

Center For Sex Offender Management

A Project of the Office of Justice Programs, U.S. Department of Justice

Time to Work: Managing the Employment of Sex Offenders Under Community Supervision

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Introduction

Structured, full-time employment is a cornerstone of nearly all community supervision programs for offenders, especially for sex offenders. Most offenders who are released into the community after their conviction are required to find and maintain suitable work. However, acquiring appropriate employment for sex offenders presents formidable obstacles. Many employers are reluctant to hire sex offenders because of the stigma that follows them, and most sex offenders are restricted by special conditions of their supervision. Community supervision officers also face difficult challenges; they must monitor carefully sex offenders in their work-related activities to ensure they do not have opportunities to reoffend. This monitoring is a demanding task as job activities can account for nearly 60 percent of an employee's waking hours each week (when factoring in preparation and travel time).¹ A substantial amount of time and effort therefore is required to supervise effectively sex offenders in their employment. Supervision agencies must determine how to manage sex offenders on the job in a way that adequately restricts offenders, protects the public, and simultaneously promotes successful offender reintegration.

¹ According to the U.S Department of Labor, hours for American workers increased during the past two decades (U.S. Department of Labor, 1999), with most male workers averaging 43.2 hours per week on the job (Bureau of Labor Statistics, 1999).

This paper discusses critical issues in the management of sex offender employment, including:

- assessing potential job placements;
- approaching the job search process;
- making sound job placement decisions;
- developing relationships with employers; and
- monitoring sex offenders' job-related activities.

This paper also examines research findings on the subject of offender employment and the importance of employment in the sex offender's life.

The Importance of Work

Research has shown that meaningful employment can provide a stabilizing influence by involving offenders in pro-social activities and assisting them in structuring their time, improving their self-esteem, and meeting their financial obligations (Curtis and Schulman, 1984).

The Research on Offenders and Work

During the past 20 years, research on recidivism of the general criminal population identified a history of unstable employment as one of the factors that consistently is associated with subsequent criminal behavior (Gendreau, Little, and Goggin, 1996).

Established in June 1997, CSOM's goal is to enhance public safety by preventing further victimization through improving the management of adult and juvenile sex offenders who are in the community. A collaborative effort of the Office of Justice Programs, the National Institute of Corrections, the State Justice Institute, and the American Probation and Parole Association, CSOM is administered by the Center for Effective Public Policy.

Although the factors associated with recidivism of sex offenders in particular are not yet completely known,² several recent studies suggest a link between sex offenders' employment status and reoffense rates. In one study of dynamic factors³ associated with recidivism, data were collected on more than 400 sex offenders. The researchers found that those who committed subsequent sexual offenses were more likely to be unemployed (Hanson and Harris, 1998). Another study revealed that the only factors associated with reduced reoffending among sex offenders were the combination of stable employment and sex offender treatment (Kruttschnitt, Uggen, and Shelton, 2000). In this study, researchers found that sex offenders who had stable employment at the time of their sentencing were 37 percent less likely to be convicted for a new crime than those whose employment histories were not as stable. Such findings suggest that stable employment is a contributing factor in helping reduce sex offender recidivism.

Employment: A Critical Element in Community Supervision

Sex offenders are different from most other offenders under community supervision. In many ways, they more often resemble the general population—that is, they more often have families, are well educated, and have stable employment histories (prior to their convictions). However, it is this very paradox—that sex offenders often lead dual lives—that requires a unique approach to their supervision in the community.

Traditional supervision practices (e.g., scheduled office visits and periodic phone contacts) are not sufficient to manage sex offenders. To enhance community protection, more specialized and varied supervision methods are needed to assist sex offenders to develop offense-free lifestyles, including

² For further discussion of the research on recidivism, see the Center for Sex Offender Management's *Recidivism of Sex Offenders* (May 2001).

³ Dynamic factors are those characteristics, circumstances, and attitudes that change throughout one's life, such as drug or alcohol use, attitude (e.g., lack of remorse, victim blaming), and intimacy problems.

Supervising the Employment of Sex Offenders: Key Elements

Employment Assessment

- Skills and abilities
- Education and training
- Nature of offense
- Victimization pattern
- Suitability of different jobs

Job Search Plan

- Individual job search strategy
- Determination of suitable job types
- Approval of commuting plans
- Referral to community employment resources

Job Search Activities

- Identification of employment opportunities
- Contact with potential employers
- Employment interviews
- Follow-up with employers after interviews

Job Offer

- Employer contact and job offer verification
- Employer notification of offense and supervision status
- Relationship building and employer education
- Assessment of job suitability
- Worksite assessment
- Victim access assessment
- On-the-job supervision assessment

When Job Is Approved

- Review of work schedule
- Confirmation of commuting plan
- Relationship building between supervision officer and employer
- Community supervision plan
- Explanation of treatment obligation
- Monitoring and follow-up plan

Monitoring and Follow-Up Activities

- Regular contact with employer
- Continued relationship building with employer
- Performance assessment
- On-site and telephone checks
- Job counseling and intervention as needed

conditions such as specialized sex offender treatment, restricted contact with past and potential victims, periodic polygraph examinations, no Internet access, and other specific restrictions that help diminish the likelihood of reoffense. Only through close monitoring and ongoing communication among those involved in supervising and

treating offenders can the secrecy, manipulation, and deception that characterize sex offending behavior be monitored and addressed.

Managing the job-related activities of sex offenders is therefore a critically important component of an intensive community supervision strategy for sex offenders.⁴ Special conditions of supervision, when ordered by the court or supervision agency, are perhaps the most effective method of imposing external controls on sex offenders. Typically, special conditions of sex offender supervision include participation in treatment, no victim contact, no contact with children, no use of drugs or alcohol, and an approved living arrangement. In addition to these common conditions, some examples of special employment conditions that relate to particular offenders' offense patterns might include among the following:

- Prior to the offender's first day of employment, the employer must be made aware of the offender's probation or parole status, the nature of his or her offense, and conditions of supervision.
- The offender must allow ongoing communication between the supervision officer and the employer.
- Travel time and route to and from work, and mode of transportation, must be approved.
- An adult must supervise the offender at all times at work.
- The offender must remain at the approved worksite during work hours.
- The offender must not have on-the-job contact with particular populations (e.g., minors).

⁴ Probation and parole agencies in New Haven, Connecticut, Maricopa County, Arizona, and Vermont, have implemented specialized supervision initiatives that address employment matters. For more information about these sites, see *Case Studies on the Center for Sex Offender Management's National Resource Sites*, 2nd Edition (April 2001).

- Any travel in the community associated with the job must be approved and supervised.
- Treatment sessions cannot be missed because of employment obligations.
- The use of technology (e.g., computers, the Internet, cameras, or camcorders) on the job must be approved by the supervising agency.

Assessing Potential Job Placements

Although employment is critical to an offender's stability, certain types of employment are not appropriate for sex offenders. In all cases, supervision officers should seek the input of treatment providers to determine appropriateness of an employment situation. Initially, supervision officers and treatment providers may not have a clear understanding of an offender's risk factors. Therefore, sex offenders should not hold jobs that give them authority over potential victims (including coworkers or subordinates), or work in service industry jobs that give them access to vulnerable populations, or in settings that may be near a school or playground. Positions that may provide sex offenders with unsupervised access to potential victims include:

- security guard;
- hotel worker;
- nurse or nurse's aide;
- doctor or dentist;
- mental health therapist or social worker;
- hospital, nursing home, or assisted living center employee;
- child care worker;
- homeless shelter employee;
- limousine, taxi, or bus driver;
- manager of a restaurant or a retail establishment;
- residential or recreational building employee;
- building supervisor; and

- teacher, instructor, or teacher's aide.⁵

As the supervision officer and treatment provider learn more about an offender's risk factors, certain types of employment that would otherwise appear high-risk, may be deemed appropriate. However, for community supervision officers, making decisions about job placements is not always as clear-cut as simply limiting offenders to specific types of work. Although it may be appropriate for supervising officers to take a very prescriptive approach to employment restrictions with high-risk sex offenders, they may unnecessarily limit suitable work for other offenders. Additionally, supervision officers may not carefully investigate jobs that are initially viewed as appropriate for the offender. For example, although a supermarket clerk position seems appropriate, a parole officer's inspection of the worksite might reveal that the market's parking lot is a teen gathering spot. In such a case, supervision officers should consult with the offender's treatment provider for additional information about the offender's offense cycle and potential relapse triggers in order to make decisions about the appropriateness of the job site.⁶ Thorough assessment of prospective working environments can help avoid these situations and thus, potentially avert a relapse. Case-by-case assessment of offenders, their relapse triggers (through consultation with their treatment providers), and their job placements provide a more realistic understanding of the suitability of certain jobs for specific offenders.

Assessing Offenders and Potential Jobs

The initial intake of a sex offender should include an assessment of the offender's employment potential, including such factors as the offender's employment history, skills and abilities, education, and training. The supervising officer also should consider such public safety factors as the nature of the

⁵ Partially drawn from Westchester County, New York, Department of Probation's *Employment Handout* (1998).

⁶ The sexual offense cycle is defined as the pattern of specific thoughts, feelings, and behaviors that often lead up to and immediately follow the acting out of sexual deviance.

individual's prior offense(s); the offender's treatment provider can provide additional information about other risk and needs factors to consider.

As well as assessing the offender, the supervising officer must evaluate potential employment placements to determine their suitability. Aspects of an offender's potential employment that must be considered include the following:⁷

- *Type of job*—Does the job itself give the offender access to potential victims?
- *Type of coworkers and subordinates*—With whom does the offender work (e.g., minors, women, other sex offenders)?
- *Job location*—Does the physical work location present particular risks (e.g., working near a playground)?
- *Travel to or on the job*—Does travel take the offender near high-risk areas (e.g., schools)? If the job requires traveling, can all sites be monitored reasonably?
- *Duration of the job*—Is the job of short duration? Is the offender consistently employed in short-term jobs? Do these jobs provide the offender with an opportunity for high-risk behavior (the employer may not be as familiar with the offender or have less of a vested interest in supervising a short-term employee)? Can high-risk factors be monitored or investigated in a timely manner? (For example, day labor presents monitoring difficulties because of the constantly changing worksites, tasks, and employers. Self-employment also poses serious problems because it is hard to verify and account for the offender's work.)
- *Work hours*—Do scheduled work hours put the offender at risk of reoffending?
- *Level of job supervision*—Does the employer provide the offender sufficient

⁷ Adapted from Westchester County, NY Department of Probation.

job supervision so that his or her behavior and activities are closely monitored?

- *Willingness of the employer to communicate with the supervision agency*—Does the employer agree to provide the supervising agency with information about the offender’s work-related behavior (e.g., if employed by a family member, employer may help conceal high-risk behavior)?
- *Access to technology*—Does the job give the offender unsupervised access to technological equipment that offers opportunities for inappropriate behavior (such as Internet access to child pornography or chat rooms utilized by adolescents)?
- *Compliance with other supervision conditions*—Does the job give the offender access to alcohol, drugs, pornography, or other risk factors?

Establishing Relationships With Employers

It is not the employers’ role to provide criminal justice supervision to sex offenders they employ. However, prospective employers can assist supervision agencies in determining the suitability of specific positions before making employment decisions and offer important information about offenders’ behavior in the workplace once they are hired. In the process, they can help reduce the ability of offenders to circumvent the goals of community supervision and treatment.

Community supervision officers must actively seek out partnerships with employers and maintain regular communication with them in order to ensure the sharing of appropriate information. To be effective, partnerships should be established before job placements are approved. Solidifying partnerships early is also an important step in reducing offenders’ ability to manipulate the relationship between employers and supervising officers.

Guidelines for Building Partnerships With Employers

Be:

- Friendly, honest, discreet, and professional.

Solicit:

- Support, assistance, and input.

Provide:

- Support, assistance, and information.

Explain:

- Your role and the goals of your agency.
- How you will help the offender to be a responsible employee.
- The offender’s supervision and treatment requirements.
- The nature of the offender’s current conviction.
- What information you will need.
- How to contact you immediately.
- Employer incentives (e.g., tax credits, bonding).

Promote:

- The offender’s skills and abilities.
- Your agency’s mission.
- Community safety.

Get to know:

- The employer and the worksite.
- The offender’s job responsibilities.
- The offender’s transportation plan.

Agree to:

- Keep the employer informed of the offender’s adjustment as it may relate to his employment.
- A regular schedule and method of checking in with the employer.
- Help the client succeed on the job.

Do not:

- Expect the employer to initiate contacts.
- Expect the employer to disrupt the workplace on behalf of an individual employee or criminal justice agency.

Approaching Employers

When approaching employers about employing a sex offender, some may be wary when they learn about the nature of an offender's convictions and probation or parole status (Albright and Denq, 1996). Nonetheless, employers do hire sex offenders who are on community supervision, particularly when they receive the necessary support and assistance from the criminal justice system. Sex offenders can be reliable employees.

Tax Credits and Federal Bonding

The Work Opportunity Tax Credit (WOTC), authorized by the Small Business Job Protection Act of 1996 (P.L. 104-188), is a federal tax credit that encourages employers to hire job seekers by reducing employers' federal income tax liability by as much as \$2,400 per qualified new worker. The Federal Bonding Program, sponsored by the U.S. Department of Labor, allows employers to purchase fidelity bonds to cover them for loss of money or property sustained through the dishonest acts of their employees. The bond serves as an incentive to an employer to hire an offender by alleviating the risk of worker dishonesty on the job.

Potential employers should be informed by supervision officers about the nature of the offender's conviction, the role and goals of community supervision, relevant conditions of supervision and treatment requirements, and any expectations the supervision agency may have about subsequent contacts.⁸ Knowing that an offender is under supervision and involved in treatment may reduce some employers' initial anxiety (some employers may find that closely monitored offenders are very dependable). Learning about an offender's work skills, the educational or vocational training received while incarcerated, or about government incentives for which the employer is eligible (such as tax

⁸ Many states grant immunity for good faith conduct when disclosing sex offender registration information. However, state laws regarding the release of details about an offender's conviction vary. In order to avoid potential legal problems, it is wise to obtain a waiver of confidentiality and/or legal advice before releasing information about a specific offender.

credits and bonding) may also influence employers' attitudes about hiring an offender (Albright and Denq, 1996). Additionally, supervision officers can inform employers that they are available to assist with the offender's work-related problems.

Using Waivers

Allowing supervision officers to share offender information with those who "need to know" is a critical part of community supervision. Although recent legislation authorizes public disclosure of sex offenders' identities,⁹ some supervision agencies release information only after the offender signs a waiver of confidentiality. Such waivers allow supervision officers to establish open

Sample Confidentiality Waiver Form

I, _____, understand that personal information concerning me is gathered in the course of my participation in the community supervision program. I hereby waive my rights of confidentiality when the program discloses this information in the process of obtaining and maintaining employment, training, education, treatment services, and a sponsor for me. I further understand that this information may be made available to the head of the household of any home I visit while on home visitation pass. I understand that the program has the responsibility and right to decide the nature and extent of information concerning me to be released in the above circumstances.

I have read, or have had read to me, the above waiver of confidentiality, and hereby waive any right or claim that I may have against the county, city, or state and its employees for the release or disclosure of such information for the purposes stated above. This confidentiality waiver terminates after my discharge from the program.

Participant Date

Witness Date

communication with individuals and agencies involved with the offender's supervision, such as employers. In some cases, the offender must agree to this disclosure as a special condition of supervision.

Supervision agencies must have all waivers thoroughly reviewed by their legal advisors. Some supervision agencies prefer "third party liability" waivers to notify employers of an offender's criminal conviction and status of supervision.¹⁰ A third party waiver allows a supervision agency to formally notify a prospective employer, in writing, of the offender's conviction and supervision status and requires the employer to assume liability for the offender while on the job. Some agencies use these waivers only with their highest risk cases.

Using Community Resources to Facilitate the Job Search Process

Although some criminal justice agencies provide employment and training services to offenders directly, many develop partnerships with community-based programs that help offenders prepare for or locate employment. Job readiness, career decision-making, and job placement assistance services are provided in most jurisdictions through work force development boards, state job service offices, community colleges, and welfare-to-work offices. In addition, many jurisdictions have established "one-stop employment centers,"¹¹ which offer a range of employment counseling services to individuals seeking to enter or re-enter the work force. By establishing alliances with these programs, supervision agencies can increase services and provide expertise to offenders during their job search process while freeing supervision officers to perform other important duties.

⁹ Also referred to as Megan's Law or community notification. See Center for Sex Offender Management, *Community Notification and Education* (May 2001).

¹⁰ Focus group of state and federal probation officers, NIC Academy Offender Employment Specialists Training Seminar, October 1999, Longmont, Colorado.

¹¹ The federal Workforce Investment Act of 1998 mandated communities to develop one-stop employment centers by July 1, 2000. The act authorizes the restructuring of job training funding and the delivery of employment and training services in local communities.

Supervision agencies, however, must keep in mind that most staff at these community-based programs have little expertise in dealing with sex offenders. Therefore, supervision agencies should take responsibility for providing supplemental assistance on relevant sex offender-specific issues. For example, traditional job readiness classes focus on job-seeking techniques, resume writing, and job interview skills; some also offer job placement assistance. Although these basic skills are important, it is equally necessary that offenders receive guidance on such matters as how to provide offense or conviction information, disclose their supervision status to an employer, and explain their conditions of supervision and treatment. Preparing offenders to respond to these difficult but inevitable employer inquiries may aid them in obtaining a job.

Making Job Placement Decisions

The following considerations should be evaluated when approving jobs for sex offenders:

- *Community needs*—Those making job placement and approval decisions must consider public safety at all times. Supervising officers should approve jobs only when they provide well-supervised environments or environments that will not give offenders opportunities to reoffend.
- *Supervision program needs*—Many community supervision programs are highly structured and require regular treatment meetings, weekly drug tests, community spot checks, employment verifications, and other conditions. Supervising officers should ensure that these essential requirements can be met with minimal disruption to employment.
- *Employer needs*—Employers want honest, dependable, productive employees who are capable of performing their job duties. They require workers who appropriately interact with others and integrate well into the workplace.

Case Study: Mark, the Technician

Mark, a 34-year-old office equipment repair technician, was placed on parole after serving a 7-year sentence for first-degree sexual assault; for attacking women on jogging paths. During his prison term, Mark did not participate in many counseling programs, but he excelled as a clerk in the prison law library and took several courses in computer repair. Because of his skills and because he recently renewed his driver's license and owned a car and a set of tools, Mark easily could earn more than \$40,000 per year.

Mark's previous employer offered to rehire him as a field technician, but he would have to travel to offices to repair business machines. The employer did not want to know any details about Mark's "problem," he only wanted him back to work quickly.

Mark's parole officer refused to approve Mark's request to return to the job the way it was structured. Mark was upset and accused the parole officer of ruining his livelihood and making things tough for him. The parole officer agreed to explore options with Mark and called the employer to arrange a meeting. During the meeting with the employer and Mark, the parole officer explained his role. He indicated that while he was trying to assist with Mark's successful reintegration into the community, he could not give him unsupervised mobility or allow him unsupervised access to women in office buildings. He then asked Mark to briefly explain the circumstances of his conviction to the employer. The parole officer added that Mark was participating in weekly therapy sessions and receiving maximum supervision. Although the parole officer did not guarantee that Mark would not cause further problems, he indicated that with therapy, intensive supervision, and a suitable job, Mark's chances of reintegrating into society were much improved.

The employer better understood the parole officer's concerns about Mark going into the field unsupervised, but he still wanted Mark to return to work. During the meeting at the worksite, the parole officer noticed a large shop in which bench technicians were working on equipment. He asked if Mark could work as a bench technician instead of as a field technician. It was less money and a step down in status, but it met Mark's needs. It also provided the employer with a skilled worker and met the parole officer's supervision requirements because it was a well-supervised worksite with minimal mobility. The employer agreed to hire Mark as a bench technician.

At the end of the meeting, the parole officer asked if Mark could leave work by 3:00 p.m. on Thursdays to attend his mandatory therapy appointment. The employer agreed that Mark could do so as long as he made up the hours.

- *Offender needs*—Offenders should have reasonable input into the employment process. If an offender is unhappy with his or her position, it eventually may lead to problems on the job. Offenders may have other support-based needs as well, such as transportation, childcare, legal problems, and health care. Meeting offenders' employment needs will likely lead to more successful employment outcomes and increased rates of job retention. Public safety, treatment, and supervision considerations, however, must outweigh what offenders want and need.

Striking a balance between competing interests may not always satisfy offenders, but responsible decision-making will ensure suitable job placements that meet the needs of the community.

Coordinating Employment and Community Treatment

Care should be taken to arrange offender treatment before or after work hours, or in such a way that it has minimal impact on the offender's work schedule. Most employers will allow employees to take time off for a treatment session, as long as it does not interfere with the job. It often is helpful for supervising officers to briefly confirm treatment appointments with employers if offenders need to take time from their normal work schedule.

Seeking Reasonable Wages

It is important that supervision officers attempt to place offenders in positions in which they can earn reasonable wages. Their earnings when possible must be sufficient to

support basic living needs (e.g., housing, food, and transportation). In addition, sex offenders often are required to pay court-ordered restitution to victims, child support, or medical fees related to the crime. They also may be required to pay for, or at least contribute to, treatment, supervision, and/or polygraph examination costs.

Monitoring and Follow-up Contact With Employers

Supervising officers should begin monitoring an offender's employment immediately. They should have ongoing contact with employers to verify the offender's attendance at work and discuss his or her behavior in the workplace.

Such communication can uncover risk behaviors (e.g., use of pornography, extensive absenteeism, drug or alcohol use) or inappropriate conduct (e.g., sexually explicit comments made to coworkers). Alternatively, an employment check might reveal that the offender is adjusting well to work, and is receiving good on-the-job supervision. Supervision officers also can use regularly scheduled job checks to keep employers informed of the offender's overall progress and discuss how best to assist the offender in succeeding on the job. For example, if the offender is consistently late, the employer can contact the supervising officer to help resolve the problem. A sex offender also may be required to keep a driving log to record the times and routes to and from work so that the supervision officer can verify that the offender is not making unscheduled trips to inappropriate areas (e.g., schools or playgrounds). These interventions may help minimize situations that can lead to reoffense.

The frequency and intensity of job checks will depend on the offender's supervision needs, progress in treatment, employment environment, and other risk factors. Contact should occur frequently after the offender secures and begins working at a job (at least weekly) and decrease as the offender exhibits appropriate work-related behaviors and

progresses through his term of supervision and treatment (i.e., monthly contact).

The job check plan should include a combination of on-site visits, telephone checks with the employer, and a review of payroll stubs and time sheets.

Supervising officers conducting a job check should inquire about factors related to the offender's behavior, such as the following:

- job performance;
- attitude toward work;
- punctuality, attendance, and reliability;
- activities during the workday;
- use of alcohol and drugs;
- peer relationships;
- inappropriate comments or behaviors;
- use of pornography;
- access to or use of computers, video recorders, and the Internet; and
- compliance with other work-related supervision conditions.

During the employment check, employers may indirectly reveal additional information, such as changes in the offender's living arrangements, that may be helpful to those involved in the offender's supervision.

Monitoring Travel and Work Outside the Jurisdiction of the Supervision Agency

Many community supervision agencies prefer that offenders under their supervision be employed within their jurisdiction. In those cases in which a sex offender is working outside the jurisdiction where he or she is being supervised, a travel letter of disclosure may be provided to the police in the locality in which the offender is employed.

Additionally, the supervision agency may contact the supervision agency in that jurisdiction to share information and determine how best to monitor the offender. For out-of-state employment, a supervision agency can require job approval from the agency in the state or jurisdiction where the offender is seeking employment. An offender can also be required to keep a driving log to record the times and routes to and from work.

(Source: Westchester County, NY Probation Department)

Conclusion

Meaningful employment can provide a stabilizing influence for sex offenders by involving them in pro-social activities and assisting them in structuring their time, improving their self-esteem, and meeting their financial obligations. In order to effectively supervise sex offenders in their employment, community supervision agencies should manage sex offenders on the job in a way that balances the protection of the public with offender productivity and stability. Final approval of a job placement requires the support of the offender's treatment provider and a thorough assessment of the job itself, the offender's work history, offense history, supervision needs, and community safety issues.

Providing supervision related to employment issues has many benefits and can result in suitable and meaningful job placements for offenders that provide a measure of stability in their lives. Outreach to employers can identify businesses in the community who are willing to hire sex offenders and provide supervising officers with useful information about offender behavior.

The integration of supervision strategies with the provision of job search assistance, thorough assessment of potential job placements, case-by-case placement decisions, routine employer communications, and regular monitoring of offender employment are essential components of an intensive program to manage sex offenders who are under community supervision.

Acknowledgments

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Federal Bureau of Prisons
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Local One-Stop Centers
Internet: www.doleta.gov or
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National Association of Workforce Boards
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Work Opportunity Tax Credit Program
Internet: www.doleta.gov/employer/wotc

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