A Message From The Executive Director

Peggy Kaiser, CEA Executive Director

Greetings CEA members!

Please make sure you read this entire newsletter. There are not only great articles, but lots of information on professional development opportunities. The annual Leadership Forum will be held in New Orleans February 5 – 7, 2023 and for the first time, CEA will be teaming with COABE to co-host a Correctional Educators Symposium. I am excited to work with this national organization to bring our members a virtual learning experience. The Lunch and Learn arranged by Regional Directors will resume in January. Region 3 will host the January Lunch and Learn.

The National office is working closely with committee chairs to update various documents and policies and procedures (P & P). Recently, Kiara and I updated the advertising form and reviewed the entire P & P. A big thank you to Della Morris-Schaffran for agreeing to chair the P & P committee!

The National office is also working on cleaning up the membership database. If you have changed positions or moved and your mailing address or email needs to be updated, please contact Kiara Graham. This will assist in delays of receiving informational emails and the Journal of Correctional Education.

I am looking forward to growing our organization and working with our members. I want to wish everyone a wonderful holiday season and a happy new year!

2023 Elections

Kiara Graham, CEA Executive Assistant

Starting January 3, 2023 nominations will be accepted for President-Elect, Vice President, Treasurer, Region 1 Director, Region 3 Director, Region 5 Director, and Region 7 Director positions for the CEA Executive Board. Elections will take place in February 2023. We would love for all current members to participate by casting their votes in the upcoming election. Please contact the National Office or your Regional Director to ensure the National Office has your correct email address. Only current members on January 1, 2023 can participate in the election!
COABE Membership
Peggy Kaiser, CEA Executive Director

Did you know becoming a member of CEA gives dual membership with the Coalition on Adult Basic Education (COABE)? Since 2019, CEA annually covers the cost of a large group membership, which gives all CEA members dual membership. Here are additional benefits you receive by being a COABE member:

Large Group Membership Benefits:

• Each member saves up to $75 off the COABE National Conference.
• Conference mini-grants and scholarships valued at $350 to defray registration costs.
• National-level awards, incentive grants, and scholarships – over $40,000 disseminated to the field annually.
• Access to best practices created by and for members in COABE’s Adult Educators Resource.
• Access to more than 50 professional-level webinars annually by our top national presenters.
• Regional institutes in collaboration with your state association provides targeted training for members.
• Board election and voting privileges to determine the future of COABE.
• Nationwide employment bulletin board.
• Opportunity to participate in federal lobbying, advocacy alerts, and legislative updates that raise the voice of the practitioner and help stave off funding cuts.
• Discounts on cutting edge professional development products from our VIP vendor partners.
• Numerous discounted insurance options.
• Opportunity to write for the COABE Journal.
• Access to Amazon’s workforce initiative that helps adult learners find jobs at Amazon.
• Opportunity to showcase student, teacher, administrator, and workforce partnership success on our award winning Educate and Elevate public awareness campaign.
• Access to free leadership training.
• Access to high-quality website management support.
• Access to membership renewal and management support.
• Access to advocacy software to help your state association make an impact at the state level.
• State data fact sheets to share with your legislators, customized to your state.
• Opportunity to participate in COABE’s Capitol Hill Day.
• Opportunity to participate in COABE’s award winning Ambassador Program.
• Access to conference guidance, free of charge.
• Virtual conference discount for your entire state.
• Regional institute grant funding at $10,000.
• Extremely discounted Directors and Officers Liability Insurance.
• Option to purchase the journal for your entire state for $400.
• Access to Move Ahead with Adult Ed campaign information.
• Opportunity to move state winners forward to participate in the national COABE awards opportunities ($50,000 annually)

COABE Journal: The Resource for Adult Education is an open-access journal focused on innovative ideas and practitioner experience that supports the field of adult education. The COABE Journal is organized around themes and published twice a year and is available for purchase for all your large group members for $400.
Why Customer Service Skills are Important for Transition


According to Harvard University, social skills are the number one factor in getting a job. When transitioning to sustainable employment having great customer service skills puts job seekers at the front of the line instead of the back of the line. Employers look for happy, positive candidates whose attitude suggests they will be an asset.

Looking to start a business instead of working for someone else? Starting a business with poor customer service skills is one of the quickest ways to go out of business.

Too often customer service is ignored or taken for granted. Customer service skills help job seekers make a great first impression, do well in the interview, get along with employers and co-workers, and get and keep a job.

Here’s one quick and easy, under-utilized critical customer service technique job seekers and employees can implement today to make a powerful first impression, impress employers and keep customers smiling and buying.

**Smile**

When a customer enters your business or office, or you meet your potential employer or interviewer, greet them promptly and politely – just as you would greet a guest in your home.

**Here’s How**

1. **Smile.** Make it a warm, genuine, heartfelt smile.

2. **Look your customer or interviewer in the eye and say “Hello!”** Speak in a warm, upbeat, and friendly manner.

This may sound basic, but you’d be surprised how many businesses and job seekers fail to greet their customers or potential employers properly.

According to Malcolm Gladwell, author of Blink, first impressions occur instantaneously or within two seconds. A simple smile and friendly “Hello” are extremely powerful and can mean the difference between a customer spending their money with you (and possibly becoming a customer for life) or walking out the door to spend it with your competition. It can mean the difference between having a successful interview and getting the job or having your resume put in the circular file.

**The Smile Study**

In The New York Times bestseller Buyology, Martin Lindstrom discusses “The Smile Study.” Its bottom line? A smile from a salesperson leads to more sales.

**Is your business smiling?** A positive first impression sets the tone and dynamics for all future interactions and transactions. It can make all the difference in the world in getting hired, increasing sales, and transforming customer service!
Voice from Behind Bars
Hubert Skrzynski, CEA International Member

Busola, a socially excluded education association, is a voluntary association of teachers, workers and supporters from the Continuing Education Centre at the Plock (Poland) Penitentiary as well as therapists of the Occupational Therapy Workshops at the Plock Penitentiary and people working in the field of prison education. The main goals of Busola are:

1. Provide prison students with additional educational activities.
3. Promote and protect health among prison students.
4. Promote history, culture, and the arts among prison students.
5. Work against social pathologies.
6. Integration, networking, and cooperation among European prison educators.

One project that turned out to be a flagship for Busola is “Voice from Behind Bars”. The goal of the project is to organize preventive meetings for youth in the communities, which are led by prisoners serving time in the Plock Penitentiary Unit. The goal of the meetings is for student participants to think and reflect over their lives (either their own lives or someone they know with life problems). These meetings provide a positive influence on the young participants. They have an opportunity to get acquainted with negative life experiences of prisoners and may consider making right choices in their lives and the consequences of negative ones.

The project targets teenagers ages 15 and up. The originators of the project believed this was the appropriate age group to help divert young people from negative behavior, which could in turn have harmful effects in later life. Moreover, young people in Plock now have this opportunity, which had not existed before.

The project is ongoing. Teachers of the mentioned above Lifelong Learning Centre at the Plock Penitentiary want to take prisoners to as many schools as possible. The “product” the Busola association created is a great supplement to schools’ educational activities.

One of the outcomes of the project is a film in which 6 young prisoners give their testimonies. Apart from the message, recipients have a chance to see conditions present in Plock prison. The whole idea behind it is to trigger emotions among the viewers.

These meetings with prisoners forced students to reflect on their own behavior and thanks to the film presented during the meetings, emotions were exerted within young learners. It could easily be noticed how focused students were when they were listening to prisoners or watching materials that had been prepared for them. Thanks to the feedback received from teachers who were present during the meetings, it turns out prisoners had a huge effect on the students and agreed they had not seen their students that focused in a very long time. One can believe the intentions of the project have been accomplished and these activities had strong preventive measures. Hopefully, young students will avoid reckless behavior and wrong decisions.

For more information and for the film trailer, I encourage you to visit our website: http://en.busola.edu.pl/project/voice-from-behind-the-bar/

Please contact me at hskrzynski@wp.pl if you wish to receive the above-mentioned film with English subtitles. I will gladly send you the link to download it.
Mondays, January 23rd
Submit an Article to the Journal of Correctional Education

FREE Entry for CEA Members!

Presented by Region 3 Member John Dowdell
12PM EST

Click here to register now!
As I reflect over my time humbly serving the citizens of the State of Florida at the Florida Department of Corrections, I am reminded daily this is an awesome responsibility and privilege, and of what it means to live the mission to inspire success by transforming one life at a time. That’s just the thing, we literally do transform lives with the work we do! In doing so, we transform the potential of others, we transform the value of family, we transform career paths, and we transform behaviors. In my role as the Statewide Community Transition Programs Administrator, I have the tremendous opportunity to see successful transformations every day. Therein lies the grace!

Over the past couple of years, the community transition team has undertaken a few initiatives to enhance the success of those returning to Florida’s communities, post-incarceration. One of these initiatives is the Pre-Release Hiring Events. These events not only provide opportunities for individuals to release from prison knowing they have a job opportunity (in some cases, opportunities) waiting upon release, but they also provide opportunities for institutional staff from various disciplines to take an active role in directly impacting the success of individuals in their care and custody after they are released from prison.

Before embarking on this initiative, we asked ourselves what problems we would solve and correct by undertaking this effort. Florida Department of Corrections research shows if male inmates have employment set up when they leave prison, they have a 14% lower recidivism rate. A study by the United States Sentencing Commission shows if justice-involved individuals can find work within one year of release, recidivism rates are cut by 40%. I submit the answer to our initial question lies in how we are undertaking this effort to inspire success by transforming one life at a time.

It is one thing to line up any and every individual in our custody who is interested in working post-release, and do “cattle calls” with employers who need labor, but in doing so, are we really inspiring success for said individuals and our partner employers? Moreover, are we ensuring these types of employment opportunities will lead to the sustained success of these individuals and these employers, and to the safety and security of Florida’s communities? The answers are rather obvious.

So, allow me to share the model concept herein. In our Pre-Release Hiring Events model, the primary facilitators are our Regional Community Transition Programs Coordinators (one in each of Florida’s 4 regions), a large-industry engagement Consultant, Career Development Specialists (who conduct employability skills training in our public institutions), and Pre-Release Employment Navigators (whose primary responsibility is employer and employment connections). These staff comprise the Community Transition Services team. We rely heavily on release data that has been pulled from the Offender-Based Information System, which is used system-wide. We utilize our release data to determine our highest releasing institutions, which counties individuals will be returning, education, training and certifications gained while incarcerated, availability of proof of right to work in the United States (commonly referred to as I-9 documentation), and release dates.

Moreover, we make a couple important considerations before partnering with employers and sponsoring these events at our institutions. First, we research the labor markets in Florida’s regions and determine the growth industries and the growth occupations, and then we
partner with growth industry employers, and employers who offer jobs in growth occupations. Next, we thoroughly examine the application processes for these employers and determine if there are any barriers built into same, such as wrongful interpretation of seven-year rules, elimination of candidates with criminal backgrounds, built in biases, online applications (pre-release), absence of paper job applications, and ability to engage our population pre-release, either in person or virtually via DTEN Zoom monitors. These monitors been installed at most of our public institutions. We also vet the employers’ work sites and examine the work culture to determine if there is a culture of inclusiveness and openness to working with justice-involved individuals and understanding of their unique challenges and barriers.

The final stage of preparation before the actual Pre-Release Hiring Event is gathering recommendations from classification officers, security officers, academic and career and technical educators, placement and transition specialists, volunteers, career development specialists, pre-release employment navigators, and even assistant wardens and wardens regarding individuals who should be given opportunities to interview. All these disciplines have also voluntarily conducted mock interviews with job candidates—everybody taking a part in ensuring the success of these individuals.

On the day of the Pre-Release Hiring Event the institution’s classification officer utilizes a list of inmates who have been selected to interview with an employer, to place said inmates on “call out” for their interviews. At the time of an inmate’s interview, the inmate is escorted to the interview place and placed in front of the employer either in-person or via DTEN Zoom technology. One huge advantage of the DTEN technology is an employer’s access to inmates housed remotely from the communities to which they will be returning. Employers immediately notify inmates of job offers at the end of the interviews, and the record is placed in the inmate’s hand. A copy of the job offer and other needed information about the job is also placed in the inmate’s release packet. The pre-release job offer is input into the Offender-Based Information System.

The institutions hold friendly competitions to see which ones can get the most individuals to obtain pre-release job offer. There is palpable excitement, institution-wide, when these events come calling!

So, at the end of the day, with this initiative, we really are making a difference and giving our population a leg up on achieving post-release success. We truly are Inspiring Success by Transforming One Life at a Time! Each day we do that is a good day!
Save the Date!

CEA 2023 Upcoming Events

- **2023 CEA Leadership Forum & Training Event:** February 5 - 7, 2023 in New Orleans, Louisiana
- **2023 CEA Region III Conference:** April 23 - 25, 2023 in Madison, Wisconsin
- **2023 CEA Region I Conference:** May 9 - 11, 2023 in Niagara Falls, New York
- **Correctional Education Symposium:** May 16, 2023
- **77th CEA International Conference & Training Event:** August 2023 in Portland, Oregon

International Conferences

European Prison Education Association (EPEA) 18th International Conference
“Education in Prisons: Everyday Challenges, Experiences, and Solutions”

Hotel Klubben in Tønsberg, Norway.
Tuesday, June 13 – Saturday, June 17, 2023
Click [here](#) for more information.
Registration Information

(Includes President’s Reception Sunday, Breakfast, Lunch Monday, and Breakfast, Lunch Tuesday)

By January 5, 2023:
☐ $450 for CEA Member (#__________________)  
☐ $515 for Non-Member  
   (Renew/join to receive CEA member benefits)  
☐ $400 for CEA Retiree or CEA Student (insert space)

After January 5, 2023:
☐ $500 for CEA Member (#__________________)  
☐ $565 for Non-Member  
   (Renew/join to receive CEA member benefits)  
☐ $430 for CEA Retiree or CEA Student

**Are you interested in being a facilitator?**
☐ Yes  
☐ No

**Do you want a printed program?**
☐ Yes  
☐ No

Meal Preference:
☐ Regular  ☐ Vegetarian  ☐ Other

Events I Plan To Attend:
☐ President’s Reception  ☐ Monday Breakfast  ☐ Monday Lunch   
☐ Tuesday Breakfast  ☐ Tuesday Lunch

☐ ***Not included in Registration Fee***  
State Directors’ Meeting-Sunday, February 5, 2023-$105

Additional Ticket Options for Non-Registered Guests

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<th>Events</th>
<th>Price</th>
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<tr>
<td>Monday Breakfast</td>
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<tr>
<td>Monday Lunch</td>
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<td>$58</td>
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<tr>
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Total Payment: $________  
(Total from Registration/Add On Events)

Registration Link:  
https://www.cognitoforms.com/CorrectionalEducationAssociation1_/2023CEALeadershipForum

Attendee Information:

First Name: ________________________________________________  
Last Name: ________________________________________________  
Company: _________________________________________________  
Position/Title: _____________________________________________  
Address: __________________________________________________  
City/State/Zip: _____________________________________________  
Phone Number: _____________________________________________  
Email: _____________________________________________________

Hotel Reservation: To make a reservation use the link below or call the hotel directly. (These rates are valid until February 7, 2023)

https://book.passkey.com/e/50349077  
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January 9 (Multiple Intelligences)
Have It Your Way Teaching The Way They Learn

January 23 (School Safety)
Protecting Our Students In A Post Pandemic Environment

February 13 (Professional Learning Communities)
All Together Now: Intervention Through Collaboration

February 27 (Response To Intervention)
What To Do When They Don’t Know What To Do?

March 13- (Transition/Career Development)
Moving On Up: Preparing Students for Post-Secondary Life

March 27 (Diversity, Equity, Inclusion)
I Count Too: Affirming Students Who Look, Learn, Love, and Live Differently

April 9 (Re-Entry Workshop)
Triumphant Transitions: From the Facility To The Community

April 23 (Re-Entry Resource Fair)
Triumphant Transitions: From the Facility to The Community

ALL WORKSHOPS ARE FREE BUT REGISTRATION IS REQUIRED

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CEA News and Notes accepts full and half-page advertisements. For deadlines and advertising rates, please contact CEA.
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