program team:

Program Administrator (LCSW) - The Program Administrator reports to the DP and is responsible for researching, developing, administering and evaluating programs in response to the identified needs of client groups and community organizations.

Assistant Program Administrator – This position is responsible for performing work of an administrative, managerial, and professional nature under general supervision from a Program Administrator. The goals, objectives and deliverables of this position will be defined by the program’s leader, by the mission or charter of the program, and through communication with the source(s) of funding for the program. The Assistant Program Director manages a pool of interns, resources and administrative processes to ensure that the goals and objectives of the program are accomplished. This position requires skill in planning, budgeting, and evaluating projects, along with specific expertise in the subject matter of the program. An Assistant Program Administrator must be able to apply a high level written and oral communication skill for important interactions with community agencies, sources of funding, internal contacts, compliance organizations, etc.

Mentor/Volunteer Coordinator – As needed, perform additional tasks to support the effective operation of a non- profit organization This position entails responsibility for the direct service mentoring operations of the agency. All operations will be managed and implemented according to established best practices in the mentoring field, with emphasis on the requirements for a Juvenile Justice Mentor Program. These operations include all operations related to the implementation, growth and development of the mentor / volunteer program. Operations include, but are not limited to, training and screening adult and youth (peer) volunteers; matching volunteers one-to-one or small group with individuals placed from the state and Cook County; interviewing and screening youth; providing follow-up support once each match is made; planning life skills workshops; planning and implementing a community-based activities program; coordinating the implementation of targeted services and programs.

The Mentoring Coordinator is responsible for not only maintaining a high standard of excellence in mentoring and support services, but also taking initiative to further this goal. The Mentoring Coordinator is responsible for meeting operational goals and objectives, keeping the organization informed of current research and information relevant to the program and working with staff and the Board to maintain an ongoing evaluation protocol, including required documentation, data collection. The Mentoring Coordinator will represent the agency in the community and will evaluate special community collaboration opportunities.

(3) Licensed Clinical Practitioners’ specializing in Domestic Violence and PTSD -

The primary goal of the Therapist is to help those struggling with interpersonal/relationship issues. The main role is to develop a humanistic and empathetic relationship with those who are struggling. This process will help promote trust and growth with clients who are faced with personal, family and social crisis. Therapists will demonstrate mastery of scope of practice as evidenced by measurable performance evaluations of direct client services and written documentation skills. Licensed Therapist will participate via the phone **on a as necessary basis** for consultations, supervision and to attend weekly clinical program meetings.

(3) Licensed Nurse Practitioners’ – A nurse practitioner will be the primary provider of tele-services for **GHAPP** participants The primary scope of practice will include

wellness, personalized preventive recommendations and health education in order to help participants improve and maintain their health and well-being. As needed, care coordination and referrals to physicians may be recommended for medical appropriate follow-up.

c) Our Volunteers Mentors:

Volunteer Mentors are experienced advisers and supporters; individuals, experienced in areas relevant to the individuals they are working with, who advises and guides a younger or less experienced person.

A mentor (or adviser, counselor, guide, tutor, teacher, guru) is defined as a knowledgeable person who holds vast experience and perspective in a particular area who is open to sharing his or her life experiences in order to advance the personal and professional growth of another person.

Our Volunteer Mentors are:

- **Interested in helping others succeed.** They have a genuine interest in other people's lives and experience pleasure when helping others reach their goals.
- **Caring.** They are empathetic, open, reliable and honest with others.
- **Willing to spend time.** They reach out and share their life experiences to help others with their life journey.
- **Open to educate.** They are able to pass on their knowledge, insights and expertise clearly, encouragingly and helpfully.
- **Patient.** They offer help in finding life direction, never pushing.
- **Trustworthy.** They are dependable people who understand the importance of keeping information shared strictly confidential.
- **Practical.** They assist in setting goals, objectives and timeframes.
- **An active listener.** They are listeners who are able to reflect back the relevant issues while minimizing their own personal assumptions and prejudices.
- **Inspirational.** They aspire to excellence and encourage personal excellence in others.
- **Able to give advice.** Mentors advise without explicitly dictating actions, allowing mentee to find his/he way.
- **Sensitive to people's feelings.** They are able to provide constructive criticism as well as compliments.
- **Successful and admired.** They are well respected in their organizations and in the community.

Volunteer Mentor Pool Specializations:

- Formerly incarcerated
- PTSD
- Veterans
- Youth
- Domestic Violence

How Mentees benefit from the mentoring relationship:

- Receive impartial advice and encouragement
- Develops a supportive relationship
- Assists with problem solving
- Improves self-confidence
- Encourages professional development
- Encourages reflection on practice

For mentors:

- Opportunity to reflect on own practice
- Enhances job satisfaction
- Develops professional relationships
- Enhances peer recognition
- It uses your experience, making it available to a new person
- It widens your understanding of the organization and the way it works
- It enables you to practice interpersonal skills

Project Design and Implementation:

1. Pre-Trial Trial

FREE will begin conducting a pre-trial trial with the IDOC beginning in **July 2016**, running for a three-month trial period with 30 individuals from the several IDOC facilities. The purpose of this trial will be twofold: 1. to work out any bugs which may occur with the application and 2. To enhance our data capacity before going on to the **Test Pilot**.

We will assemble a small group of Volunteer Mentors to operate the call center and each will go through a limited mentor training program conducted by UCLA. Hour of operations for this pre-trial trial will be from 8 AM to 4PM pacific standard time.

- Participation will be voluntary.
- Participants will be provided with a free iPhone and given three months of free service.
- Participants will be under no obligation to return the phone nor to continue with the service through our provider **Verizon**.
- The same roll-out procedures will apply as contained on **page 31**.

Informed Consent:

- Before any assessments are administered, qualified study personnel will conduct the consent interview with prospective participants. The consent interview will include a description of the study. Participants will be given a copy of the IRB-approved consent form to review either on site or at home in accordance with requirements of the local IRB. Participants who remain interested after review of the consent form will be given a short quiz to ascertain their understanding of the project, its purpose, procedures involved, and the voluntary nature of participation. Those who do not successfully answer quiz items will have the study re-explained by research staff with a focus on aspects they did not understand. Anyone who cannot demonstrate appropriate understanding of the study will be ineligible to participate and will be assisted in finding other treatment resources if desired. Those who demonstrate understanding of the study and who voluntarily agree to participate will be asked to sign the informed consent form and complete assessments.

2. Test Pilot:

As a part of our rigorous evaluation process before launching these programs nationally, BetaGov headed by Pepperdine University's Dr. Angela Hawken will begin conducting randomized control trials (RTC) with five different Illinois agencies: Illinois Department of Corrections (state prisons – men and women) (400), Cook County Jail Probation Division (county jails – men and women) (400), Cook County Division of Juvenile Probation (400), Illinois Department of Juvenile Justice (400) and incarcerated veterans (men and women treated separately) (400). In total we will be conducting RCTs with 2000 individuals in our first six months (1000 control group and 1000 non-control group) as a preparation for our national launch in 2017, which will include the states of Arizona, California, Florida, Georgia, Illinois, Michigan, New York, Ohio, Pennsylvania and Texas.

In Illinois the IDOC has dedicated three of its correctional facilities from which GHAPP participants will come:

- **Sheridan Correctional Center** is an adult male medium security prison, totally dedicated to substance abuse treatment and is one of the largest substance abuse treatment programs in the nation. Sheridan Correctional Center was reopened on Jan. 2, 2004, to curb the trend in Illinois' growing prison population to reduce high recidivism rates of released Illinois offenders, providing men with evidenced based substance abuse treatment services, and using the Therapeutic Community approach to equip offenders to return to drug-free, crime-free lives upon release. In the Sheridan Correctional Center nation model program, treatment interventions and access to other services are coordinated from the outset. The substance abuse provider collaborates with a cadre of service providers, the Illinois Department of Corrections and Adult Parole to effect community

reintegration of returning offenders and improve public safety. Recovering from addiction requires a wide range of social and psychological interventions to confront old behaviors and instill new ones. Sheridan Correctional Center applies clinical best practices and uses a modified therapeutic community model with cognitive self-change. Sheridan Correctional Center staff collaborates with other organizations to clinical reentry management services and community reintegration, including continuing care provided by community-based substance abuse treatment providers. Sheridan Correctional Center is located approximately 70 miles west of Chicago in LaSalle County and was originally constructed in 1941 as a juvenile facility. On August 13, 1973, it was converted to an adult facility. Sheridan Correctional Center was closed from August 15, 2002, until it reopened on January 2, 2004. Sheridan Correctional Center consists of a total of 75 buildings, which comprise more than 600,000 square feet. There are 13 housing units and a 9-bed health care unit. The facility sits on 270 acres with 80 acres inside the perimeter fencing. The facility houses general population offenders.

- **Logan Correctional Center** - It is the mission of the Logan Correctional Center to provide appropriate custodial care, a continuum of programs and services for the female offender in a safe and humane environment. The center's goal is to address the special needs of the female offender, as well as provide education, vocational, and industrial-based programming that will enhance and support skill building within an entrepreneurial approach. The center's mission is to provide independence for the female offender and her dependents. Logan Correctional Center is located in Lincoln, 30 miles north of Springfield. Logan's living units consist of seven E-style units, three C-style units, one X-house, a segregation unit and a 15-bed infirmary health care unit. The facility encompasses 150 acres with 57 acres enclosed by fencing. Logan Correctional Center serves a multifaceted population consisting of reception and classification, segregation, protective custody and mental health units as well as a state-of-the-art medical facility designated to provide care to pregnant and critically or terminally ill female offenders.
- **Lawrence Correctional Center** - the mission of Lawrence Correctional Center is to provide for the protection of society through the humane and secure incarceration of the adult male offenders based upon the foundation of legislative and judicial decisions. The institution's administration is committed toward the instilling of responsibility and mature decision making in its offenders. The institution is expected to go far beyond the provision of the minimum necessities of food, sanitation, clothing, housing and medical services to the offenders of the facility by providing extensive and high quality educational programs, work assignment opportunities, leisure time activities and religious services. Lawrence

Correctional Center is a Medium Security Adult Male facility located in southeastern Illinois. The facility consists of 16 buildings, which comprise more than 364,000 square feet. The warehouse, mailroom, vehicle maintenance and maintenance departments are located outside of the perimeter fence, which assists in the safety and security of the facility. Lawrence Correctional Center consists of approximately 56 acres on a 160-acre sight. The eight housing units are T-design with a segregation unit and health care unit. The facility is ADA (American Disabilities Act) approved and houses several ADA offenders.

3. Roll-out:

For each of the roll-out periods (pre-trial and test pilot phases) after random selection has taken place at the agency level and participants are assigned, the following **procedures** will take place in the following order:

1. All potential participants for the study will be given a current local IRB-approved copy of the Informed Consent Form to read in English. In accordance with local IRB policies, appropriately qualified and trained study personnel will explain all aspects of the study in lay language and answer all of the study candidate's questions. Participants who remain interested after receiving an explanation of the study will be given a short quiz to test his/her understanding of the project, the purpose and procedures involved, and the voluntary nature of his/her participation. Those who cannot successfully answer quiz items will have the study re-explained by research staff with a focus on aspects they did not understand. Anyone who cannot demonstrate appropriate understanding of the study will be ineligible to participate and will be assisted in finding other treatment resources. Those who demonstrate understanding of the study and voluntarily agree to participate will be asked to sign the informed consent form. Participants will not be administered any assessments or study procedures prior to signing informed consent.

The informed consent process is a means of providing study information to each prospective participant and allows for an informed decision about participation in the study. The informed consent form must be updated or revised whenever important new information is available, or whenever the protocol is amended in a way that may affect a study participant's participation in the trial. The investigator must maintain the original signed informed consent for every participant in a locked, secure location that is in compliance with their local IRB and institutional policies and that is accessible for quality assurance review and regulatory compliance. Every study participant will be provided with a copy of the signed and dated consent form to use as continual reference for items such as procedure risks and/or side effects, questions and for emergency contact information. Individuals who refuse to participate or who withdraw from the study will be treated without prejudice.

2. Participants will sign a terms of usage agreement with **FREE** (to be determined in conjunction with IDOC).

3. At least 30-days prior to release or beginning of pilot, participants will be trained on the use of the phone by an approved Verizon staff member using a ‘mock-device.’
4. At least 30-days prior to release or beginning of pilot, participants will be trained on the uses and features of the **Get Help App**© an approved **FREE** staff member.
5. IDOC will provide **FREE** with participant release dates and **FREE** will ship a fully charged iPhone with simple activation instructions to the assigned correctional facility liaison.
6. Participant activation will begin with the participant placing an introductory call to the call center where they will be issued a warm greeting and reminded of the various ways the program can assist them.
7. Roll-out will be scattered at 30 day intervals between agencies.

[1]<https://drive.google.com/file/d/0BxQZKclQrMdNS2ZMSGFLSk16RWc/view?usp=sharing>

[2] http://www.doleta.gov/pri/pdf/mentoring_ex_prisoners_a_guide.pdf

[3]<http://thelawdictionary.org/article/what-is-the-average-cost-to-house-inmates-in-prison/#ixzz3k4qN8S7P>

Performance Trial Methodology and Measures:

FREE seeks process evaluation and fidelity assessment throughout the course of this project and will be assisted on many fronts through numerous institutions. Currently, **Pepperdine University (BetaGov)** has consented to evaluating, monitoring and reporting of our results.

Randomization: Identified participants will be randomly assigned to condition (intervention condition: **Get Help App**©/telephone upon release; Control condition: release-as-usual) two weeks before discharge, using the last digit of the inmate identification number if the last digit is not used to identify or link the offender to specific information. Even numbers will be in intervention condition and odd numbers will be in control condition.

Procedures: After randomization, visits will be scheduled with the inmates randomized to the intervention condition to provide information on the phone, collect informed consent to participate in the evaluation trial, and technical training for using the phone and the **Get Help App**©. No live telephones will be used in

training as no cellphones are allowed to be used by inmates. Instead a mock telephone will be used. This group will be instructed that upon release, they will receive a cellphone and will be sent text messages, short weekly surveys, and will be able to use the **Get Help App**® and associated resources. This group will also be given a description of the mentoring program and how to access it via the telephone. Participants assigned to this group may opt not to participate and those who opt out will not receive a telephone upon release.

Measures: Administrative data will compare baseline variables between the two conditions, including demographic characteristics (age, gender, marital status, race/ethnicity, education), and criminal justice information (sentence, crime, arrest history) to confirm appropriate allocation between the two conditions. Baseline measures of housing, employment, quality of life, hopelessness, and mental and physical health will also be collected from the intervention group. Performance measures will be collected during the active phase of the trial from those in the intervention group and will include data collected from telephone use (number of mentor calls, number of minutes on mentor calls, use of resources provided on app), and measures collected through short weekly phone surveys (satisfaction with mentor, employment status, drug/alcohol use). Measures collected at the end of the trial include survey data (housing, employment, quality of life, hopelessness, and mental and physical health) from the intervention group and criminal justice administrative data (recidivism, arrests) for both the intervention and control groups.

Analyses: Descriptives will be generated for both groups to include means, standard deviations, percentages, and counts. Appropriate statistical methods will be used to compare baseline characteristics of the groups and criminal justice outcomes at the end of the study. Repeated measures analyses will be used to compare the weekly performance data of the intervention group, as well as comparing baseline and end of trial survey data.

Our Sustainability Plan

Development is Key:

FREE garners its support from foundations, private corporations, federal, state, and local governments and our Development Dream Team helps to make all of this possible. Our idea of a development '**Dream Team**' is built on a simple business philosophy, we hire the smartest and the best...it's that simple. In order to be competitive and meet our goals, we need to approach our staffing in the similar manner with which a for-profit organization would and that means paying competitive wages and compensation packages that will that are reflective of the market.

Additionally, through its submission of various grants related to the **FREE** mission, we are able to create enterprises that have both the sustainability and longevity necessary to propel our national reach. Additionally, **FREE** aims to create a profit base from ‘social enterprises’, which will be re-distributed back into the organization for the benefit of the organizations programing and continuation.

In February 2016, FREE began working with the **Chicago Community Loan Fund** on its first building project. This \$20,000,000.00 building project is one of the clearest representations of our future and one we plan to replicate in every state we enter. This lovely six-story structure will be a wonderful addition to the growth and re-birth of the Englewood Community. The building will sit on a 0.42 acre (18,295 sq.ft.) site serve as the home to the Freedom House Reentry Education and Employment Corporation. The structure is clad in a mixture of brick, steel and high-performance glass with both butt-glazed facades and expressed metal frames. Floor-to-ceiling vision glass offers spectacular views while allowing optimal day lighting throughout the interior. Two sides of **FREE** Plaza incorporate expressed vertical mullion fins to provide shading from the sun and further enhance the many energy benefits of the building.

Highlights of the property will include:

- *Open area coffee house with cafe*
- *Fresh water enclosed aquaponic fish/shrimp farm*
- *State of the art baked goods manufacturing facility*
- *FREE offices*
- *Children with Incarcerated Parents Drop-In and Coding Center*
- *Shared kitchen area*
- *FREE enclosed vegetable growing areas*

BUILDING LAY-OUT

BASEMENT

Description: Aquaponic Farming – 12,000 sq. ft.

Refers to any system that combines conventional aquaculture (raising aquatic animals such as snails, fish, crayfish or prawns in tanks) with hydroponics (cultivating plants in water) in a symbiotic environment. In normal aquaculture, excretions from the animals being raised can accumulate in the water, increasing toxicity. In an aquaponic system, water from an aquaculture system is fed to a hydroponic system where the by-products are broken down by nitrification bacteria into nitrates and nitrites, which are utilized by the plants as nutrients, and the water is then recirculated back to the aquaculture system.

The "secret sauce" for growing that electric-green kale, chard, and leafy herbs is the nutrient-rich wastewater pumped from four 3,500-gallons tanks of tilapia, which flows through a system of pipes and filters to irrigate and fertilize the plants before returning, clean, to the fish. The closed-loop, recirculating aquaponics system may be the largest such indoor facility in the United States, and one of the most technologically sophisticated.

Here, plants float on polystyrene rafts in plastic troughs—roots dangling in fish-water—stacked in three tiers on 18-foot-high racks lit by bright grow lights. The soilless system uses about a quarter of the water needed to produce greens conventionally, and total energy use is 40% less than many office buildings. In an area that has nearly 200 sun-less days annually, the operation will provide fresh fish and certified-organic produce year-round, available to local consumers within 24 hours of harvest.

Partner: N/A | **Sponsor:** Whole Foods | **Vendor:** Nelson and Pade, Inc.

FIRST FLOOR

Description: FREE Coffeehouse – 10,000 sq. ft.

The FREE Coffeehouse is one-part Coaching. One part Classes. All parts Community. Everyone's welcome and everything's free (minus the coffee and food items). So go ahead, pop in for a latte, baked good and sandwich or open your laptop and soak up with Wi-Fi. Browse the Library or reserve a meeting room. Or hey, why not throw your own event? The door's open. Time to put the "u" in Community!

Partner: N/A | **Sponsor:** N/A | **Vendor:** N/A

SECOND FLOOR

Description: FREE Offices – 15,000 sq.ft.

The second floor will house FREE's offices and it's 45 employees and interns, including: six administrative staff, eight development division team members, twenty-six Get Help App Phone Program team members and our mentoring programs teams.

It will include an open working space environment that encourages collaboration and engagement, a cafeteria where our chefs will prepare breakfast and lunch for the FREE team, several executive offices and three conference rooms.

Partner: N/A | **Sponsor:** N/A | **Vendor:** N/A

THIRD FLOOR

Description: Children with Incarcerated Parents Drop-In and Coding Center

This floor will operate as a drop-in center for the community children that participate in FREE's Children with Incarcerated Parents Program. It will be a unique space where a child can come after school hours to take part in events, play video games, get help with homework, bond with a mentor, grab a snack, speak with a counselor or just hang-out in a safe environment.

We will also operate as a coding center. Computer science opens more doors for students than any other discipline in today's world. Learning even the basics will help students in virtually any career—from architecture to zoology. Just as we teach students how to dissect a frog, or how electricity works, it's important for every 21st century student to have a chance to "dissect an app," or learn how the Internet works.

Children of incarcerated parents are a subset of American children at risk. They are overlooked both in the criminal justice system and in social service circles, even as their numbers spike upward along with the numbers of adults who are being imprisoned. We assert that children of inmates are more at risk than many others. Research has shown that children of incarcerated parents are at higher risk for delinquency and other antisocial behaviors. Within the subset, it is likely that risk varies among children of

inmates.

Today, close to 2.7 million American children -- or 1 in 28 children -- have an incarcerated parent. Just 25 years ago, this was 1 in 125. Among black children the rate is 1 in 9, Hispanics 1 in 28, and white 1 in 57. Having a parent in prison can have an impact on a child's mental health, social behavior, and educational prospects. The emotional trauma that may occur and the practical difficulties of a disrupted family life can be compounded by the social stigma that children may face as a result of having a parent in prison or jail. Children who have an incarcerated parent may experience financial hardship that result from the loss of that parent's income. Further, some incarcerated parents face termination of parental rights because their children have been in the foster care system beyond the time allowed by law. These children require support from local, state, and federal systems to serve their needs.

Children of inmates face a number of challenges every day that peers do not:

- A future that is much more likely to find them incarcerated.
- Feelings of social stigma, embarrassment, and isolation from their peers.
- Visitations with incarcerated parents in anxiety-filled prison meeting rooms.
- Increased potential for depression, lower grades, separation anxiety, impaired emotional development, acute traumatic stress reactions, survivor guilt, and delinquent juvenile behaviors such as drug use, violence, and teen pregnancy.

Partner: Dept. of Health & Human Services / N/A | **Sponsor:** Apple Computer |

Vendor: Apple

FOURTH AND FIFTH FLOORS

Description: FREE Bakery / Shared Kitchen / Candle Manufacturing

FREE Bakery will manufacture a line of organic bakery items all made without processed sugars. Our cookies, macaroons, cakes and pies will be distributed locally to grocery stores and restaurants whose customers value natural sugar-free baked goods.

FREE Shared Kitchens will provide the opportunity for the formerly incarcerated to become entrepreneurs in food services by providing rentable kitchen space and business expertise to assist in their business ventures.

FREE Candles will produce all natural soy scented candles utilizing only the finest of materials. We will partner with the for-profit venture Bloom Design & Digital Co. to distribute the candles to retail establishments and via the internet.

Partner: Local Bakery | **Sponsor:** Whole Foods | **Vendor:** Katom

SIXTH FLOOR AND ROOF

Description: FREE Vertical Agriculture

This is a high density, fully automated, closed loop conveyer hydroponic vertical farming system. In a 50-foot by 75-foot space, there are 120 racks with 24 growing trays on each rack which produces as much food as a 16-acre farm. The vertical farming technology grows plants in a suspended tray system moving on an overhead conveyor system. Each rack moves around the greenhouse in a computer-operated environment which

controls room temperature, lighting, fertilization, irrigation and recapturing of the water being used. The system is designed to provide maximum sunlight and precisely the correct nutrients to each plant. Ultraviolet light and filter systems exclude the need for herbicides and pesticides.

The irrigated water is recaptured, recycled and purified, thereby using 90% less water than conventional field farming as it is not sprayed out to the field which is soaked into the earth.

When it's time to harvest, the vertical farming system efficiently brings the crop to the worker. The produce is handpicked at the peak of freshness without the loss of any vitamins, minerals or nutrients and can be delivered the same day to local restaurants and grocers. Environmental pollution and transportation costs are greatly reduced as "farm-to-fork" can be within a few kilometers vs. a few hundred or thousands of kilometers.

Partner: N/A | **Sponsor:** Whole Foods | **Vendor:** VertiCrop™

Part TWO of the FREE mission: Social Enterprise

What are Social Enterprises?

Social enterprises are revenue-generating businesses with a twist. Whether operated by a non-profit organization or by a for-profit company, a social enterprise has two goals: 1) to achieve social, cultural, community economic or environmental outcomes; and, 2) to generate revenue. On the surface, many social enterprises look, feel, and even operate like traditional businesses. But looking more deeply, one discovers the defining characteristics of the social enterprise mission is at the center of business, with income generation playing an important supporting role.

This is what sets us apart from every other organization tackling REENTRY:

At FREE, we believe in putting people to work, not just job-training. As a result, our mission is to create businesses that will create jobs and employ the formerly incarcerated, hence: Reentry That Works.

FREE's success starts with the establishment of businesses that are ready to employ ex-offenders as they exit the inpatient or outpatient reentry treatment programs, so they will have a place to go where they can be guaranteed employment once trained.

FREE is entirely committed to increasing social enterprise as an integral part of our procurement process as social enterprises are businesses that exist primarily for a social or environmental purpose. **FREE Construction** is being created to bridge the needs / benefits gap. Because we need to build a structure to house our enterprises, why not create a company to build that structure, staff at least 50% of our crews with formerly incarcerated individuals and continue to build and enrich area such as Englewood that are in dire need of revitalization.

What the FREE Construction does:

- Make its money from trading — that is, selling goods and services.
- Reinvest its profits back into our social mission.
- Have a social mission at its core — what difference it is trying to make, who it is

aiming to help and how it is going about doing this.

- Pay fair salaries to partners rather than rely on volunteers, though like any organization, it may need voluntary help to get started.

What FREE Construction does not do:

- Exist to make a profit for shareholders.
- Exist to make its owners wealthy

As **FREE Construction** continues to address the needs of affordable housing and employment, virtuous cycles will be created within the communities we serve. Social enterprise is the engine that creates such cycles. **FREE Construction** will strengthen the economy of the neighborhood we serve by being a catalyst. By cultivating neighbors' talents and skills to meet the needs of the community, we create jobs and generate revenue. The dignity that comes from working in a non-hierarchical environment is transforming. As each neighbor is recognized as an equal and empowered to put their gifts to work, both the individual and the community is transformed. Donors and foundations become investors in creating small virtuous economies that help the neighborhood grow and flourish. While our goal is to become self-supporting, the transition from charity to social enterprise takes time and investment. By remaining a non-profit, we are utilizing our reputation as a deliverer of transitional services for formerly incarcerated individuals while transitioning to rebuilding affordable housing and taking on large contractual construction projects. We as neighbors are utilizing our construction skills and expertise to provide quality affordable home repair to neighbors and other customers while earning income to support our own families.

Impact on the Community:

- Jobs
- Involvement

Where to we start?

We start by becoming our own customer. As we expand into our new Chicago office located in the Englewood neighborhood, the expansion will require extensive build-out, from which, FREE Construction and Contracting (FCC) has been born. FCC will be principal contractor for the Englewood office site project.

Why a Social Enterprise?

A social enterprise with 501 (c) 3 status has several advantages that make it ideal for providing employment to ex-offenders. Some of these advantages include:

- Fiscal responsibility — It reduces the myriad costs of public supports for people facing barriers, by providing a pathway to economic self-sufficiency for those it employs.

- Enhance public safety — It makes the community in which it operates safer by disrupting cycles of poverty, crime, incarceration, chemical dependency and homelessness.
- Create economic opportunities — It improves our pool of human capital and creates jobs in communities in need of economic renewal.
- Has a social justice component — It gives a chance to those most in need.
- Provides recognition to organizations that support its initiatives - making your organization seem more credible to the public and other entities. You can clearly state this on all materials and on any application you fill out.

In due time our social enterprises will become a part of FREE's revenue stream, while increasing our sustainability.

http://www.doleta.gov/pri/pdf/mentoring_ex_prisoners_a_guide.pdf