



Q3 2024
All Staff Meeting



Mission & Core Values

Our mission is to provide reentry services beneficial to citizens returning to our communities, thereby enabling them to successfully write the remaining chapters of their life stories.



CORE VALUES



DEDICATED

ACCOUNTABLE 

OUR MISSION

TO PROVIDE REENTRY SERVICES BENEFICIAL TO CITIZENS RETURNING TO OUR COMMUNITIES, THEREBY ENABLING THEM TO SUCCESSFULLY WRITE THE REMAINING CHAPTERS OF THEIR LIFE STORIES.

**TEAM
PLAYER**



COMPASSIONATE

Vision: 10-Year Target

By 12/31/33, we'll have a
121% increase in annual
revenue stream.



Vision: 3-Year Picture

- Future Date: 12/31/26
- Revenue: 22% increase
- Profit: 25% increase

What does it look like?

- 110 Right Person Right Seat
- Process & Documents FBA
- 1 more location & 1 new revenue stream
- 1 person, 1 seat
- Increase per diem 9% - DONE
- NIST Compliant
- Stable % of Op cost
- Reduce Paper use
- Facilities Updated - BR completed July 2024
- Dedicated Marketing Staff

Vision: 1-Year Plan

- Future Date: 12/31/24
- Revenue: 3% increase
- Profit: 1% increase

Goals for the Year:

- Implement additional revenue stream; profitable with 200 clients by 9/30/24
- Revamp & implement consistent training across all locations
- Research & implement social programs for resident enrichment
- Develop & Implement R&R Committee - Done

Previous Quarter

- End Date: 07/29/24
- 10 Teams company-wide
 - 97 rocks set
- 81.47% completion
 - 80% is the goal

Completed Q2 Rocks:

- **Accounting:** Potential benefits for COF staff, Standardize purchasing, New inventory system
- **Baton Rouge:** Moved into their new building!!!!
- Perform audit of AIR for address accuracy
- **Electronic Monitoring Division:** new registration form and resident handbook, discipline notices
- **Home Confinement:** Communication with field and office teams, addiction groups research, forms bureau implantation, pass site workflow

Previous Quarter

- End Date: 07/29/24
- 10 Teams company-wide
 - 97 rocks set
- 81.47% completion
 - 80% is the goal

Completed Q2 Rocks:

- **Leadership Team:** core processes published, list of programs for Monroe & Little Rock, employee survey, advancement plan for security personnel, FaithBoxes at all locations, internal audit teams
- **Little Rock:** compile list of education opportunities, CDC certifications, CPR training, grant process, Secure vendors for Job Fair
- **Monroe:** develop new partnerships with employers, implement new bike rack, new sanctions, resident enrichment programs, remodel plans, training for searches

Previous Quarter

- End Date: 07/29/24
- 10 Teams company-wide
 - 97 rocks set
- 81.47% completion
 - 80% is the goal

Completed Q2 Rocks:

- **Security Operations Managers (formally Chiefs):**
establish meeting pulse for Little Rock leads, develop and conduct de-escalation training

Current Quarter

- End Date: 11/01/24
- 11 Teams company-wide
 - 87 rocks set

Current Rocks:

- Training updates for all staff
- EM expansion
- Management training
- Grants committee
- 2025 Budget
- Accounting updates
- New logbook
- Life safety updates
- FaithBoxes

Misc. Topics



- **Approach, technique, and manners** - be respectful of our guests, residents, and other staff
- **Social media** - be mindful of what you post and that residents have phones and accounts
- **Forms** - all forms must be approved by the Forms Bureau, NO ONE is allowed to create their own forms
- **Employee Survey** - survey closed at the end of July.

Misc. Topics



- **Recording while at work** - against company policy to record other staff, residents, and vendors

From Resident Handbook: Absolutely no photos or videos of the facility or anyone in the facility will be allowed on the phone, and no photos or videos should be sent via text.

From Employee Handbook: Without the prior written authorization from the Human Resources Manager or the Executive Director, no employee may openly or secretly tape or otherwise surreptitiously record, or videotape, any conversation, communication, activity, or event related to Company business or while on Company property. This policy applies to any conversation, communication, activity, or event which in any way involves Company employees, residents, or any other individual with whom the Company does business or intends to do business in any capacity (for example, vendors, suppliers, consultants, attorneys, and independent contractors). This policy also applies to conversations and communications related to Company business with any other third parties including, but not limited to, outside legal counsel, auditors, and regulatory officials.

Survey Results



- 35% of employees responded (goal of 30% or higher).
- 20% Baton Rouge, 30% Little Rock, 37% Monroe.
- Findings & Recommendations
 1. *55% of responses believe their supervisor understands and supports their career goals*
Recommendation: All supervisors will implement quarterly conversations. Supervisors are here to help you achieve your career goals and concerns about your job.

Survey Results



- Findings & Recommendations

- 2. *Better communication*

- Recommendation: **SOM's, Shift Leads, Facility Directors to use Teams for communication between shifts***

- 2. *Slower changes*

- Recommendation: **Give staff ample time to review training, slower implantation time.***

- 3. *More training for supervisors and those wishing to be supervisors*

- Recommendation: **COF is launching a Leadership seminar series for all interested in attending***

Survey Results



Guest Speaker



Steven English

LEADERSHIP SEMINAR

TUES
DAY

3RD
SEPT

11:30AM-
12:30PM



City of Faith
University

Live in the Little Rock Classroom

Available virtually on Teams

All staff invited to attend

Survey Results



- Findings & Recommendations
 - 4. *A place for staff to make suggestions*
Recommendation: *Attend Quarterly meetings with your supervisor as well as Join the Culture Club*

First Leadership Seminar will be held in person (Little Rock) and virtually for Monroe & Baton Rouge on 9/3/24 at 11:30am-12:30pm. Credentials to follow. Not mandatory but encouraged.

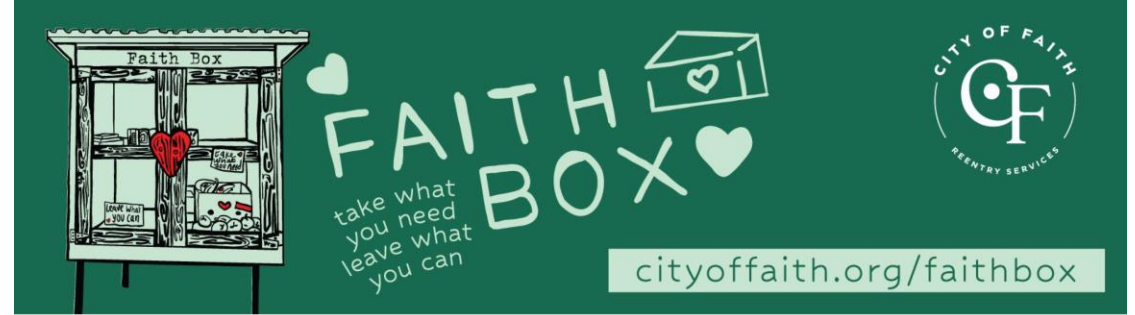


FaithBox



- **Locations** - all locations have a FaithBox
- **Donations** - staff and members of the public can donate at any time
- **Tax Deductions** - if you want a tax deduction, contact Accounting
- **Inventory** - each location has a designated area for items
- **Patrons** - at no time are patrons allowed in our buildings
- **Amazon** - anyone can purchase items for direct ship from COF Amazon store

COF Store



GRAND OPENING



Introducing the FaithBox, a beacon of hope for our community's unhoused population. Located at each City of Faith, the FaithBox is stocked with essential items such as food, clothing, hygiene products, and other necessities. Join us in our mission to make a difference, one item at a time, with the FaithBox.

501.615.1090

info@cityoffaith.org



CITY OF FAITH **CULTURE CLUB**



Meets the 2nd
Wednesday each month
at 1pm on Teams

- **We need members!**
- Helps shape employee experiences at City of Faith
- Helps plan activities, events, and benefits for employees
- Helps with recruiting
- Strengthens workplace culture
- Helps to maintain company values