







Contents

- General Overview..... 2
- Working with the Dept. of Corrections.....3
- Reducing Costs to Oregon Citizens4
- Contributing to Public Safety.....5
- Benefiting the Citizens of Oregon6
- Reducing Environmental Impact.....9
- Offender Services Unit..... 10
- Work Skills Certification and Re-Entry 12
- Methods of Earning Funds..... 14
- Organizational Oversight 16
- Public Records Exemption 17
- Partnering with OCE..... 18
- DAS Buy Decision 20
- Products..... 23
- Services 35



COVER PICTURE: EXPERT LEVEL CRAFTSMANSHIP AND HIGH QUALITY PRODUCTS ARE BOTH KEY ASPECTS OF OCE WORK SKILLS TRAINING PROGRAMS.



THE PRINT SHOP CREW AT THE OREGON STATE CORRECTIONAL INSTITUTION PROUDLY DISPLAYS THE RESULTS OF A RECENTLY COMPLETED PRINT JOB.

General Overview

Established in 1999 through the passage of Ballot Measure 68, Oregon Corrections Enterprises (OCE) is a semi-independent state agency, whose administrator reports to the director of the Oregon Department of Corrections (DOC). OCE plays an important role in carrying out Ballot Measure 17, the constitutional mandate to engage male and female inmates (further referred to as adults in custody or AICs) in meaningful work.

By statute, OCE is funded solely through the sales of its products and services.

Working with the Department of Corrections

OCE seeks partnerships with other agencies and private organizations to provide work and training programs for AICs that mirror real-world job experiences as much as possible. OCE plays an important role in implementing DOC's Oregon Accountability Model (OAM).

Through developing positive work ethics and job skills, OCE assists AICs in transitioning to productive citizens who contribute to society and to their families.

Opportunities arise for OCE to collaborate with private sector businesses. OCE turns down potentially millions in yearly revenue because of the possibility these ventures would compete with private sector businesses or cause workplace displacement. OCE will continue to seek collaborative partnerships while taking measures to avoid competing with the private sector.

OCE Statistics Fiscal Year 2016 – 2017

- 108 citizens employed
- Averaged 1,343 offenders per month, out of a total DOC population of 15,016 (Jun 2018)

OCE Programs

- Contact Centers (CCCF, OSCI, SRCI, EOCI, OSP, WCCF)
- Sewing/Embroidery (CCCF, EOCI)
- Wood Fabrication (OSP, TRCI)
- Upholstery (TRCI)
- Laundry (DRCI, EOCI, OSP, SRCI, TRCI)
- Printing and Mail Fulfillment (OSCI)
- Metal Fabrication (OSP, MCCF)
- Information Survey (OSCI)
- Signage (SRCI)
- Document Scanning and Digitizing (CCCF)
- Fulfillment (CCCF)



STAFF AND AICs WORK TOGETHER TO SOLVE PROBLEMS AND KEEP THE SHOPS RUNNING SMOOTHLY.



Reducing Costs to Oregon Citizens

OCE's programs reduce costs to Oregon citizens by contributing to reduced recidivism rates. When a person chooses not to commit another crime, Oregon experiences fewer victims and less burden on the judicial system funded by tax dollars. Studies show that every \$1 spent with OCE saves Oregon taxpayers \$5.20 in reduced recidivism.

OCE's work and training programs manufacture high-quality products for Oregon's prisons, state and local governments, tribal entities, and non-profit organizations. OCE also provides low-cost, high-value services helping to reduce the cost of government and healthcare through the following:

- Print/Mail/Scan/Survey
- Contact Centers
- Laundry/Linen

All OCE programs are structured to help as many AICs as possible gain work skills to prepare for a successful release into the Oregon job market.

Although it is not required, State agencies are encouraged to support Oregon's re-entry efforts by purchasing products and services from OCE.

- Approximately 20% of the cost of a government-bid job is the actual bid process itself. Purchasing directly from OCE is exempt from this costly process, thus saving taxpayer dollars.



Contributing to Public Safety

- When AICs have productive activities to occupy their time, Oregon's prisons are safer.
- OCE holds AICs accountable for their actions.
- The basic prerequisite for participation in OCE programs is to maintain good institutional conduct.
- Based on the Oregon Accountability Model, DOC and OCE staff members help AICs by role modeling, redirecting behavior, and reinforcing positive performance.



COMMUNITY PARTNERS FACILITATE SUCCESSFUL OUTCOMES FOR AICs THROUGH DIRECT INSTRUCTION.



PRODUCTIVITY AND CRAFTSMANSHIP ARE ON DISPLAY IN THE OSP WELDING PROGRAM.



Benefiting the Citizens of Oregon

- Purchasing as much as possible of its raw material needs from Oregon companies
- Contributing to the success of local business through partnerships and workforce readiness training
- Making every effort to keep as many AICs working as financially possible

In the past year, OCE reimbursed DOC over \$2.25 million for performance recognition awards and wages for the AICs for the successful completion of their assignments. These AICs contribute part of these earnings toward meeting their obligations for child support, state and federal taxes, court-imposed fines, and



victim's assistance funds. Many trainees in OCE programs also help to support their families by sending home a portion of their earnings. These awards help to teach AICs to support themselves and not be a financial burden on their family or communities.

- Teaching meaningful work skills and instilling a strong work ethic
- Changing their outlook on life and giving them a sense of pride
- Better equipping AICs to make a successful transition into Oregon's communities and helping them to be less likely to re-engage in criminal behavior



INNOVATION
INTEGRITY
RESPECT
EXCELLENCE
ACCOUNTABILITY

Reducing Environmental Impact

Going beyond the typical recycling of cardboard, batteries, plastic containers, and office paper, OCE constantly evaluates its programs to discover additional ways to operate in a more environmentally-friendly manner.

Reduce (Use of Harmful Chemicals)

- Environmentally-Friendly Custodial Cleaning Products
- Water-Based Wood Finishing Stains and Cleaning Products
- Vibrant Soy-Based Printing Inks
- Efficient Eco-Friendly Laundry Chemicals

Reuse (Raw Material Falloff)

- Trailer Refurbishing – repairing instead of replacing
- F-1 Program – fabric bags benefiting the Community Action Program of East Central Oregon (CAPECO) and the local food bank to deliver emergency food and supplies, and more
- Laundry Water Reclamation Systems – saving an estimated 10 million gallons of water per year

Recycle (Non-reusable Materials)

- Metal Scrap - selling the scrap to local recyclers who return the metals to foundries to be melted down and made into usable product
- Scanning Program - converting paper records into searchable digital files for its customers, eliminating storage needs and creating the ability to shred and recycle

Bargain Bin

- When the budget does not allow for big purchases, but the space still requires a few more items, OCE has a solution. OCE keeps a stock of items that did not make the final cut of a design process or have the slightest imperfections for just this situation. By offering these items, OCE reduces wasted materials and the burden on landfills while providing customers with a less expensive option for furniture.



AICS LEARN REAL-WORLD SKILLS IN OCE PROGRAMS, INCLUDING PROPER JOINERY AND GLUING TECHNIQUES, IN THE WOOD SHOP AT TWO RIVERS CORRECTIONAL INSTITUTION.

Offender Services Unit

A vital element of the overseeing efforts of the Offender Services Unit is the re-entry preparation component of the Bureau of Labor and Industries (BOLI) and Work Skills Certification programs.

Applicants must meet the following criteria to be eligible for participation in these programs:

- Six months clear conduct
- No positive urinalysis tests in the preceding twelve months
- Within six years to a release date
- Possess a high school diploma or GED certificate (or be in the process of obtaining one within a specified period of time)
- Be compliant with all other institution programming

Partnering with Oregon Bureau of Labor and Industries (BOLI) and the DOC Work-Based Education team

OCE began offering BOLI training programs in 2015. These training programs combine a curriculum with a minimum of 2000 hours of hands-on training. Those who complete all program requirements receive a certificate issued by the U.S. Department of Labor.

- Nationally recognized certificate
- No stigma of training while incarcerated
- Reducing the hurdles faced by those who have served time

Multifaceted approach to preparing AICs for re-entry into society

OCE programs train AICs in both technical and soft skills to ensure job readiness upon release. OCE seeks private and public partnerships with organizations willing to be second-chance employers. OCE is part of a larger solution:

- Working in partnership with DOC to share information and programs in order to develop the most effective use of resources in preparing AICs for re-entry.
- Represented in a variety of community based re-entry committees consisting of state and local community leaders and employers who, in concert with the Governor's Re-entry Council, develop plans to provide release assistance to AICs.

Work Skills Certification and Re-Entry

OCE initially wanted every AIC in its programs to leave with an industry-recognized certification. Online testing requirements created stumbling blocks early on. In response, OCE developed its own work skills certification programs. These simulated real-world work environments teach both technical and soft skills through self-study curriculum, group workshops, peer mentoring, and on-the-job training.

Enhanced Opportunities for Re-entry

- Gaining entry-level experience with technical and industry-specific skills
- Developing pro-social skills and work ethic
- Learning decision-making, social interaction, teamwork, reliability, and accountability
- Preparing for job readiness on the outside



PARTNERING WITH BOLI, OCE ADMINISTERS INDUSTRY-RECOGNIZED TRAINING PROGRAMS. THIS AIC HAS JUST RECEIVED HIS CERTIFICATE ISSUED BY THE U.S. DEPARTMENT OF LABOR.

COMPREHENSIVE STUDIES

- Working with the DOC, the Criminal Justice Commission, and private research organizations, OCE is completing comprehensive studies of pre- and post-release data for those who worked in OCE programs to show evidence of the impact OCE programs have for the State of Oregon by measuring:
- Recidivism
- Institutional misconduct
- Length of assignment to OCE
- Phase of incarceration when assigned to OCE
- And more...

WORK SKILLS CERTIFICATION (WSC) PROGRAM

- Six and Twelve-month durations
- Self-driven study format
- Industry-specific curriculum

Program Highlights

- Through training, participants develop both hard (industry-specific) and soft (social) skills.
- Participants learn responsibility and time management skills through satisfactory and timely completion of all curricula requirements.
- Successful evaluation through batteries of tests and favorable supervisor reviews are necessary to receive a certificate in one of two disciplines: Business or Industrial Technology



AICS GAIN VALUABLE RE-ENTRY SKILLS BY LEARNING TO BUILD PRODUCTS LIKE THESE CABINS FOR THE PARKS AND RECREATION DEPARTMENT.

Methods of Earning Funds

There are two systems of earning funds for AICs in OCE work programs:

- Prison Industry Enhancement Certification Program (PIECP)
- Performance Recognition Award System (PRAS)

AICs involved in work projects shipped outside of Oregon are rewarded through the PIECP system. All other programs use PRAS.

Whether in a PRAS or PIE Certification Program, all participants are encouraged to save money to prepare for release. Following federal and state requirements, twenty percent of the wages earned in a PIE Certification Program are given to the participants to use for discretionary spending, while the remaining portion of the wages are divided between taxes, child support, victim restitution, and program costs.

OCE Performance Recognition Award System (PRAS)

- Based on performance and complexity of the work performed, points are awarded and later converted into monetary awards ranging from \$8 to \$82 per month
- AICs' performance of the work assignment is determined on a pass/fail daily assessment
- PRAS also allows for additional *Team Goal Awards* to recognize achievement of team goals that exceed standards
- *Special Meritorious Awards* are granted to reward exceptional acts or behaviors that contribute to the safe and orderly operation of the business unit, suggestions that result in definite economies of operation, or exceptional production
- All funds received through PRAS awards are subject to deductions for victim restitution and re-entry savings.

The Prison Industry Enhancement Certification Program (PIECP)

- Generate products and services that enable AICs to make a contribution to society
- Help offset the cost of their incarceration
- Support their families
- Compensate crime victims
- Reduce prison idleness
- Increase job skills
- Improve the prospects for successful transition to the community upon release

Organizational Oversight

As part of the Department of Corrections (DOC), the Oregon Corrections Enterprises' Administrator is appointed by and reports to the DOC Director.

OCE Advisory Council

- Representatives from the banking or finance industry, private business in Oregon, and the field of labor relations provide policy and business enterprise advice to the OCE Administrator concerning OCE operations.

Audits

- OCE annually hires an independent certified public accounting and consulting firm that is sanctioned by the Secretary of State to audit OCE financials, periodically hires an independent information technology audit firm to audit OCE's information systems, and participates in annual internal operations audits conducted by both OCE and DOC.

Policies and Procedures

- All OCE policies and procedures are modeled after those set forth by the State of Oregon and are reviewed and updated no less than every five years or any time a law or rule affecting OCE changes.

Financial Statements

- OCE operates under Generally Accepted Accounting Principles (GAAP) just like the private sector, with Financial Statements that are based on a fiscal year, as opposed to a biennial process.
- All financial information is filed annually through the Oregon Department of Administrative Services and is included in the State Comprehensive Annual Financial Report (CAFR). OCE is consistently awarded Gold Star status for its CAFR reporting.

OCE Financial Overview

- Oregon Corrections Enterprises is mandated by Oregon State Statute to operate in a businesslike fashion, receiving no directly allocated general fund assistance.
- All funds generated by OCE are used for implementing, maintaining, and developing prison work programs, utilizing cash for operating expenses, program expenses, and capital expenditures.



BUILT IN 1912, THE HISTORIC DOME BUILDING IN SALEM HOUSES THE MAIN OFFICES OF THE DEPARTMENT OF CORRECTIONS.

Highlights of the OCE Structure

The Director of the Department of Corrections bears ultimate responsibility for OCE and, for practical purposes, is its Chief Executive Officer.

- OCE is able to enter into agreements with public, private, government, nonprofit or for-profit persons or entities to engage AICs in work.
- OCE is exempt from public records disclosure for certain types of business records.
- Income and revenue generated is reinvested into OCE to continue operations.
- OCE is required to report annually on its activities and operations to the Governor and the Legislative Assembly.
- OCE's Administrator is appointed by and shall serve at the pleasure of the Director of the Department of Corrections.



AICS LEARN TO DESIGN ON STATE-OF-THE-ART SOFTWARE IN THE OREGON STATE PENITENTIARY CAD PROGRAM.

Partnering with OCE

New Business Development

Two options are available for organizations interested in establishing a partnership with OCE:

- Government entity model (for government and non-profit entities)
- Private partnership model

Both options can be beneficial to a company which is planning to expand a business or program but does not have the floor space or labor force to do so.

Examples include work in the following industries:

- Textiles
- High tech
- Recycling
- Wood fabrication

Begin the Process

Partnerships sometimes fall under the Federal Prison Industries Enhancement Certification Program (PIECP). An OCE team assesses whether an organization or project qualifies as a PIECP program. (Most service industries are exempt.) Generally, if the product produced is going to leave the State of Oregon, the work is classified as interstate commerce and therefore subject to PIECP regulations.

The OCE team is experienced in PIECP programs and helps partners navigate the process. Contact OCE today and begin an exciting venture! <http://oce.oregon.gov/contact.html>





DAS Buy Decision

The Oregon Constitution (Article 1, Section 41, Paragraph 10 and 11) states, "Prison work products or services shall be available to any public agency and to any private enterprise of any state, any nation or any American Indian or Alaskan Native tribe without restriction imposed by any state or local law, ordinance or regulation as to competition with other public or private sector enterprises....Inmate work shall be used as much as possible to help operate the corrections institutions themselves, to support other government operations and to support community charitable organizations....Every state agency shall cooperate with the corrections director in establishing inmate work programs."

Oregon Administrative Rule (OAR) 125-246-0130(5) states, "Agencies otherwise subject to the Code and these Rules may enter into Contracts with correctional industries according to the Oregon Constitution, Article 1, Subsection 11, without being subject to the source selection procedures set forth in either ORS 279A.200 through 279A.225 (Cooperative Purchasing) or 279B.050 through 279B.085 (Sourcing Methods) and their respective rules."

Why does this matter to Oregonians? Considering that government agencies are normally required to obtain bids for purchases in excess of ten thousand dollars, up to 20% of the agency's project budget may go to the costly bidding process instead of the product or service needed.

Support of Oregon Corrections Enterprises not only saves government organizations valuable time and funds but also supports the constitutional requirement for adults in custody to work, helps reduce recidivism, and reduces the overall cost of government.



<https://www.oregon.gov/das/OPM/Pages/method.aspx>





ABLE TO HANDLE JOBS OF ANY SIZE, THE OSP FURNITURE FACTORY PUTS AIC TRAINING AND QUALITY AT THE TOP OF THE PRIORITY LIST.



PRODUCTS

Furniture

Seating

Upholstered Goods

Dormitory Furnishings

Metal Fabrication

Park Equipment

Signage

Textiles

Transportation Equipment

Detention Furnishings

“ It gives me the ability to take pride in the work I do knowing that I can contribute to something positive and see a tangible result for my efforts.

RODNEY - ASSEMBLY ”



THIS AIC IS APPLYING THE SKILLS LEARNED WHILE WORKING IN OCE PROGRAMS TO BUILD STANDARD AND CUSTOM FURNITURE LINES.

Furniture

Showcasing the fine craftsmanship learned in the manufacturing programs, OCE offers several lines of standard office furniture, each exquisite in its own right. OCE programs create selections ranging from ultra-modern furnishings with clean lines, metal legs, and modular capability, to classic elegance with solid hardwood and a commanding presence. Office furnishings can be made for any setting and from a wide range of wood, metal, and laminate options. OCE workers learn the skills to finish, paint, and upholster products to create the absolute right workspace for customers.

Customization

Serving OCE customers and training AICs for the future

- OCE excels in customizing its standard furniture lines to customer workspaces or designing entirely new concepts from scratch.
- An in-house computer-aided drafting program supports OCE manufacturing programs.
- AICs learn up-to-date techniques in drafting and design.

Whether a single desk for a local fire hall or a high-profile job like replacing all the State Capitol furniture, OCE maintains the same level of commitment to quality and customer service.

Seating

Office and Reception Seating

OCE provides AICs with the opportunity to develop and hone their skills in woodworking and upholstery. With the variety of construction styles and upholstery techniques needed to make each of the OCE proven lines, AICs accumulate diverse abilities that serve them well in future employment.

The OCE Upholstery program teaches valuable skills in furniture design, construction, and assembly. New designs are explored and traditional standards are taught in order to create the highest quality furnishings for OCE customers and teach transferrable skills for workforce readiness.

AICs are taught how to create extremely strong frames, shape foam for comfort and aesthetics, and lay out and sew fabric patterns to cover the products. They learn skills to inventory and assemble prebuilt frame parts and follow industry standard blueprints and instructions.

From meticulous quality control measures to the final shipping techniques, OCE workers learn the skills necessary to prepare them for real-world work in office and reception seating manufacturing.



THESE AICs HAPPILY DEMONSTRATE THE TEAMWORK AND PRODUCT ASSEMBLY SKILLS TAUGHT IN OCE PROGRAMS.



Upholstered Goods

Quality

AICs in the program are taught to build durable products that serve the customers' needs.

- Real value found in the quality of OCE products
- Mattresses and pillows at competitive rates
- Highly durable institution furniture that is also attractive and comfortable
- Customizable products to enhance any office, school, or clinic

Variety

- Office Seating
- Lounge Chairs and Couches
- Detention Furnishings
- Dormitory Furnishings
- Custom Products

In addition to mattresses, pillows, couches, and chairs, OCE manufactures custom-sewn products, such as cart covers, laundry bags, service dog trainers' bags, and more. These custom items benefit OCE's customers, the community, and the AICs in the program.

- Helping participants develop problem solving and teamwork skills
- Learning research and development processes
- Gaining skills essential in the job market that contribute to re-entry success

Dormitory Furnishings

Sturdy Comfort Tested in the Toughest Conditions

OCE furnishings were first tested in another rough-and-tumble environment – the state’s correctional system. Universities, it seems, are even more demanding, and OCE has built a reputation for quality that withstands the wear and tear of academic life. The extra value built into OCE furniture comes from the use of high grade materials, almost all of which are locally sourced. OCE also offers shredded foam pillows and multiple styles of mattresses, including solid foam and inner spring coil, in standard and custom sizes.

- Putting quality and endurance to the test
- Working with Oregon’s universities for years
- Designing looks unique to each facility
- Providing competitive pricing and high quality

OCE lounge seating has no springs to poke through – cushions maintain their form and can even be built to tether to the frame. With several options to meet any style preference, dorm residents will enjoy their home away from home.





REFURBISHING EQUIPMENT, HELPING THE ENVIRONMENT, AND LEARNING VALUABLE SKILLS ARE PART OF THE METAL FABRICATION PROGRAM.

Metal Fabrication

OCE metal manufacturing is sold at competitive rates, but the real value is found in the quality of its products. The AICs in the program are taught to build products that last. Learning skills with both state-of-the-art equipment (like CNC plasma cutters and press brakes) and manual processes (like grinding and welding), participants in the program learn the different techniques needed for various types of metals.

Outdoor Furnishings and Equipment

- **Parks and Recreation:** Picnic benches, fire rings, ash receptacles, boat docks, and more
- **Department of Transportation:** Sanders, dump beds, and more
- **Refurbishing:** In 2013, OCE added trailer refurbishing to its catalog.
 - Allowing AICs to learn additional techniques of repair and replacement in sometimes challenging situations
 - Saving state agencies money
 - Reducing materials sent to landfills and recycling centers
 - Utilizing falloff to extend the life of existing products

Customization

OCE excels at customization when standard products do not meet the need.

- In-house computer-aided drafting program
- Up-to-date techniques in drafting and design

OCE remains competitive in the costly realm of customization. Whether a customer needs a single barbeque grill for a city park or a fleet of road sanders, OCE maintains the same level of commitment to quality and customer service.

Park Equipment

OCE park equipment is built with quality and designed with comfort, function, and safety in mind, knowing each piece must stand up to heavy usage. Galvanized, powder coated, or long-lasting painted finishes are all available to maintain a level of durability demanded by the many visitors to Oregon's parks. OCE products are constructed with supreme structural integrity. They are attractive, unobtrusive, and built to withstand the weather of the Pacific Northwest.

If you visit an Oregon State Park, as well as several counties and cities in Oregon, you will most likely use both OCE Metal and Wood Manufacturing products to make your stay more enjoyable. From functional to decorative, OCE park equipment stands a cut above the rest.

- Cabins
- Boat docks
- Picnic tables
- Cedar and Metal benches

Building our Park Equipment line facilitates re-entry success for AICs through the learning of valuable transferable metal and woodworking skills and craftsmanship. OCE strives in every program to instill essential skills in our workers to develop confidence and foundational knowledge and principles that translate to their future employment.





SIGN SHOP AICS DEMONSTRATE THEIR FOCUS ON QUALITY AND ATTENTION TO DETAIL IN THIS OCE PROGRAM AT THE SNAKE RIVER CORRECTIONAL INSTITUTION.

Signage

Quality Visual Communication

The OCE Sign Shop's primary focus is quality. Since 1997, the shop has manufactured thousands of signs, plaques, and name tags, realizing substantial savings for state agencies, government organizations, businesses, and schools throughout the Northwest.

- All signs are constructed to meet state and federal standards and specifications.
- Staff and adults in custody take pride in high quality products and the process used to produce the signs.
- Only the highest quality 3M™ films and sheeting are used for durable and cost-effective applications.
- OCE uses “Lay-Up” colored films and sheeting, using negative and/or positive weeding methods to achieve excellent quality.

Work teams include highly skilled artists and signage professionals trained in design, layout, and manufacturing. This program provides the opportunity for workers to acquire training and practical experience in computer-aided drafting and design software, sign preparation, and lay-up of high density overlay and aluminum substrate signs. Additionally, some workers will learn to operate Computer Numerical Control (CNC) routers and rotary engraving equipment. Individuals receiving on-the-job training in this program gain knowledge of sign design industry standards.

Textiles

Made and/or Assembled in the U.S.A.

Garments

The OCE Garment program was established in the late 1980s to provide clothing to Oregon's prison population as well as provide job skills to the adults in custody that participate in the program. Today, OCE not only clothes over 14,000 adults in custody, but also manufactures the Prison Blues® work wear clothing line, as well as garments and custom items for governmental agencies and the private sector.

Custom Products

The staff and AICs in the OCE programs pride themselves in their ability to create products suited for each individual customer. Current and previous projects include such diverse products as tactical vests, duffle bags, and mesh shower bags. Challenging projects are welcome and help AICs develop problem-solving skills.

Embroidery

OCE offers full embroidery services (including emblems, clothing, hats, etc.) to government and non-profit agencies. On a local level, the OCE embroidery program continues its partnership with community leaders to provide products for the world-famous Pendleton Roundup in Pendleton, Oregon.

Custom Embroidery

OCE textiles training includes custom embroidery of company and agency logos onto clothing, office seating, and lounge furniture. (See the front cover for an example.)





BY RETROFITTING THIS PARKS AND REC TRUCK FOR PUBLIC SERVICE, OCE IS SAVING OREGON MONEY AND BENEFITTING THE COMMUNITY.

Transportation Equipment

Industrial Quality

Designed in partnership with the Oregon Department of Transportation, OCE has a proven line of quality industrial road sanders and dump beds built to meet customer needs. These extremely intricate products are produced at the Oregon State Penitentiary.

Every city, county, and tribal community has unique characteristics. If the OCE standard product line does not meet a specific need, the OCE Sales team works with customers to design products around any challenge.

The AICs in these programs take pride in the work they do. Some see it as a way to make up for past mistakes by making Oregon roads safer for the public. Others see it as a way for their children to see a product on the road or in a news story and feel proud of their fathers.

Detention Furnishings

OCE products are known for durability and functionality. Constructed with high-grade steel purchased in Oregon, OCE standard detention furnishings have been tested in real-life situations in Oregon's prisons and jails.

- Bunks
- Storage Cabinets
- Cuff Ports
- Pistol and Property Lockers
- Tables and Seating
- Custom items for unique settings

OCE offers multiple styles of mattresses, including solid foam and inner spring coil, in standard and custom sizes. Complete the set with shredded foam pillows.

- Solid foam mattresses available in a variety of sizes
- Hold their shape for at least five years
- Each mattress and pillow is covered with a Spec-tex cover which will not crack and is effective against more than 100 microbes from staph to parasites.
- Both the core and cover are compliant with fire resistant safety standards and regulations.





OREGON STATE CORRECTIONAL INSTITUTION OCE STAFF WORK ALONGSIDE AICS TO ASSURE QUALITY IN ALL OF OUR PRODUCTS.



SERVICES

PRINT

MAIL

DOCUMENT
SCANNING

SURVEY

CONTACT CENTERS

LAUNDRY SERVICES

EMBROIDERY

OFFICE SERVICES

GENERAL LABOR
PARTNERSHIPS

“ OCE has helped me be responsible for myself, as well as others around me in the work area – to be responsible for my own actions and to be truthful to others, as well as to myself

LEE – OCE WORKER ”



EMPHASIZING TEAMWORK AND A PROFESSIONAL WORK ENVIRONMENT, OREGON STATE CORRECTIONAL INSTITUTION OCE STAFF PROOFS COMPLETED WORK BY THESE AICS.

Print

Providing Customers with Assistance from Project Concept to the Finished Product

The OCE Print Shop works in concert with the Department of Administrative Services Publishing and Distribution Division to provide a wide range of services to state agencies. These same services are available to city and county governmental entities.

Services:

- Digital copying
- Traditional printing
 - Business cards
 - Letterheads
 - Envelopes
 - Carbonless forms
 - Multi-color publications

Benefiting the OCE Workforce

Most program participants have opportunities to learn technical skills at each phase of the process using both older and more current technology. This helps participants develop a more versatile skill set. In addition, each person in the production line is taught to check the quality of the work from the previous station. This bolsters the idea of teamwork and enhances soft skills, such as communication, necessary to be successful when re-entering the job market.

Mail

Full Service Provider

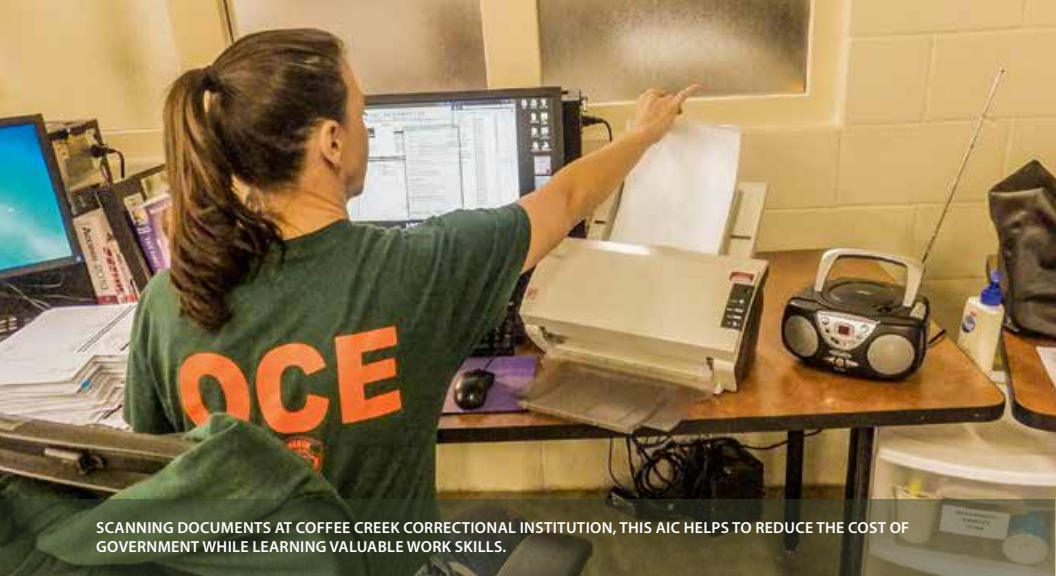
As a full service provider, OCE offers mailing services of its printed products, including surveys. Participants in the Mail Fulfillment program learn current United States Postal Service and other courier standards.

Skills Learned

- Sorting
- Collating
- Distribution
- Direct envelope printing
- Certified postage metering
- Packaging

In partnership with the print facility, OCE offers print-to-post capabilities. Delivery services include United States Postal Service or another designated courier. For state agencies, OCE offers Oregon's State Shuttle Service. OCE also provides pick-up and delivery services in the I-5 corridor between Portland and Eugene.





Document Scanning

This relatively new program is particularly valuable to State agencies looking to reduce the cost of warehousing archived documents and increase the efficiency of fulfilling public records requests.

AIC Participants Learn and Refine Their Skills

- Quality control
- Document conversion
- Use of a variety of formats (.pdf, .tiff, .jpeg, etc.)
- Setting up file-naming conventions
- Bookmarking formats per project specifications

Able to scan black and white, grayscale, and color, OCE can scan documents in widths from 2 to 48 inches - from a business card to a standard architectural drawing.

When finished with a project, the customer has the option of having the originals returned or securely shredded and sent to recycling operations, reducing waste at Oregon landfills.

Survey

Gathering feedback through supplier surveys, employee satisfaction surveys, 360 feedback, readiness and preparedness surveys, and more provides invaluable insight into the expectations and needs of internal and external customers.

- OCE offers the technology and expertise to conduct such survey services for its customers.
- Trainees learn how to manage the process from survey design and deployment to information gathering and tracking results.
- If a customer has conducted an independent survey but needs assistance tabulating results, the program participants can enter data into spreadsheets and create meaningful reports.

Customers avoid tying up valuable resources, including personnel and equipment. OCE's team of survey experts manages the entire process from survey design and deployment to information gathering and results tracking.





OCE STAFF AT EASTERN OREGON CORRECTIONAL INSTITUTION BOTH MONITOR AND SUPPORT THE EFFORTS OF CALL CENTER AICS.

Contact Centers

Returning Jobs to Oregon

OCE attends national contact center-related trade shows and conferences, seeking partnerships with U.S. based companies currently utilizing workforces in foreign countries. Bringing these operations to Oregon results in a positive economic impact to the local job market.

Reducing the Cost of Government

OCE governmental contact centers enhance customer service to the citizens of Oregon while reducing operating costs for State agencies. Overall, during the last fiscal year, more than 2300 individuals in OCE programs worked over two million hours, providing an important positive impact on reducing prison misconduct and assisting the DOC to meet AIC work goals.

Contact Center Security Measures

Extensive security measures are taken to ensure the integrity of all information.

- Background checks
- No access to credit cards or financial information
- All calls are recorded and delivered to AIC agents through direct dialing
- Live monitoring of each agent on a regular basis
- No confidential information or pictures are available to AIC workers
- No direct internet access, only direct portals to the partners' program applications
- Area searches and frequent floor checks conducted
- Institutional monitoring of all AIC personal calls and written communication outside of the contact center

Laundry Services

With 25 million pounds processed in 2016, OCE Laundry provides essential services for state and local correctional facilities, state hospitals, universities, physician clinics, long-term care facilities, residential treatment facilities, and community hospitals. Meanwhile, OCE declines requests from the hospitality industry in order to avoid displacement of private sector jobs.

Reducing the Cost of Health Care

OCE is currently serving 33 customers in the health care industry, including public and privately operated hospitals.

- Committed to reducing the cost of health care
- Able to offer many labor-intensive, specialized services for customers in the health care industry at a competitive cost
- Maximum flexibility and cost-effective packaging options to reduce the overall cost of linen management programs
- Available linen management consulting services to health care industry customers
- Reducing laundry costs for health care industry customers by an average of 35 to 40 percent

By utilizing OCE laundry services, hospitals, nursing homes, and doctor's offices are able to use the savings to address other essential needs. In turn, laundry revenues have enabled OCE to expand its investment in work skills training for AICs.





FROM DIGITAL DESIGN TO MACHINE OPERATION, AICS LEARN CUSTOM EMBROIDERY SKILLS IN THE EASTERN OREGON CORRECTIONAL INSTITUTION EMBROIDERY PROGRAM.

Embroidery

Sewing and Embroidery

Detention Uniforms

Using American-made 14.5 ounce denim for trousers and yard coats, OCE detention uniforms are made to be long-lasting. The heavy weight material stands up to multiple washings longer than the competitors' offerings, creating long-term cost savings.

- No limits on waist size or inseam length
- Customer option to use alternate fabrics and colors

Employee Uniforms

Uniforms help companies boost brand recognition through image consistency.

- Uniforms are available in a variety of colors, materials, and styles.
- Customers work collaboratively with OCE staff to design a product suited to the specific needs of that business.
- OCE's ability to offer custom styles helps AIC trainees develop skills in both designing patterns and working with various types of fabric.

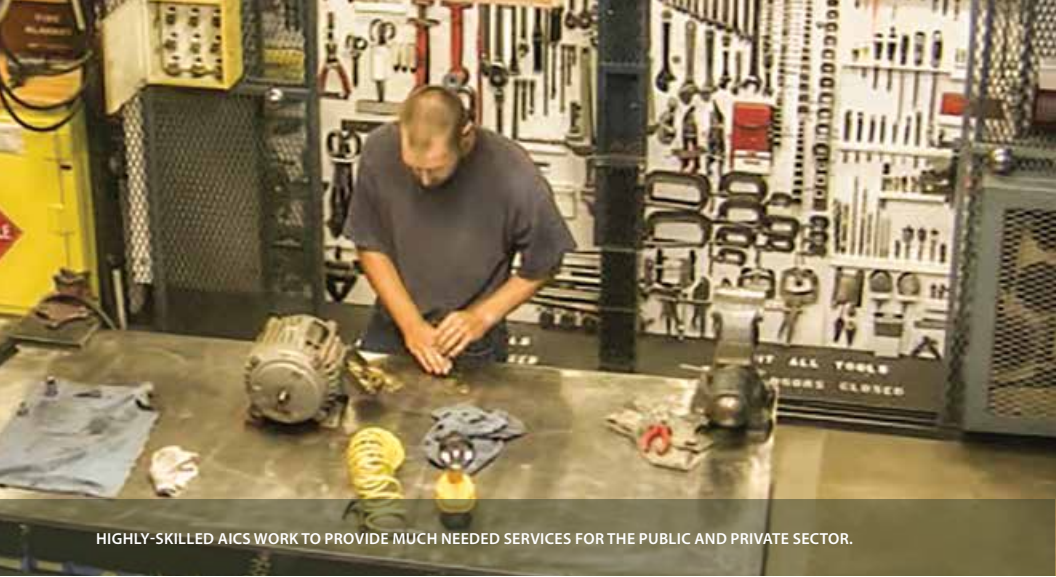
Office Services

Prison programs have evolved from the days of utilizing a labor force for mostly manufacturing trades. OCE has expanded its offerings to include digitally-based programs. These programs provide training in current office technologies, creating a motivated workforce ready to enter the labor market upon release.

Partnering with private and public sector entities, the OCE Office Services program is especially valuable when labor markets cannot sustain the current need. A variety of customer requirements necessitate a variety of services. The flexible training program is currently equipped for such duties as:

- Non-medical transcription
- Document scanning for digital archiving
- Web page analysis and reporting to grant accessibility to the visually impaired per government regulations (work is done offline)
- Spreadsheet data entry
- And more...





HIGHLY-SKILLED AICS WORK TO PROVIDE MUCH NEEDED SERVICES FOR THE PUBLIC AND PRIVATE SECTOR.

General Labor Partnerships

OCE excels in providing labor and services in areas where shortfalls in labor markets demonstrate need. Similar to OCE Office Services, the General Labor programs develop partnerships with both private and public sector organizations. These programs meet and exceed the needs generated by the unique requirements of OCE customers.

The indoor shop is set up to handle such duties as:

- Fine detail repetitive motion
- Assembly using small tools
- Warehousing fulfillment
- And more...

Available in multiple shops across Oregon, floor layouts are configured to meet individual customer needs. OCE work skills training programs handle everything from intricate part finishing to small-scale construction, even recycle sorting. These programs support the mission of OCE and contribute to the success of OCE partners.



OREGON CORRECTIONS ENTERPRISES

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