The background of the page is an abstract geometric pattern composed of overlapping, semi-transparent blue shapes. These shapes form a grid-like structure that is distorted and curved, creating a sense of depth and movement. The colors range from light, almost white, blues to deep, dark blues. The pattern is most prominent on the right side and bottom of the page, while the top left corner is mostly white.

2019
Letters
of
Note

Arizona Correctional Industries

About us...

The utilization of inmate work crews is recorded as far back as 1908 when inmate labor was utilized to build the Florence Prison. Arizona Correctional Industries was created by the Arizona Legislature in 1969, operating under the acronym “ARCOR” (Arizona Correctional) until 1987, and received appropriated funds to support its operations. In 1987, ARCOR was renamed Arizona Correctional Industries (ACI). Four years later, in 1991, the funding was discontinued and ACI’s business enterprise became a financially self-sufficient division of the Arizona Department of Corrections (ADC); operating entirely without taxpayer funding.

There are several critical areas that contribute to our growth and profitability: safety, social responsibility, inmate training, quality products and services, and strong financial performance, as well as the positive impact on the State of Arizona’s economy.

ACI continues to seek opportunities through Owned & Operated businesses and Private Sector Partnerships to provide labor and services to fill a void not being met by free-world labor or as an alternative to outsourcing labor to foreign countries.



WHO YOU ARE
TOMORROW
BEGINS WITH
WHAT YOU DO
TODAY.

TIM FARGO



The True Measure of Success

We use statistics and spreadsheets to track every aspect of our lives, thinking that our worth can be measured in dollars or where we rank on some imaginary ladder of success. But real success is not measured by data points, it is determined by how we feel inside when we ask ourselves questions like:

“Am I good enough?”

“Do I treat my friends and neighbors with respect and dignity?”

“Do my actions contribute to the general good?”

“How will I be remembered after I’m gone?”

We don’t need to be incarcerated to feel badly when we answer these questions. Most of us go through our lives never asking them at all. But we should; often. Every time we make an important decision, we should ask how it will impact our family, our friends, our neighbors, the planet, our own future. If we did there would be fewer bad decisions made.

But life goes by so fast and we are constantly being pulled in different directions. Sometimes we resist the pull long enough to make an informed choice. Sometimes we just follow the path of least resistance, without really considering the possible consequences. For the inmates we work with, the consequences for a poor decision they made were significant. The important thing is to ask, “If I had taken the time to think about it before I took that action which landed me here, would I have decided differently?” Because chances are, the answer is “Yes.” The very act of asking the question, brings to mind how they could

have acted differently and how the results could have been different. They can begin to write a new story for themselves.

That is why this booklet is so important. It is the voice of the inmates who work at ACI. Their words, tell the true story of what life is all about. By making the decision to use their prison time to learn and work and grow, they have begun to hear different answers when they ask themselves those difficult questions above.

As you read their stories, you will hear the voices of people struggling to regain their self-esteem and to earn the respect of their families and friends, their supervisors and coworkers. For many, the work they are doing is the first time they have ever felt part of any community. That is our goal here at ACI, to put them on a path to be successful citizens.

I would like to personally thank the contributors to this booklet for sharing their stories with us here. We are grateful that they have found their voices and have started to take control of their lives. And we are proud to be able to share their stories with you here.

A handwritten signature in black ink that reads "Brian Radecki". The signature is written in a cursive, flowing style.

Brian Radecki, CEO/Business Operations Administrator
Arizona Correctional Industries

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ALLIANCE TRUSS

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AQUA CHILL

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ARIZONA CORRECTIONAL INDUSTRIES

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ARIZONA DEPARTMENT OF TRANSPORTATION

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ARIZONA STRUCTURAL LAMINATORS

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CLASSIC PARTY RENTALS

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9

FIESTA CANNING COMPANY

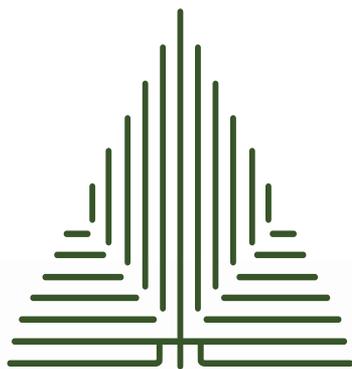
10

HICKMAN'S FAMILY FARMS

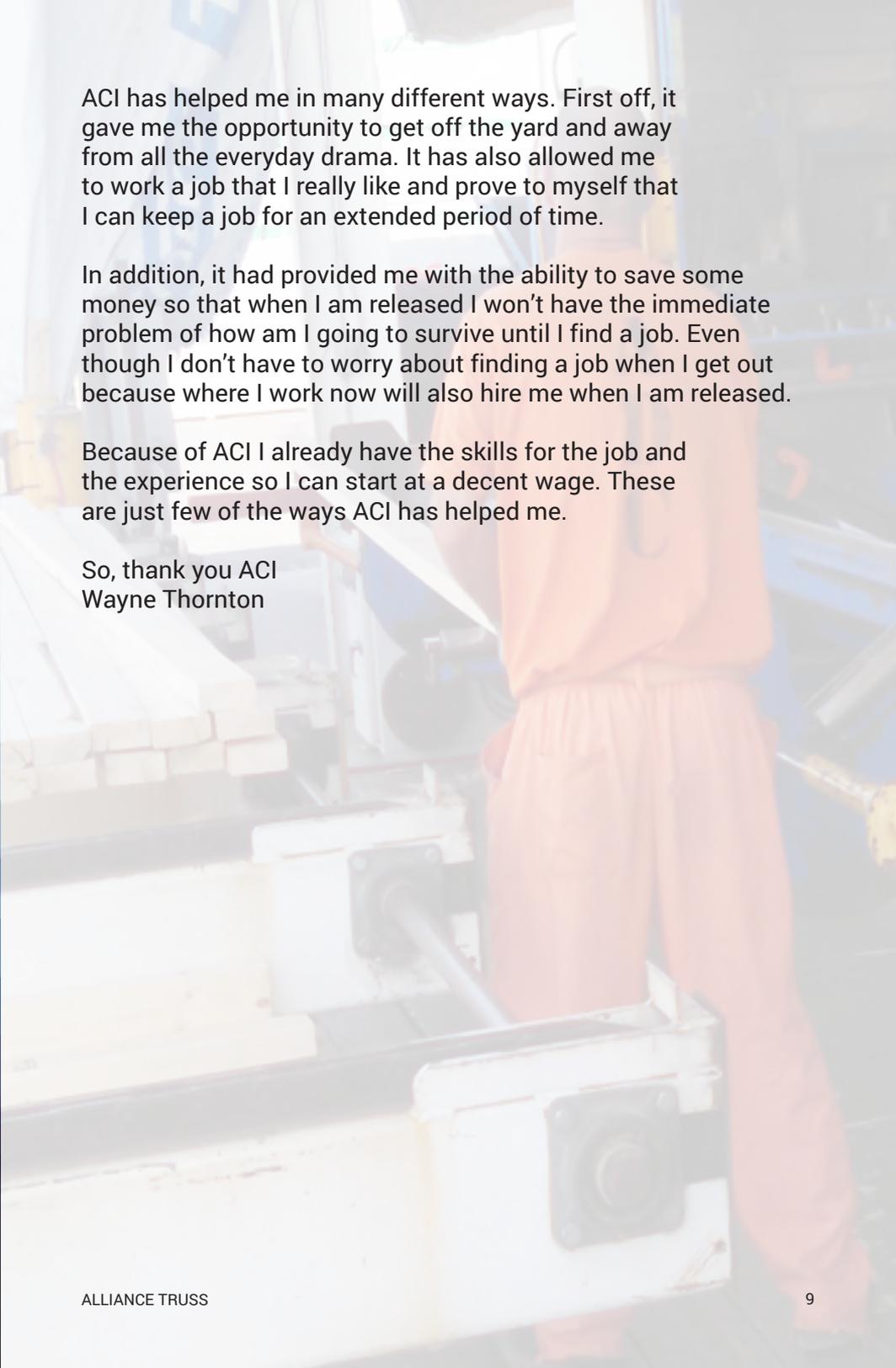
11

HOME TOWN HERO PROJECT





ALLIANCE TRUSS

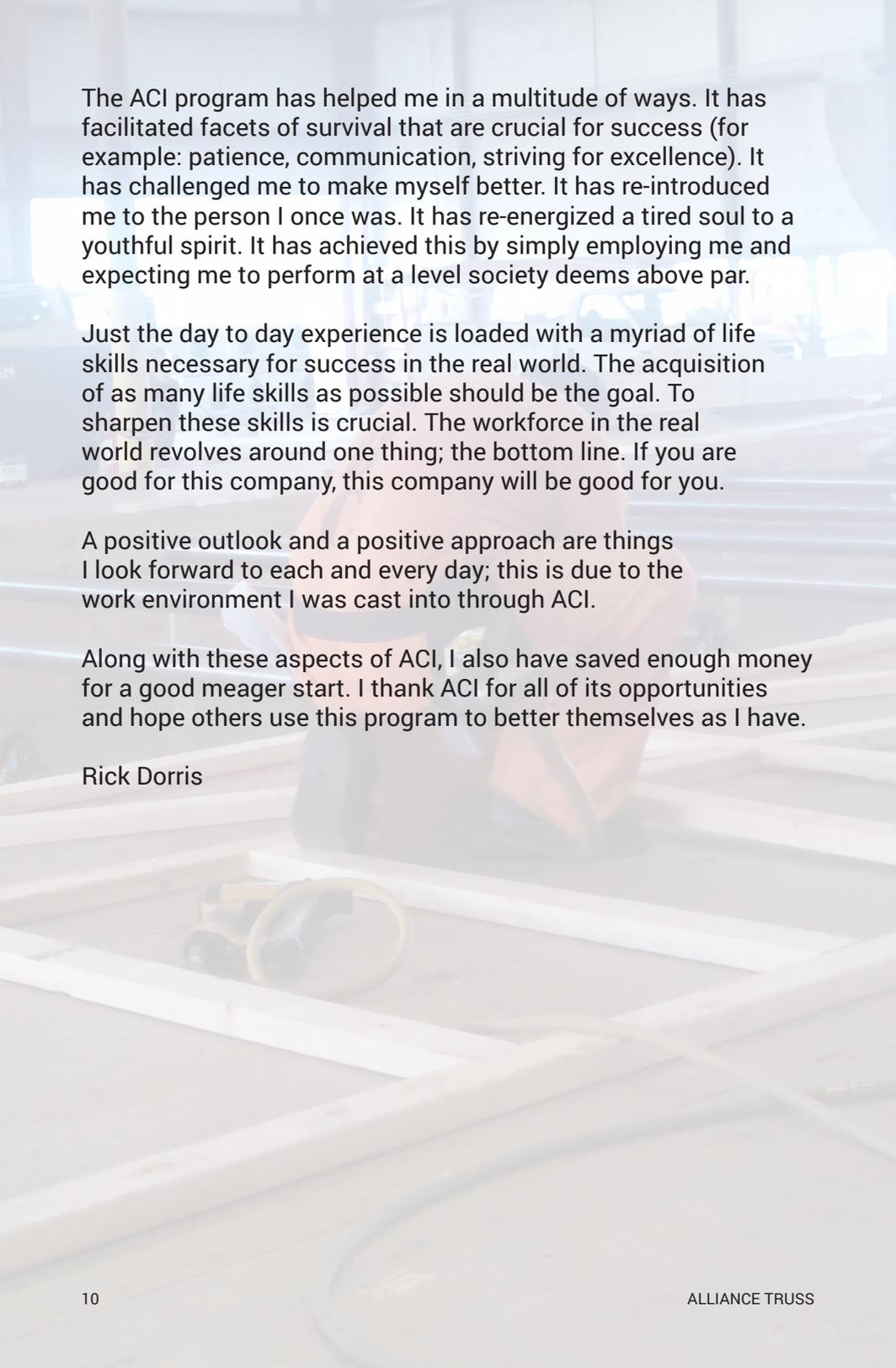
A person wearing an orange jumpsuit is seen from behind, working in a factory or industrial setting. They are standing near a large piece of machinery, possibly a lathe or mill, which is partially visible in the foreground. The background shows various industrial components and structures, all slightly out of focus. The overall scene is brightly lit, suggesting an indoor industrial environment.

ACI has helped me in many different ways. First off, it gave me the opportunity to get off the yard and away from all the everyday drama. It has also allowed me to work a job that I really like and prove to myself that I can keep a job for an extended period of time.

In addition, it had provided me with the ability to save some money so that when I am released I won't have the immediate problem of how am I going to survive until I find a job. Even though I don't have to worry about finding a job when I get out because where I work now will also hire me when I am released.

Because of ACI I already have the skills for the job and the experience so I can start at a decent wage. These are just few of the ways ACI has helped me.

So, thank you ACI
Wayne Thornton



The ACI program has helped me in a multitude of ways. It has facilitated facets of survival that are crucial for success (for example: patience, communication, striving for excellence). It has challenged me to make myself better. It has re-introduced me to the person I once was. It has re-energized a tired soul to a youthful spirit. It has achieved this by simply employing me and expecting me to perform at a level society deems above par.

Just the day to day experience is loaded with a myriad of life skills necessary for success in the real world. The acquisition of as many life skills as possible should be the goal. To sharpen these skills is crucial. The workforce in the real world revolves around one thing; the bottom line. If you are good for this company, this company will be good for you.

A positive outlook and a positive approach are things I look forward to each and every day; this is due to the work environment I was cast into through ACI.

Along with these aspects of ACI, I also have saved enough money for a good meager start. I thank ACI for all of its opportunities and hope others use this program to better themselves as I have.

Rick Dorris



I have been employed with ACI at Aqua Chill for four years. I have gained so much in the time that I have been here and I would like to share just a few things with you. First, I will touch on how ACI made it possible for me to work in a formal work environment. Though I am an inmate, it had no bearing on me when I was given a chance to come to work in a professional establishment. I feel that because I was given an opportunity like this, I have the confidence I need to carry me through my other challenges in life such as my first job upon release. I must say, aside from my employment here I have only had one other job so I feel it has benefitted me greatly in reintroduction into the work force.

Since I have worked here I have learned many skills such as customer service, the ability to work in a team environment and leadership skills. I personally tend to the needs of and set appointments for our potential customers in Illinois, Florida, Las Vegas, California, and Arizona on a daily basis. I work in a team environment and strive not only for my own success but the success of the nine others that I work with. Leadership skills are something that came with time, not easily, but definitely one of the qualities I value the most. Part of the leadership skills entail training new hires and giving them the knowledge and the ability to grow as I have.

In conclusion, I have gained so much in regards to becoming more accountable and responsible as well as having been able to leave more financially stable. This is all due to the opportunity that ACI and Aqua Chill have given me.

Thank you for your time in reading this.

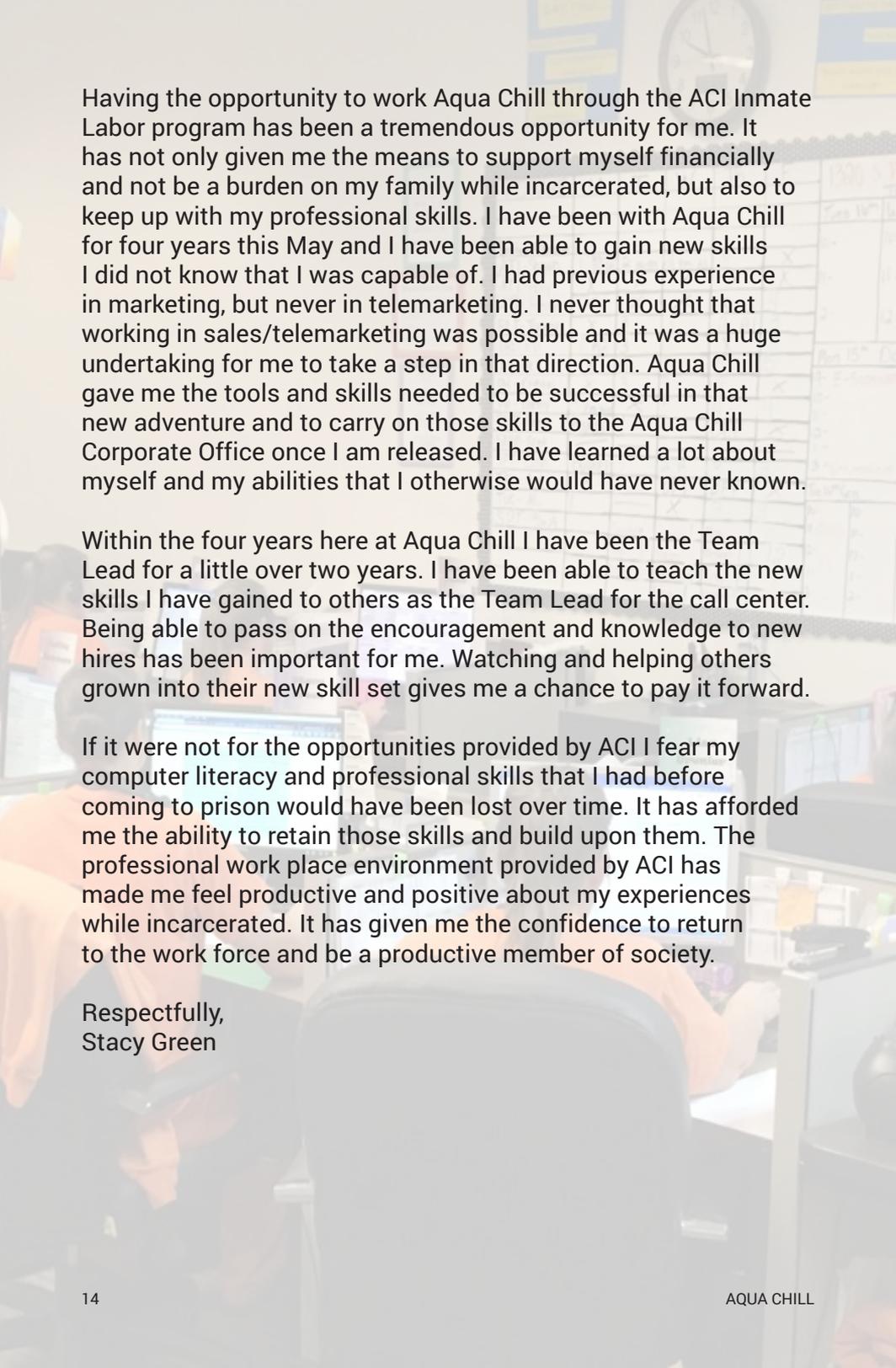
Respectfully,
Amanda Papiese

I am currently working for ACI through Aqua Chill. I have been in my current position for a year and a half. During this time ACI has given me the opportunity to find myself and the realization that I can be a productive, contributing member to society. I have been able to establish a normal work routine and schedule. I have gained a skill set through doing telemarketing that provided me with the skills necessary to not only move on to our Corporate Office upon release but also to maintain employment. This opportunity has opened my eyes to so much.

When you get sentenced to prison it is very hard to see the light at the end of the tunnel or the silver lining in things. Going into my sentence I would have never thought that I would have been able to find something like this through an inmate work program. I had been out of a business professional setting for quite some time and was always unable to find or see a way back into that element of my life. The ACI inmate work program has helped solve that problem for me. I was given the opportunity to work for a business and reach out to businesses as a professional. It gave me the skills and confidence that I needed to know that I can be successful in life. It pointed me down a path that will help ensure that I do not return to prison, thoroughly changing and impacting my life in ways that I would have never guessed possible.

In conclusion, I would like to thank ACI for the opportunity that it has provided to me as well as my fellow inmates. These inmate work programs allow us to escape the inmate aspect of being in prison. They allow us to go out into the business world and find the skills necessary to succeed and work with others giving us the responsibility and accountability necessary to move on and move forward with our lives.

Respectfully,
Ashley Fletcher



Having the opportunity to work Aqua Chill through the ACI Inmate Labor program has been a tremendous opportunity for me. It has not only given me the means to support myself financially and not be a burden on my family while incarcerated, but also to keep up with my professional skills. I have been with Aqua Chill for four years this May and I have been able to gain new skills I did not know that I was capable of. I had previous experience in marketing, but never in telemarketing. I never thought that working in sales/telemarketing was possible and it was a huge undertaking for me to take a step in that direction. Aqua Chill gave me the tools and skills needed to be successful in that new adventure and to carry on those skills to the Aqua Chill Corporate Office once I am released. I have learned a lot about myself and my abilities that I otherwise would have never known.

Within the four years here at Aqua Chill I have been the Team Lead for a little over two years. I have been able to teach the new skills I have gained to others as the Team Lead for the call center. Being able to pass on the encouragement and knowledge to new hires has been important for me. Watching and helping others grown into their new skill set gives me a chance to pay it forward.

If it were not for the opportunities provided by ACI I fear my computer literacy and professional skills that I had before coming to prison would have been lost over time. It has afforded me the ability to retain those skills and build upon them. The professional work place environment provided by ACI has made me feel productive and positive about my experiences while incarcerated. It has given me the confidence to return to the work force and be a productive member of society.

Respectfully,
Stacy Green



ARIZONA
CORRECTIONAL
INDUSTRIES



I trust this letter finds all of you in good health, and good spirits.

“Sometimes in life we are lucky enough to have the opportunity to have the combination of moments and interactions come together to reframe our view of the world and ultimately our platform of action in an amazing and powerful way.”

Throughout this process and in the words and thoughts gathered here, I hope this note adequately conveys my appreciation for the opportunities afforded to me during my tenure at Arizona Correctional Industries.

As a society, we divide and categorize human experience into simplified, constructed binaries which are meant to believe are natural and essential: “good people,” “bad people,” “wrong,” “right.” Regardless of these categorizations, ACI’s support in allowing me to be an active agent in creative collaboration with various projects and enterprises, presented me with the rewarding elements of ownership, accountability, respect, and validation.

I’ve been fortunate to work alongside people that didn’t waiver in their kindness and encouragement when it seems as though, unless a person has a personal connection to someone who has been touched by the criminal justice system, they are not expected to care. I will always be grateful to the compassion demonstrated to me by staff members during loss of my loved ones. Incarceration being what it is, there is no way to say someone is doing well. Nevertheless, the circumstances being what they are, I know that working at ACI brought me comfort, safety, and peace of mind.

Thank you for being an integral part of the last few years, this experience has allowed me to effectively enhance my personal and professional growth.

Sincerely,
Annette Anaya

To my Esteemed Coworkers:

It has been an immense pleasure working with you here at Arizona Correctional Industries (ACI). I have learned a lot about your industry but equally important, a lot about myself.

I appreciate the respect the employees of ACI show to the inmates. Being an inmate has been a truly humbling experience. Being treated humanely and as though I still represent value was refreshing and a welcome surprise.

I will look back at my time with ACI with mixed sentiment. I have thoroughly enjoyed working with the employees of ACI, both inmate and civilian. I admit though that I am anxious to move past this unfortunate chapter of my life and take the step into my future.

I would like to thank everyone for their kindness, mentoring, and encouragement. ACI offers an opportunity that many inmates would never have received, learning to work in an office with skills vital to the job force. I truly believe that this can be a life changing experience for many inmates. I applaud this program and am grateful to have been given the opportunity to learn, contribute and share my knowledge.

I wish everyone at ACI the very best in whatever they do and where ever life may take them. Thank you for making my time productive.

Sincerely,
Cindie Anderson

To All Staff and Inmate Staff:

First of all I want to thank Mr. Brown for always being supportive of me when I wanted to be creative or uncreative and being so pushy to get me motivated when I didn't want to be! He has taught me many things over the years and I truly want to express my gratitude to him for everything. I was blessed to be able to learn so much while at ACI. The opportunities to grow were endless and I will always be grateful for this second chance.

This opportunity has taught me so much about myself and has renewed my spirit. When I started this job I didn't know what I would be doing and still everyday was an adventure. To see my hard work in a printed publication and know that I was part of the Sublimation team that designed the ACI logo is an awesome feeling of accomplishment.

To all the ladies who have been given the opportunity to work for ACI, take advantage of all that you can learn while you are here.

Thank you to Mr. Radecki for your encouragement, to all the Sales Representatives, Customer Services Representatives, Business Development team, and Marketing for believing in me to get the job done.

I wish everyone the best.

Sincerely,
Cindy Deerinwater

Dear ACI Family,

I would like to start off by saying how much I appreciate this opportunity that has been given to me. This program has helped me grow as person and has given me the skills I need for a smooth transition. I never would have imagined finding something I love to do (work wise) while being in prison, but I have, thanks to ACI. I want to especially thank Mr. Brown for being so patient, helpful, and supportive throughout my time here. He has given me room to grow and become creative in ways I never thought possible.

When I was first hired, I was extremely nervous because I had absolutely no experience with the Adobe Suite programs, but with the help of the civilians and inmate coworkers I was able to learn these programs and so much more. With this opportunity I have been able to build my confidence and self-esteem and now feel I am ready to move forward in my life. I have learned so many skills that I am able to take with me and use them to truly become successful in what I love to do.

I can't thank you enough for the support and care I received while working here. I am grateful for this opportunity, and will never forget this amazing experience I have been given.

Yours Truly,
Danielle Detmer

I just wanted to write and tell you I have been doing so well since I left ACI. I just wanted to thank you for the support you gave me while I was there. I also wanted to tell you that you gave me one of the best compliments and building blocks for my success.

I often tell people that I once had a manager that when I was leaving his employment told me to train my replacement in the same method that I had performed my job. You told me that you never had to worry about my role in your Customer Service Department and that was important for a manager.

I used that compliment to do the best job I could do so my current employer did not have to worry about my position in their department as well. I have been working for Sprouts Farmers Market for 2 years. I started as a cashier and worked my way into the vitamin department. I was promoted to Assistant Vitamin Manager about 6 months ago and just last week offered a Manager position. I am so very happy and remember you often.

Thank you for your support and encouragement that you gave without even knowing. Your one of the good guys Mr. Brown!!

Sincerely,
Diana Lee

Working at ACI this past year helped me maintain a modicum of sanity through the loss of my aunt, and an old friend, and most recently, the tragic suicide of my only sibling. Although I may have had to excuse myself more than a few times in order to sob through the waves of grief, I took comfort in the continuous flow of work that never ceased to appear in my in-box. Knowing that I was a valued member of the Customer Service team fueled my determination to get up every morning, suit-up, and show-up no matter how badly my heart was broken. It gave me purpose and meaning in those dark days.

Furthermore, the encouragement, kindness, and occasional redirection I received throughout the past year helped me to develop and mature as a human being. Even through those tough moments when the “why” wasn’t so clear, I learned humility and how to accept criticism with grace and maintain a positive attitude. Rather than allowing myself to feel self-pity or hopelessness, I developed confidence in my resiliency and my ability to choose my own attitude and assume personal responsibility.

Nothing can compare, however, to the camaraderie I have enjoyed with my team mates and fellow sisters-in-orange. Thank you, ladies, for your patience, technological assistance, compassion, and (occasional) cooperation in my team-building exercises. Best. Team. Ever. Nevertheless (and despite being assigned to Customer Service) I made it a point to acquaint myself with my peers in every department and have also enjoyed working alongside the ever-enthusiastic ladies from Aqua Chill. It has been a privilege to work with an outstanding and brilliant group like all of you. Thank you all for your friendship.

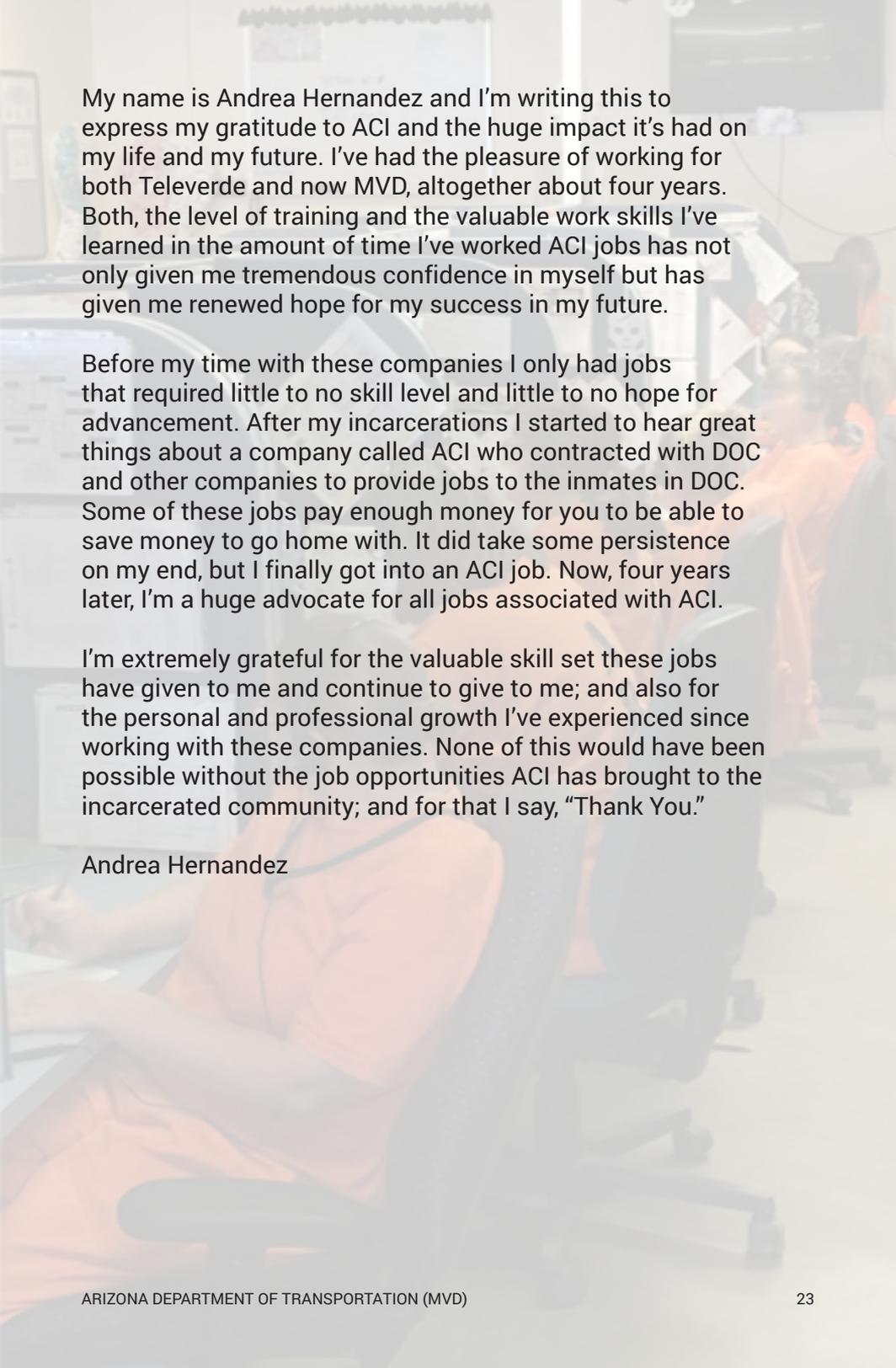
I never realized that I had it in me to produce the quantity and quality of work that I have done here at ACI until now. Thank you for being an integral part in me growing up; It’s be an amazing journey.

Respectfully,
Marissa S. Lopez



Motor Vehicle Division



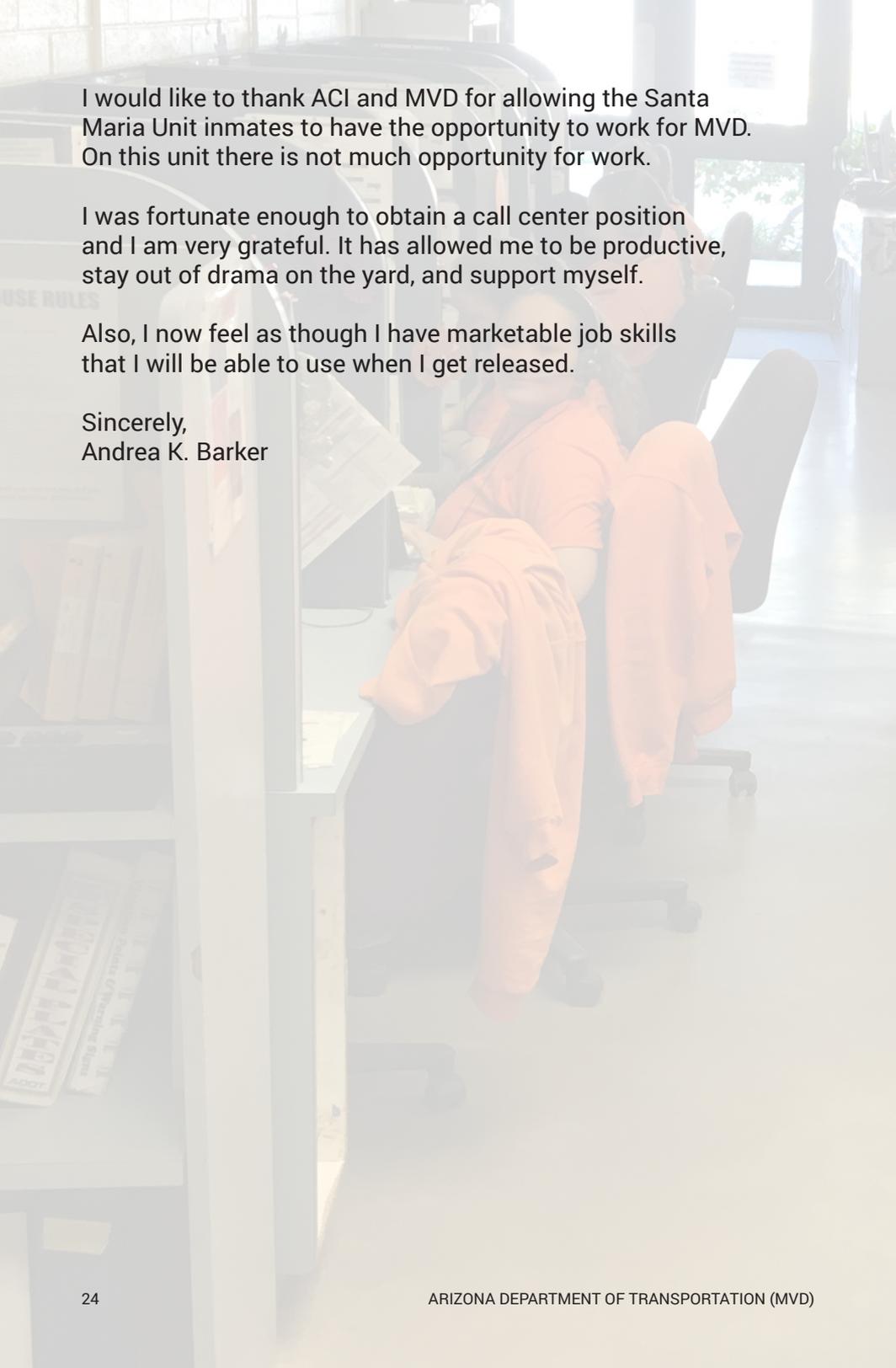


My name is Andrea Hernandez and I'm writing this to express my gratitude to ACI and the huge impact it's had on my life and my future. I've had the pleasure of working for both Televerde and now MVD, altogether about four years. Both, the level of training and the valuable work skills I've learned in the amount of time I've worked ACI jobs has not only given me tremendous confidence in myself but has given me renewed hope for my success in my future.

Before my time with these companies I only had jobs that required little to no skill level and little to no hope for advancement. After my incarcerations I started to hear great things about a company called ACI who contracted with DOC and other companies to provide jobs to the inmates in DOC. Some of these jobs pay enough money for you to be able to save money to go home with. It did take some persistence on my end, but I finally got into an ACI job. Now, four years later, I'm a huge advocate for all jobs associated with ACI.

I'm extremely grateful for the valuable skill set these jobs have given to me and continue to give to me; and also for the personal and professional growth I've experienced since working with these companies. None of this would have been possible without the job opportunities ACI has brought to the incarcerated community; and for that I say, "Thank You."

Andrea Hernandez

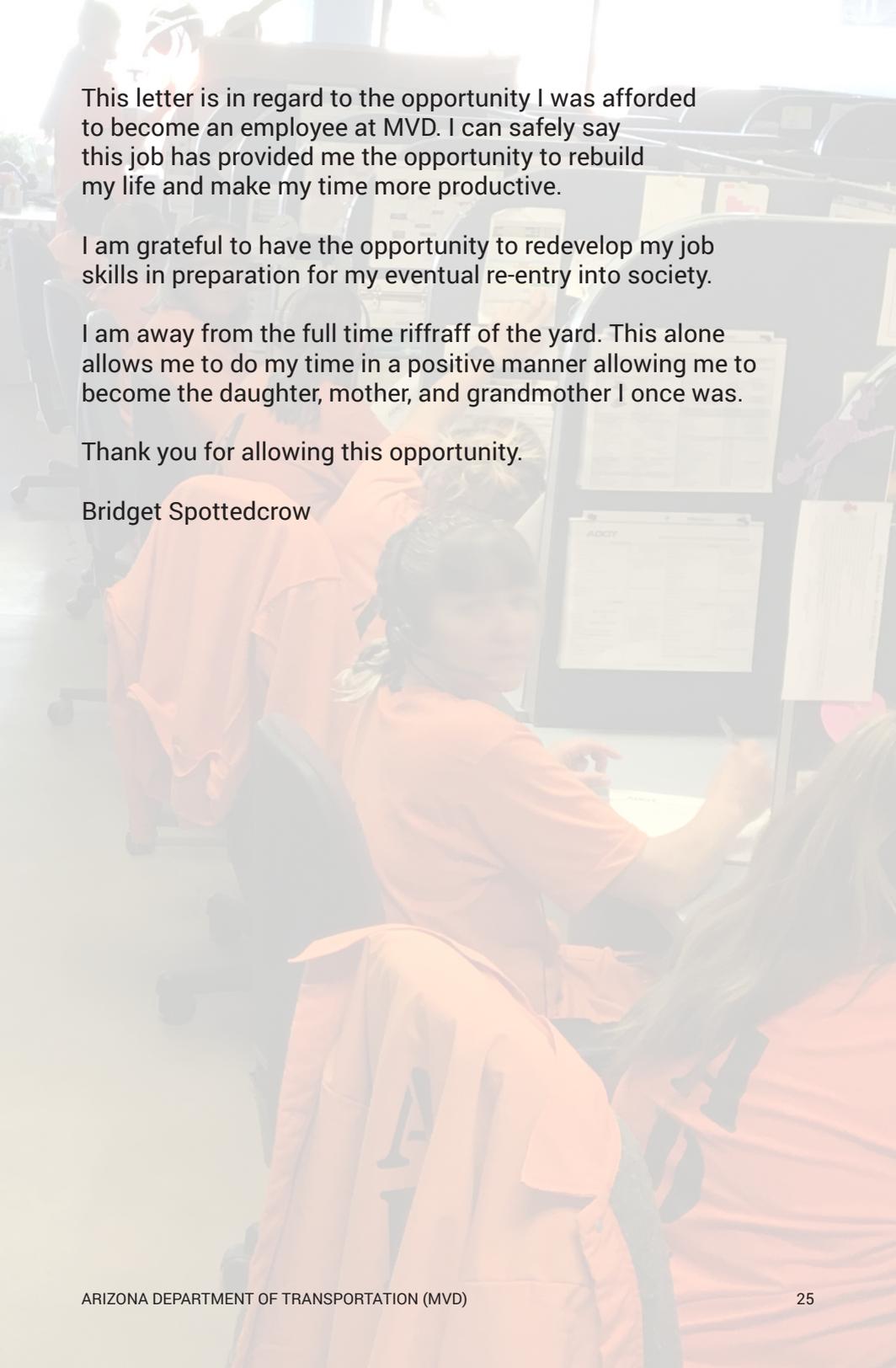
A person wearing an orange jumpsuit is sitting at a desk in a call center. The person is wearing a headset and looking at a computer monitor. The desk has a keyboard and some papers. In the background, there are other desks and a window. The text is overlaid on the image.

I would like to thank ACI and MVD for allowing the Santa Maria Unit inmates to have the opportunity to work for MVD. On this unit there is not much opportunity for work.

I was fortunate enough to obtain a call center position and I am very grateful. It has allowed me to be productive, stay out of drama on the yard, and support myself.

Also, I now feel as though I have marketable job skills that I will be able to use when I get released.

Sincerely,
Andrea K. Barker



This letter is in regard to the opportunity I was afforded to become an employee at MVD. I can safely say this job has provided me the opportunity to rebuild my life and make my time more productive.

I am grateful to have the opportunity to redevelop my job skills in preparation for my eventual re-entry into society.

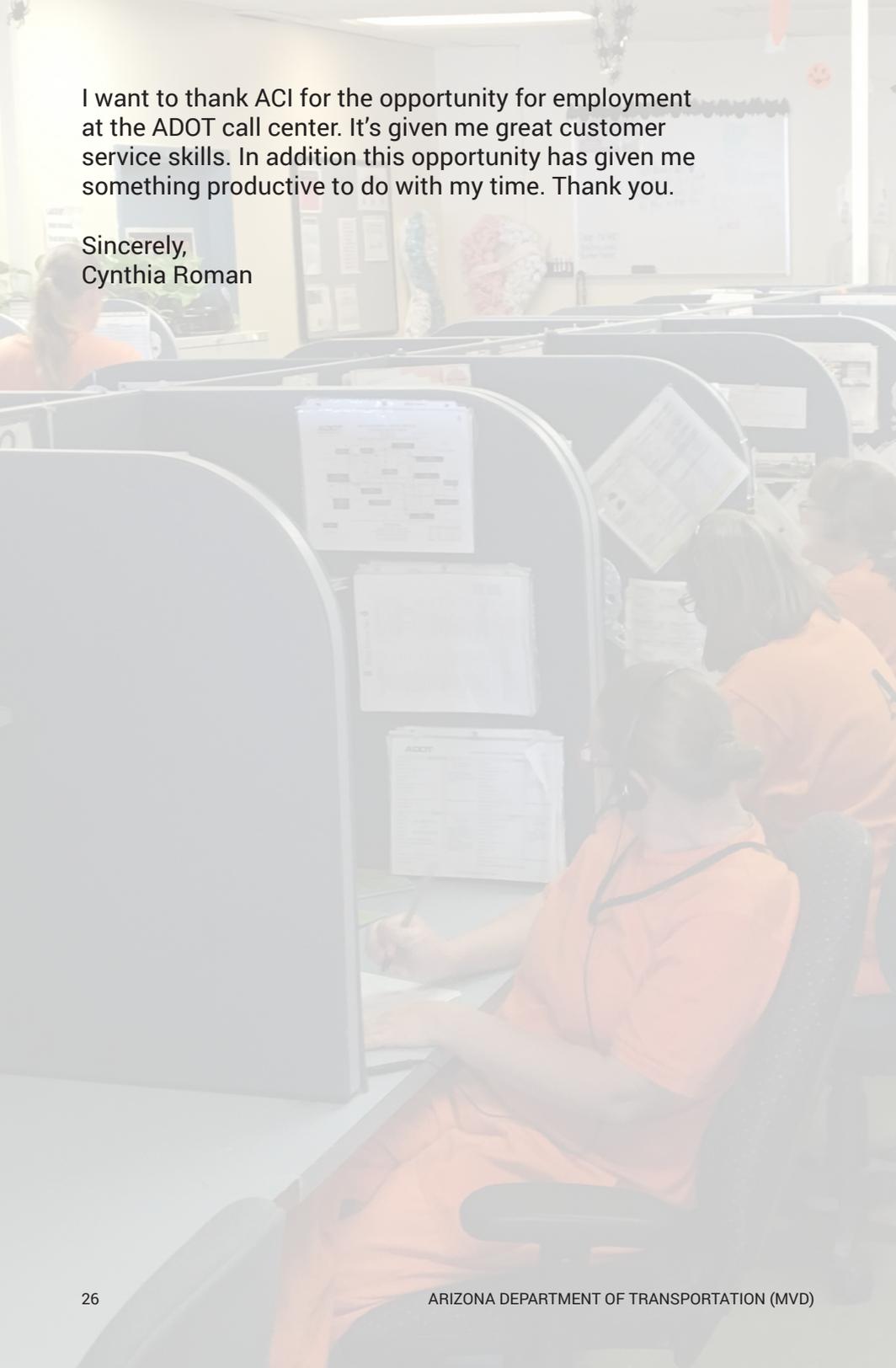
I am away from the full time ruffraff of the yard. This alone allows me to do my time in a positive manner allowing me to become the daughter, mother, and grandmother I once was.

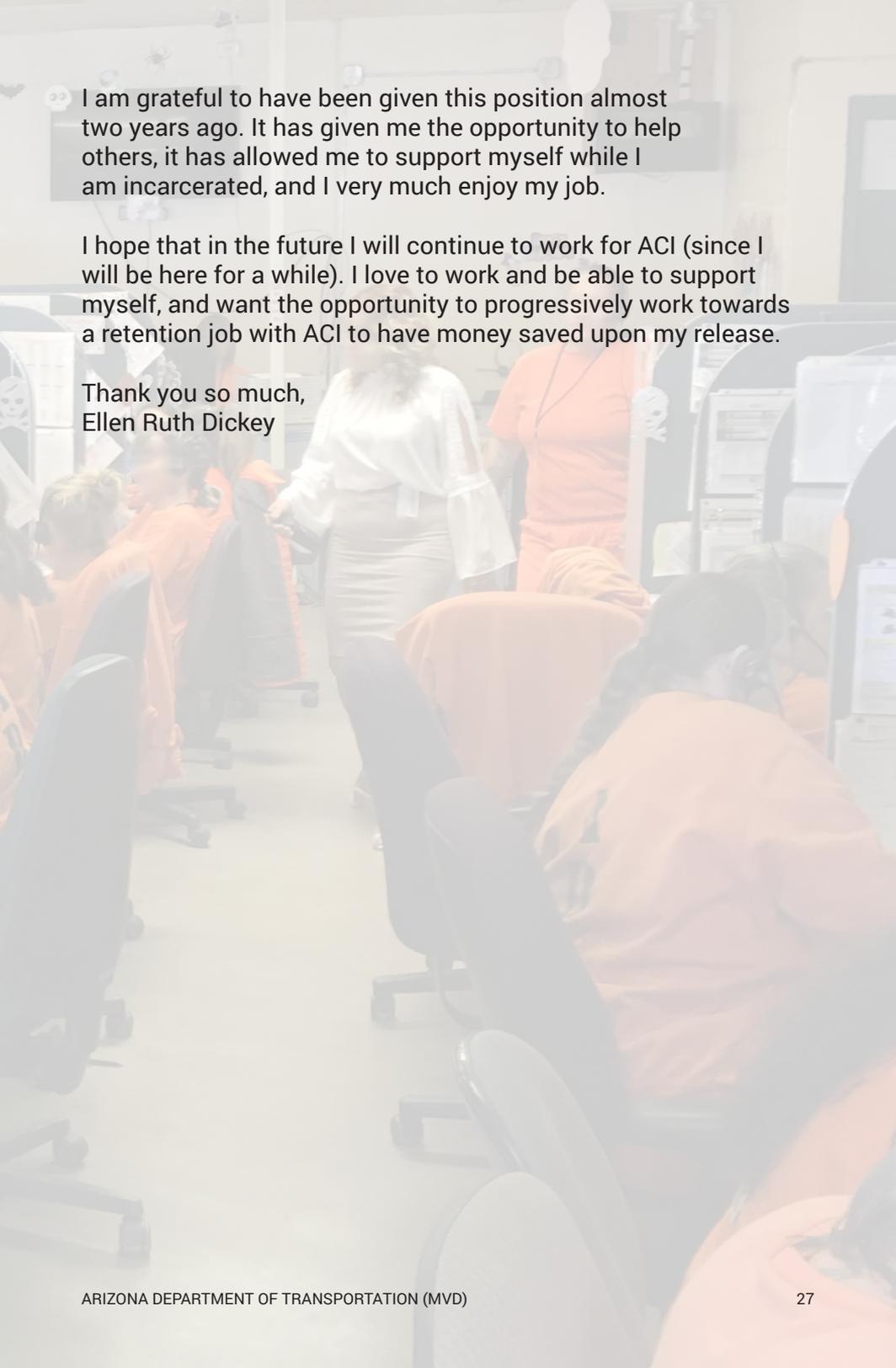
Thank you for allowing this opportunity.

Bridget Spottedcrow

I want to thank ACI for the opportunity for employment at the ADOT call center. It's given me great customer service skills. In addition this opportunity has given me something productive to do with my time. Thank you.

Sincerely,
Cynthia Roman





I am grateful to have been given this position almost two years ago. It has given me the opportunity to help others, it has allowed me to support myself while I am incarcerated, and I very much enjoy my job.

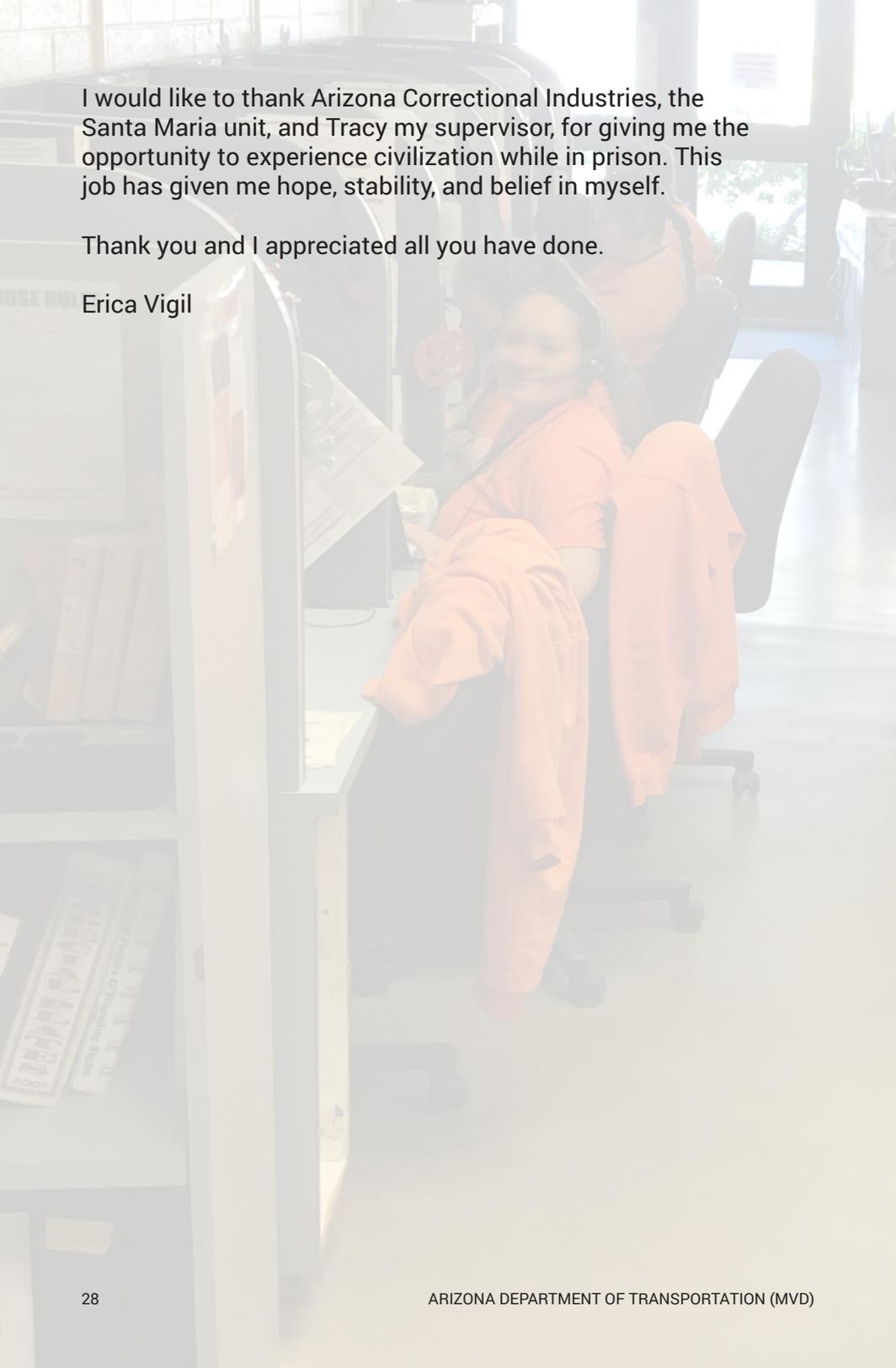
I hope that in the future I will continue to work for ACI (since I will be here for a while). I love to work and be able to support myself, and want the opportunity to progressively work towards a retention job with ACI to have money saved upon my release.

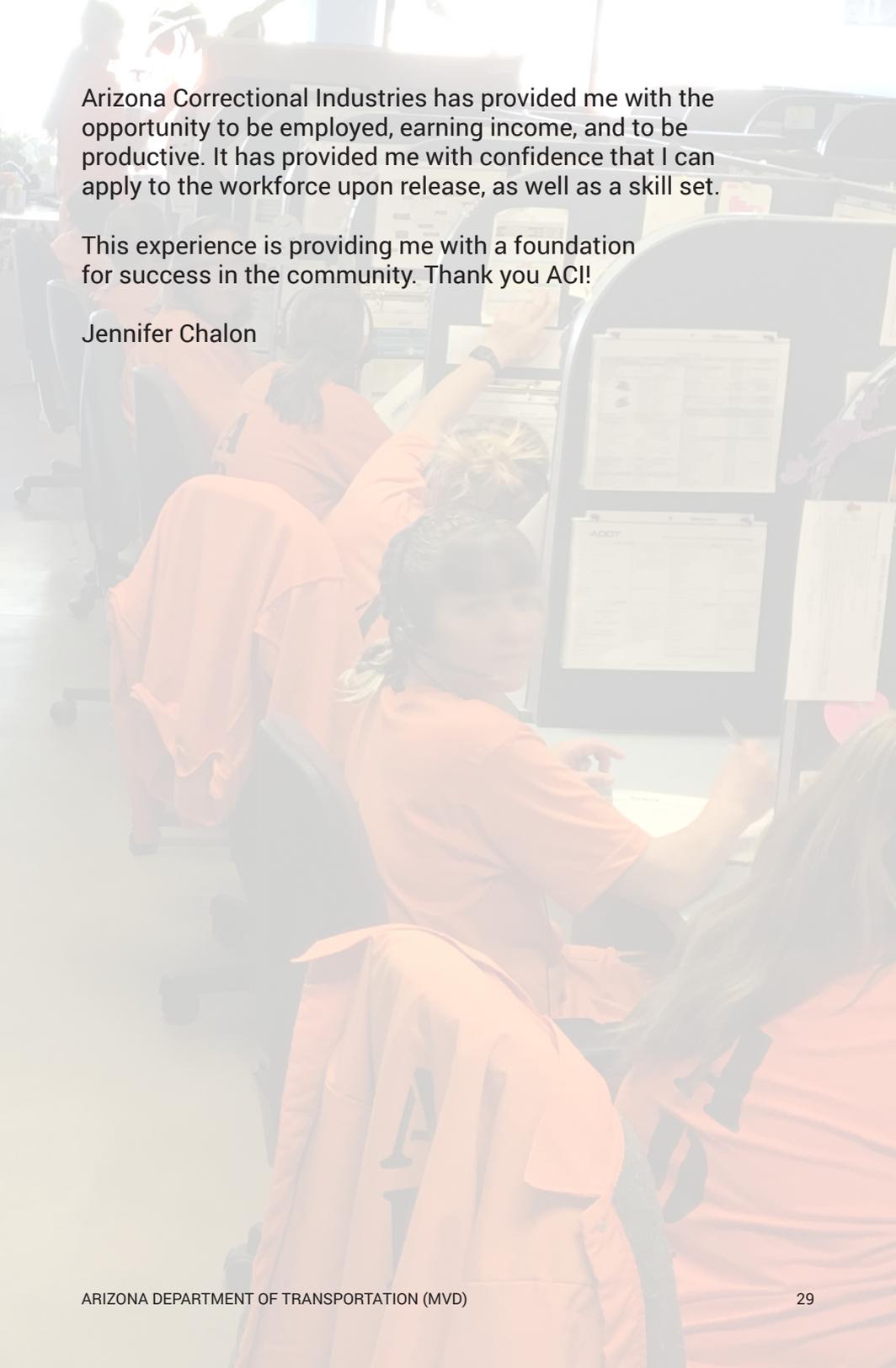
Thank you so much,
Ellen Ruth Dickey

I would like to thank Arizona Correctional Industries, the Santa Maria unit, and Tracy my supervisor, for giving me the opportunity to experience civilization while in prison. This job has given me hope, stability, and belief in myself.

Thank you and I appreciated all you have done.

Erica Vigil

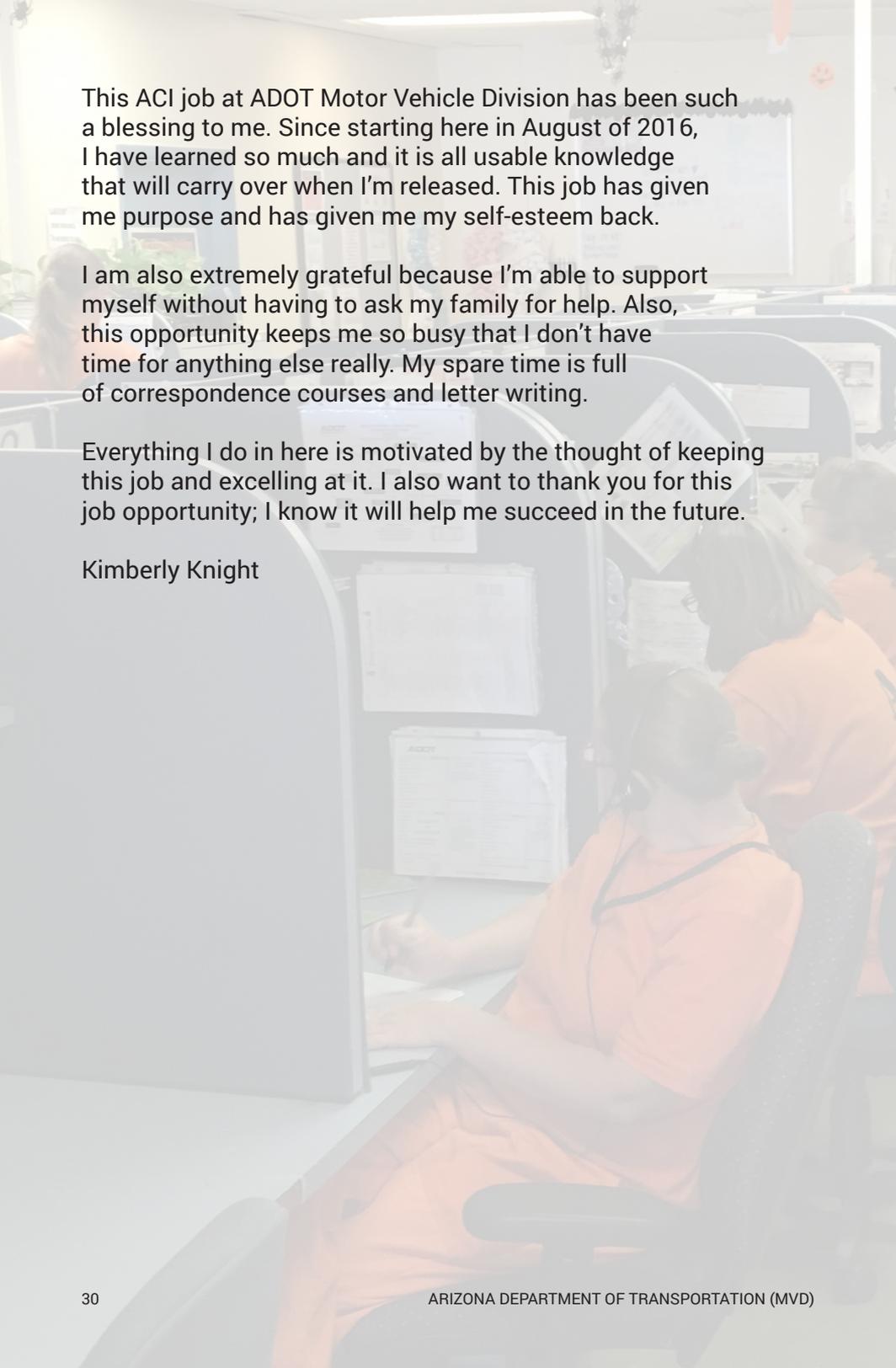


A group of people, likely employees, are seated at a workstation in an office environment. They are wearing orange shirts. One person in the foreground is wearing a headset and looking towards the camera. The workstation has a computer monitor displaying a website, and there are various papers and documents on the desk. The background shows other people working at similar workstations.

Arizona Correctional Industries has provided me with the opportunity to be employed, earning income, and to be productive. It has provided me with confidence that I can apply to the workforce upon release, as well as a skill set.

This experience is providing me with a foundation for success in the community. Thank you ACI!

Jennifer Chalon

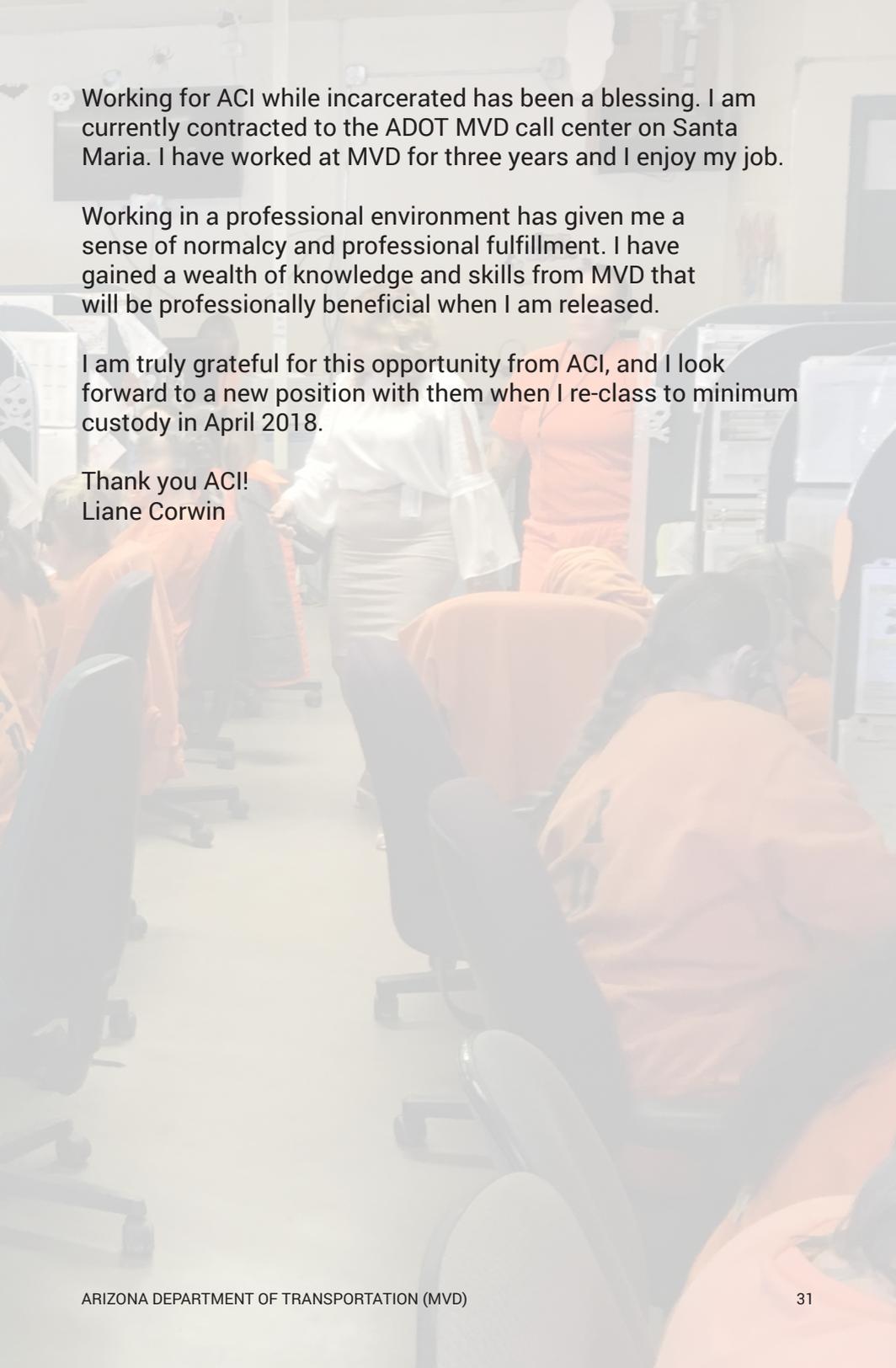


This ACI job at ADOT Motor Vehicle Division has been such a blessing to me. Since starting here in August of 2016, I have learned so much and it is all usable knowledge that will carry over when I'm released. This job has given me purpose and has given me my self-esteem back.

I am also extremely grateful because I'm able to support myself without having to ask my family for help. Also, this opportunity keeps me so busy that I don't have time for anything else really. My spare time is full of correspondence courses and letter writing.

Everything I do in here is motivated by the thought of keeping this job and excelling at it. I also want to thank you for this job opportunity; I know it will help me succeed in the future.

Kimberly Knight

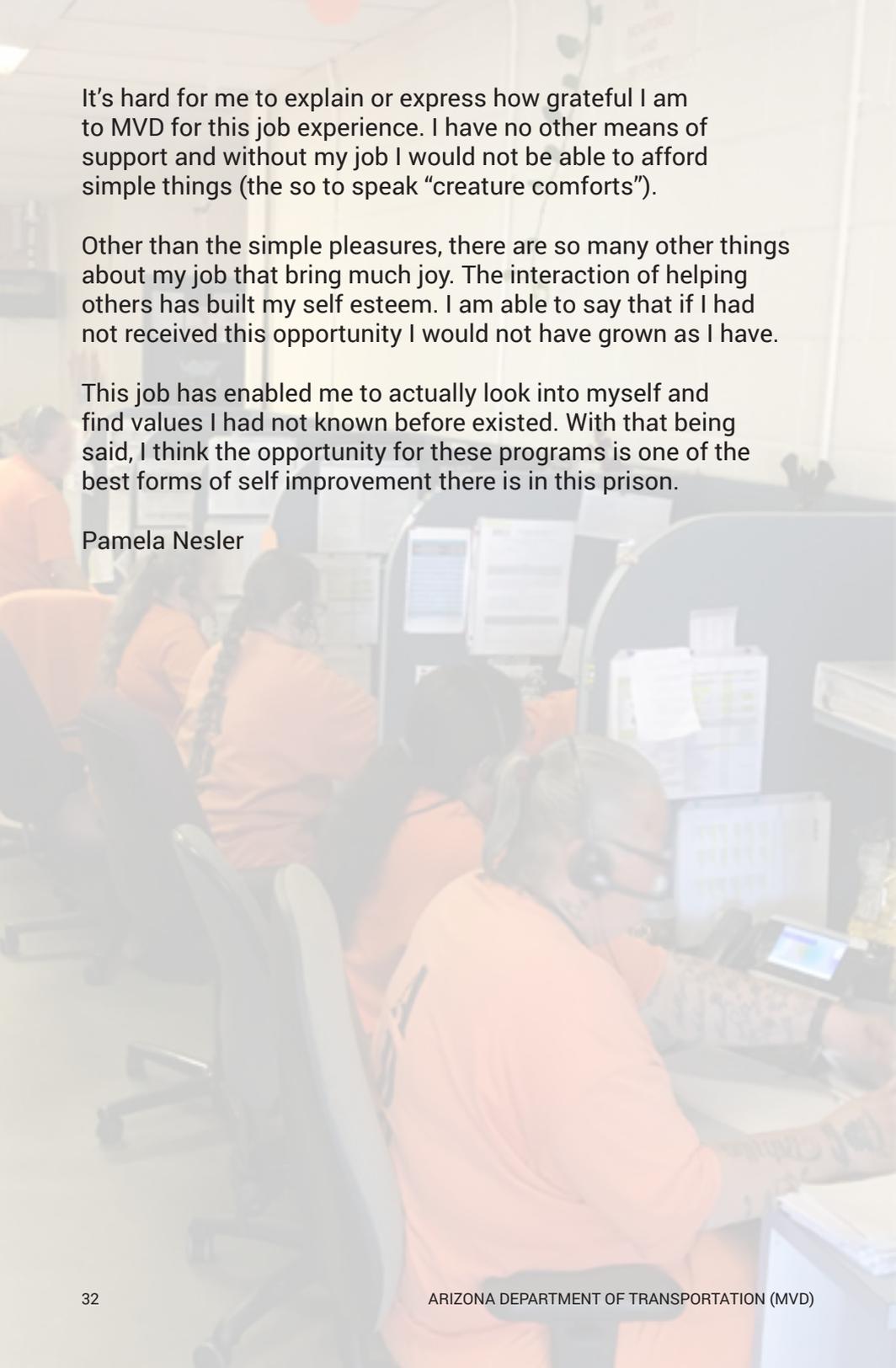


Working for ACI while incarcerated has been a blessing. I am currently contracted to the ADOT MVD call center on Santa Maria. I have worked at MVD for three years and I enjoy my job.

Working in a professional environment has given me a sense of normalcy and professional fulfillment. I have gained a wealth of knowledge and skills from MVD that will be professionally beneficial when I am released.

I am truly grateful for this opportunity from ACI, and I look forward to a new position with them when I re-class to minimum custody in April 2018.

Thank you ACI!
Liane Corwin



It's hard for me to explain or express how grateful I am to MVD for this job experience. I have no other means of support and without my job I would not be able to afford simple things (the so to speak "creature comforts").

Other than the simple pleasures, there are so many other things about my job that bring much joy. The interaction of helping others has built my self esteem. I am able to say that if I had not received this opportunity I would not have grown as I have.

This job has enabled me to actually look into myself and find values I had not known before existed. With that being said, I think the opportunity for these programs is one of the best forms of self improvement there is in this prison.

Pamela Nesler



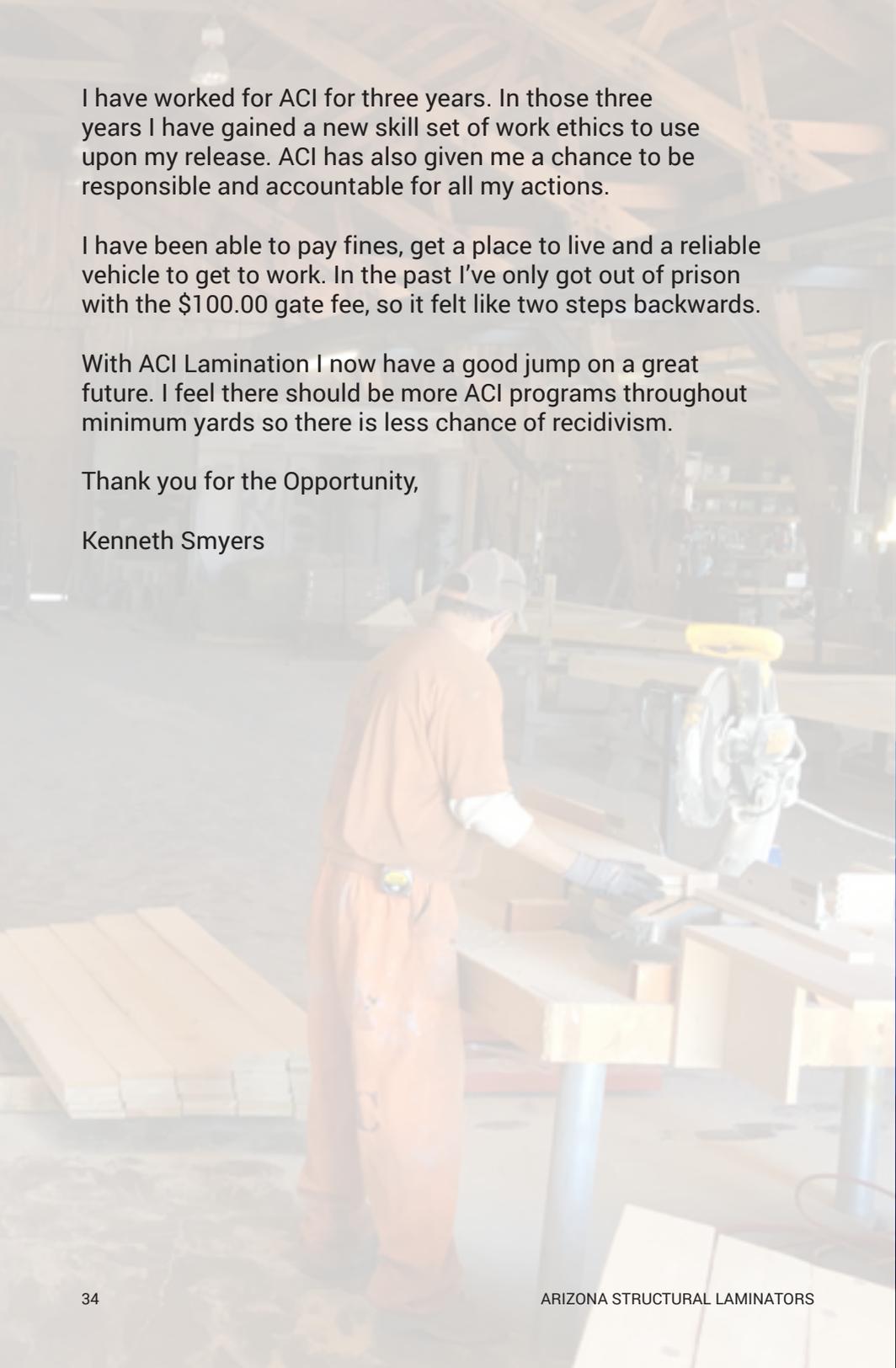
I have worked for ACI for three years. In those three years I have gained a new skill set of work ethics to use upon my release. ACI has also given me a chance to be responsible and accountable for all my actions.

I have been able to pay fines, get a place to live and a reliable vehicle to get to work. In the past I've only got out of prison with the \$100.00 gate fee, so it felt like two steps backwards.

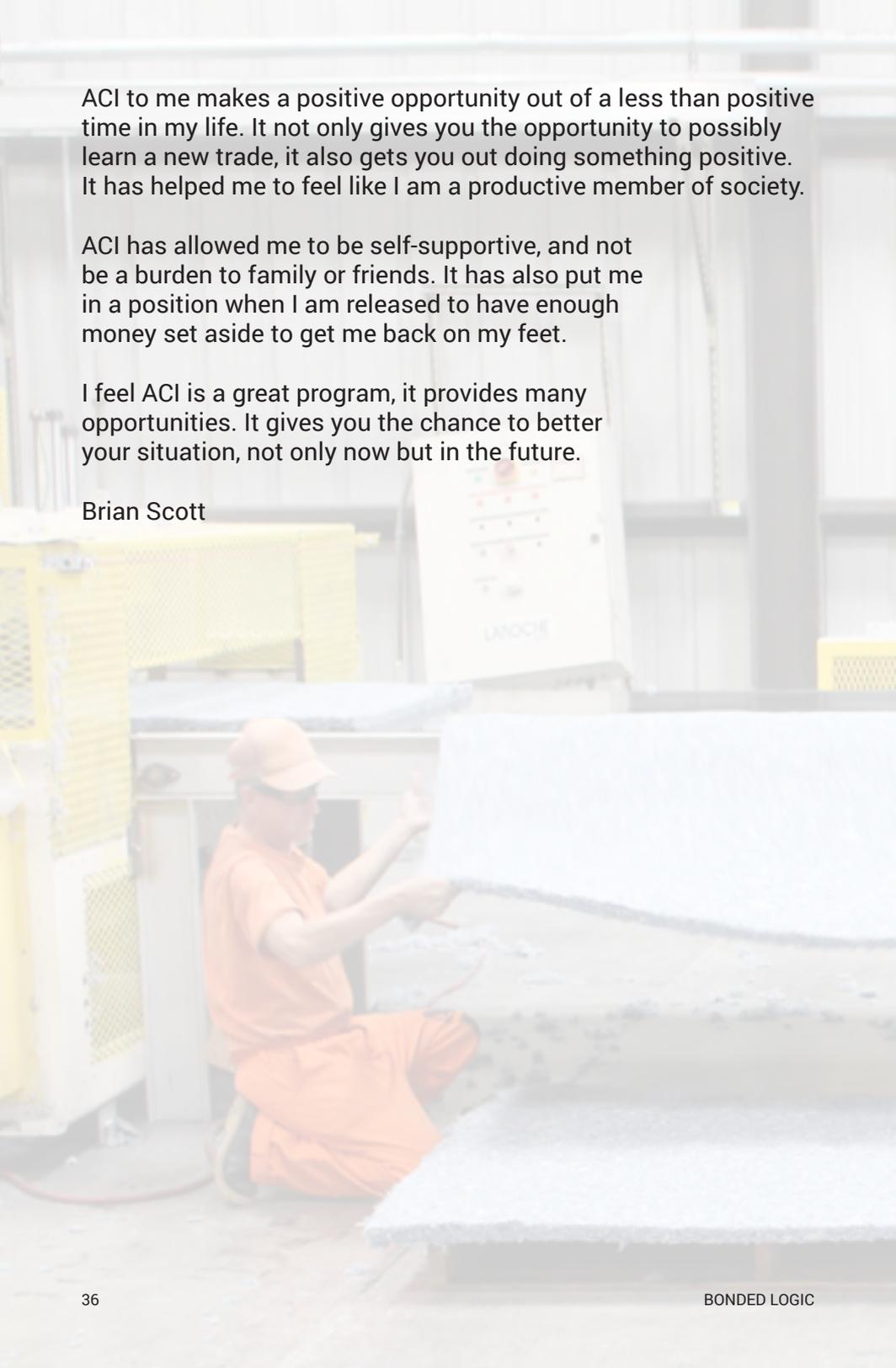
With ACI Lamination I now have a good jump on a great future. I feel there should be more ACI programs throughout minimum yards so there is less chance of recidivism.

Thank you for the Opportunity,

Kenneth Smyers





A worker in an orange uniform and cap is kneeling on a construction site, working with a large white material. The background shows a yellow safety fence and a white control panel with the name 'LAROUCHE' visible. The scene is brightly lit, suggesting an outdoor or well-lit indoor environment.

ACI to me makes a positive opportunity out of a less than positive time in my life. It not only gives you the opportunity to possibly learn a new trade, it also gets you out doing something positive. It has helped me to feel like I am a productive member of society.

ACI has allowed me to be self-supportive, and not be a burden to family or friends. It has also put me in a position when I am released to have enough money set aside to get me back on my feet.

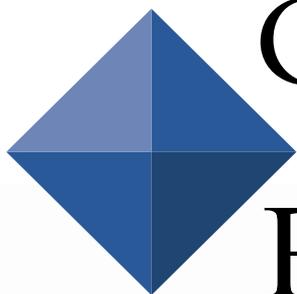
I feel ACI is a great program, it provides many opportunities. It gives you the chance to better your situation, not only now but in the future.

Brian Scott

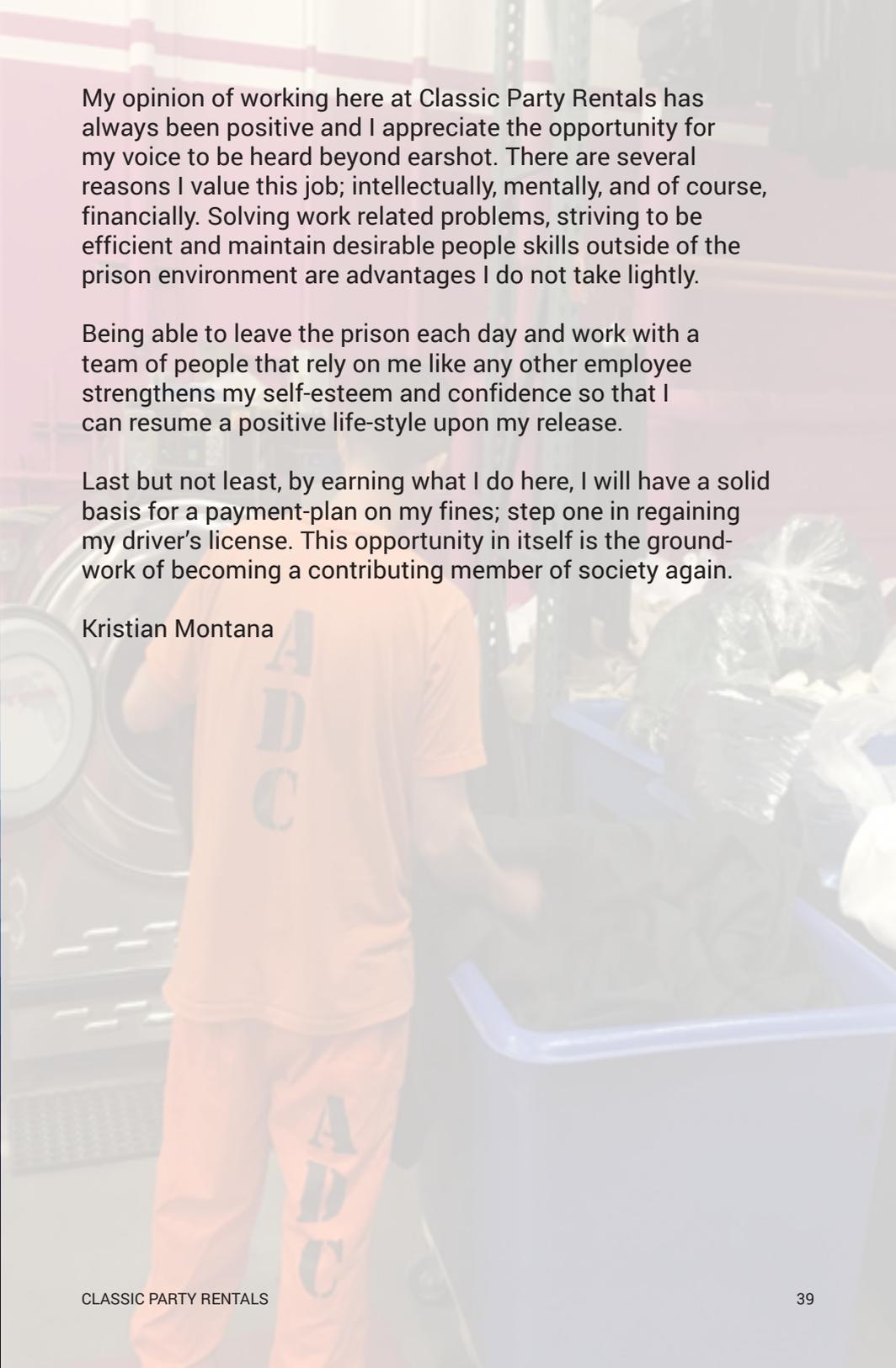
To me ACI means a second chance at life. Part of my earnings are put away for when I'm released so that I have something to start over with but most importantly I get to work for a company who is willing to give me the opportunity to prove that I deserve that chance. It also allows me the opportunity to have an established job when released. I can't thank both my employer and ACI enough for allowing me to participate.

John C. Alexander





CLASSIC PARTY RENTALS

A person wearing an orange t-shirt and pants, both with the letters 'ADC' printed on them, is seen from behind in a laundry room. They are standing next to a large blue bin filled with laundry. In the background, there are industrial washing machines and metal shelving units. The scene is brightly lit, and the overall atmosphere is one of a busy, functional workspace.

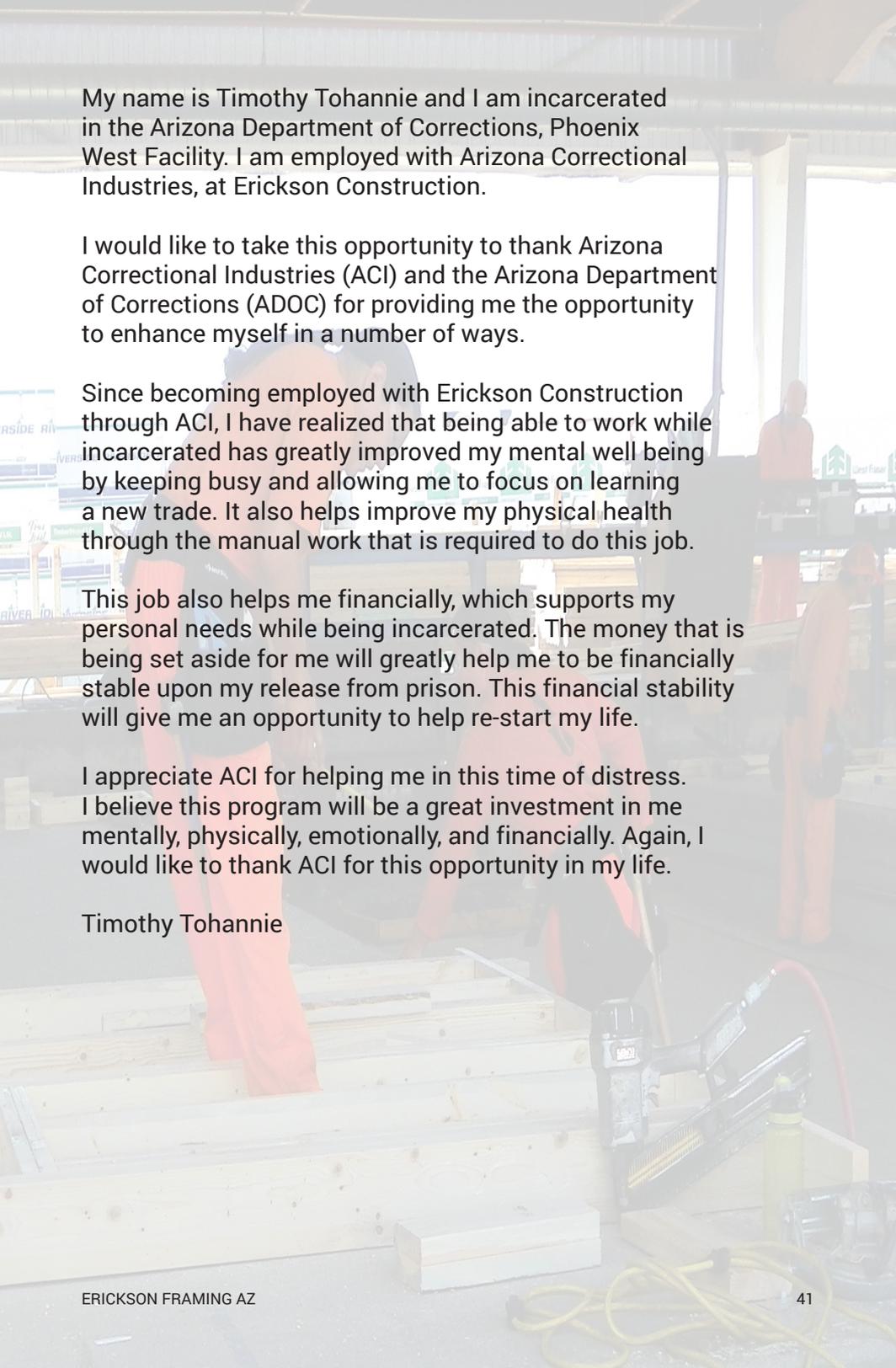
My opinion of working here at Classic Party Rentals has always been positive and I appreciate the opportunity for my voice to be heard beyond earshot. There are several reasons I value this job; intellectually, mentally, and of course, financially. Solving work related problems, striving to be efficient and maintain desirable people skills outside of the prison environment are advantages I do not take lightly.

Being able to leave the prison each day and work with a team of people that rely on me like any other employee strengthens my self-esteem and confidence so that I can resume a positive life-style upon my release.

Last but not least, by earning what I do here, I will have a solid basis for a payment-plan on my fines; step one in regaining my driver's license. This opportunity in itself is the groundwork of becoming a contributing member of society again.

Kristian Montana





My name is Timothy Tohannie and I am incarcerated in the Arizona Department of Corrections, Phoenix West Facility. I am employed with Arizona Correctional Industries, at Erickson Construction.

I would like to take this opportunity to thank Arizona Correctional Industries (ACI) and the Arizona Department of Corrections (ADOC) for providing me the opportunity to enhance myself in a number of ways.

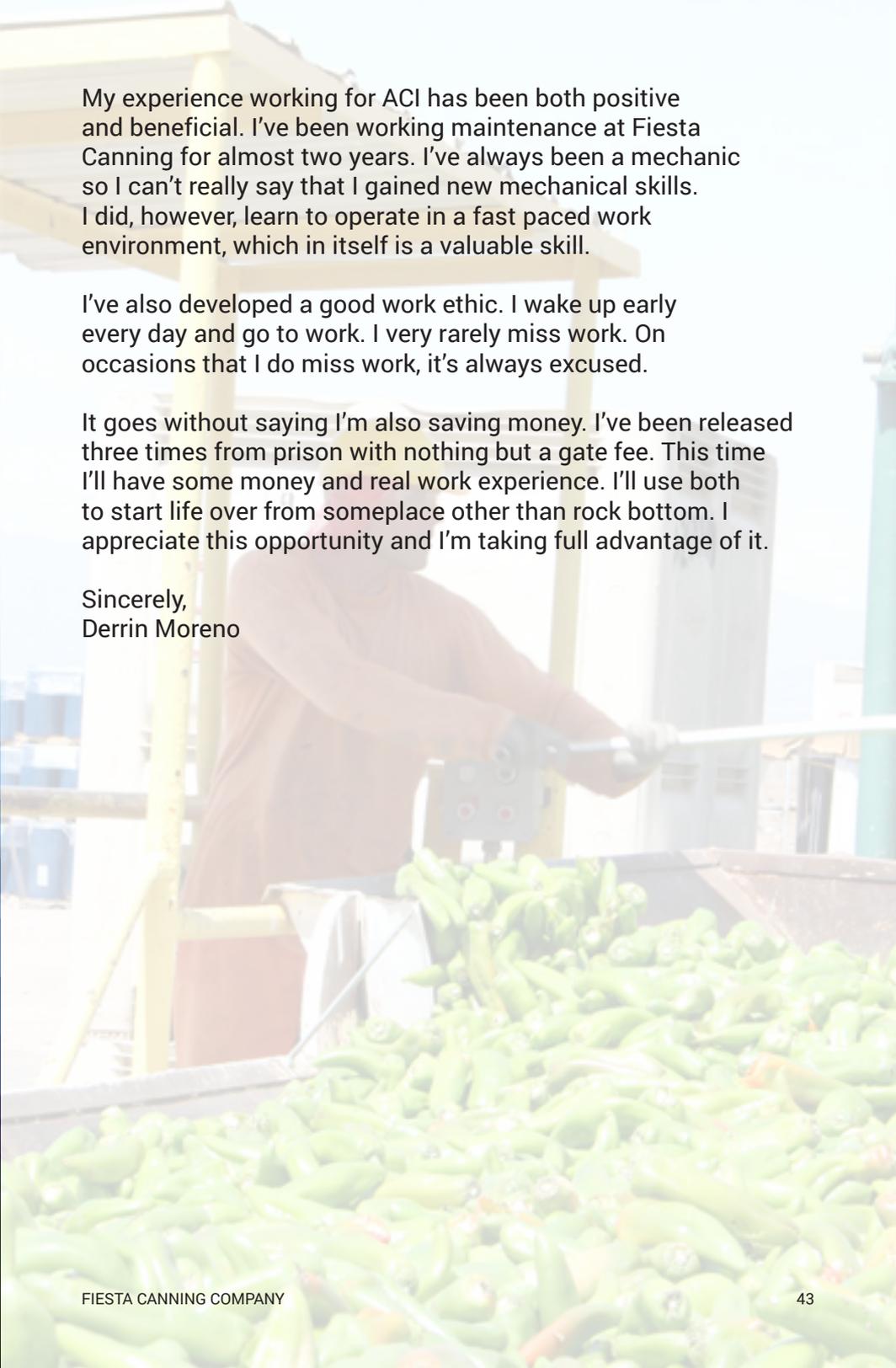
Since becoming employed with Erickson Construction through ACI, I have realized that being able to work while incarcerated has greatly improved my mental well being by keeping busy and allowing me to focus on learning a new trade. It also helps improve my physical health through the manual work that is required to do this job.

This job also helps me financially, which supports my personal needs while being incarcerated. The money that is being set aside for me will greatly help me to be financially stable upon my release from prison. This financial stability will give me an opportunity to help re-start my life.

I appreciate ACI for helping me in this time of distress. I believe this program will be a great investment in me mentally, physically, emotionally, and financially. Again, I would like to thank ACI for this opportunity in my life.

Timothy Tohannie



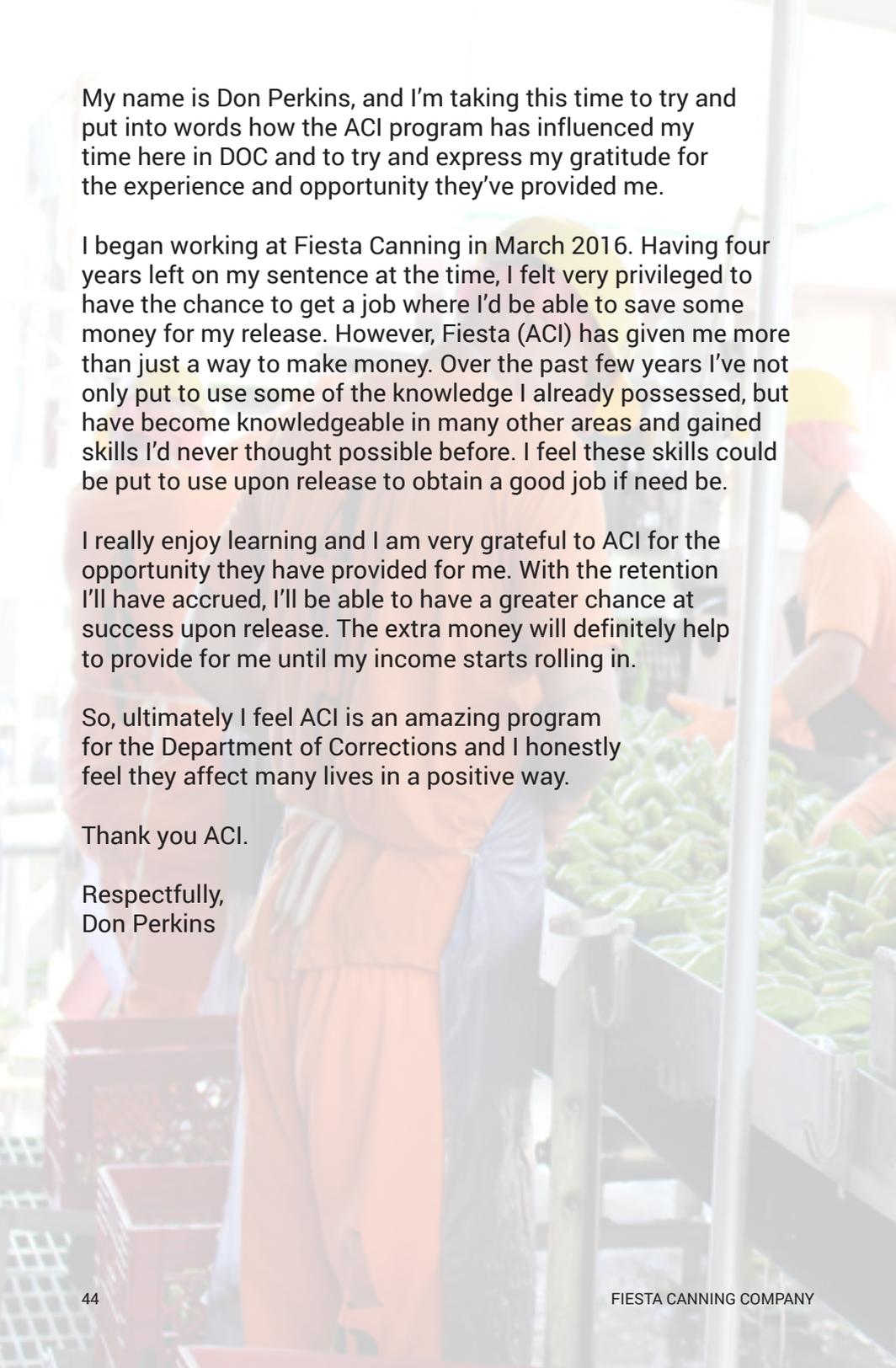


My experience working for ACI has been both positive and beneficial. I've been working maintenance at Fiesta Canning for almost two years. I've always been a mechanic so I can't really say that I gained new mechanical skills. I did, however, learn to operate in a fast paced work environment, which in itself is a valuable skill.

I've also developed a good work ethic. I wake up early every day and go to work. I very rarely miss work. On occasions that I do miss work, it's always excused.

It goes without saying I'm also saving money. I've been released three times from prison with nothing but a gate fee. This time I'll have some money and real work experience. I'll use both to start life over from someplace other than rock bottom. I appreciate this opportunity and I'm taking full advantage of it.

Sincerely,
Derrin Moreno



My name is Don Perkins, and I'm taking this time to try and put into words how the ACI program has influenced my time here in DOC and to try and express my gratitude for the experience and opportunity they've provided me.

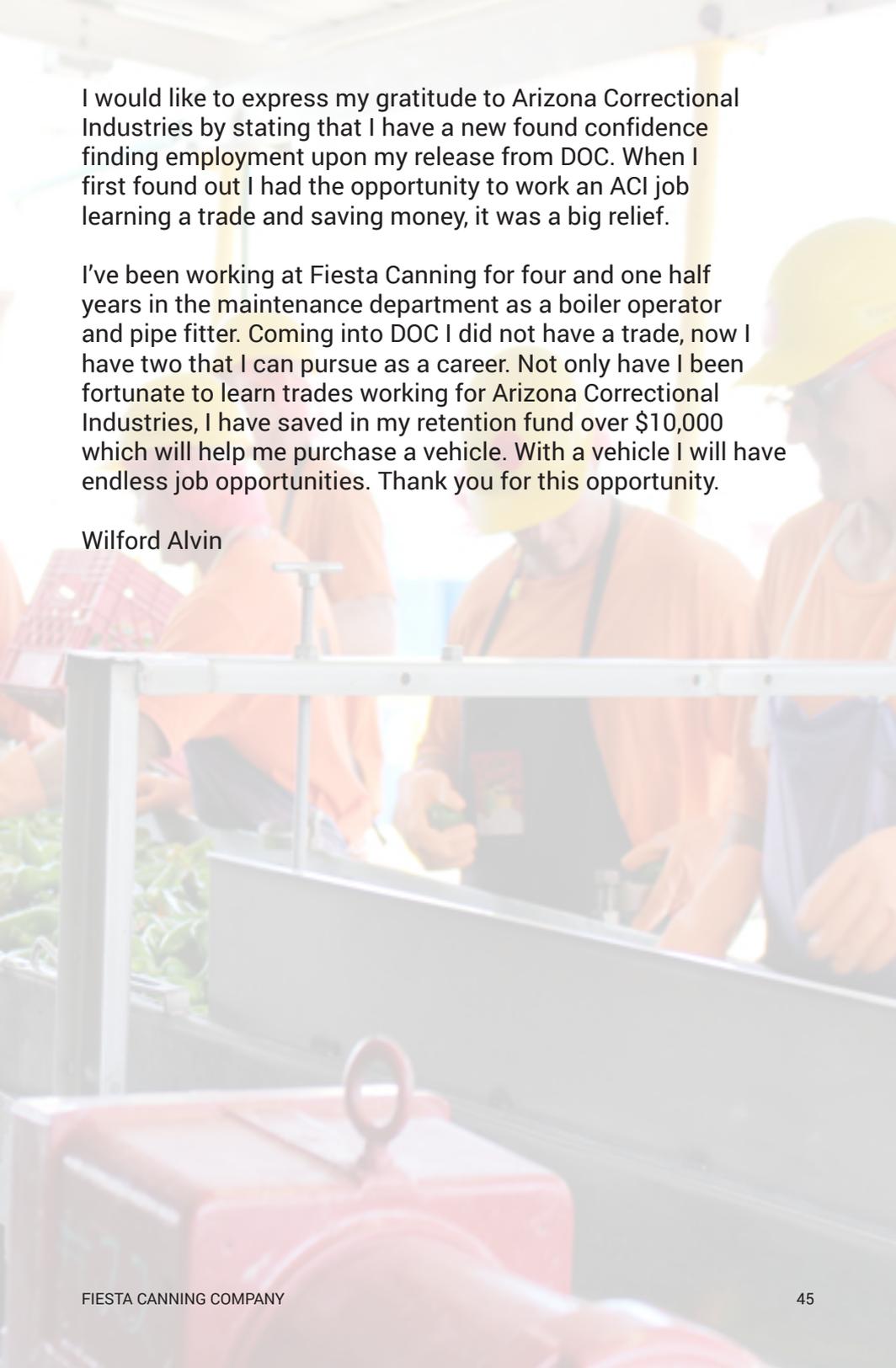
I began working at Fiesta Canning in March 2016. Having four years left on my sentence at the time, I felt very privileged to have the chance to get a job where I'd be able to save some money for my release. However, Fiesta (ACI) has given me more than just a way to make money. Over the past few years I've not only put to use some of the knowledge I already possessed, but have become knowledgeable in many other areas and gained skills I'd never thought possible before. I feel these skills could be put to use upon release to obtain a good job if need be.

I really enjoy learning and I am very grateful to ACI for the opportunity they have provided for me. With the retention I'll have accrued, I'll be able to have a greater chance at success upon release. The extra money will definitely help to provide for me until my income starts rolling in.

So, ultimately I feel ACI is an amazing program for the Department of Corrections and I honestly feel they affect many lives in a positive way.

Thank you ACI.

Respectfully,
Don Perkins



I would like to express my gratitude to Arizona Correctional Industries by stating that I have a new found confidence finding employment upon my release from DOC. When I first found out I had the opportunity to work an ACI job learning a trade and saving money, it was a big relief.

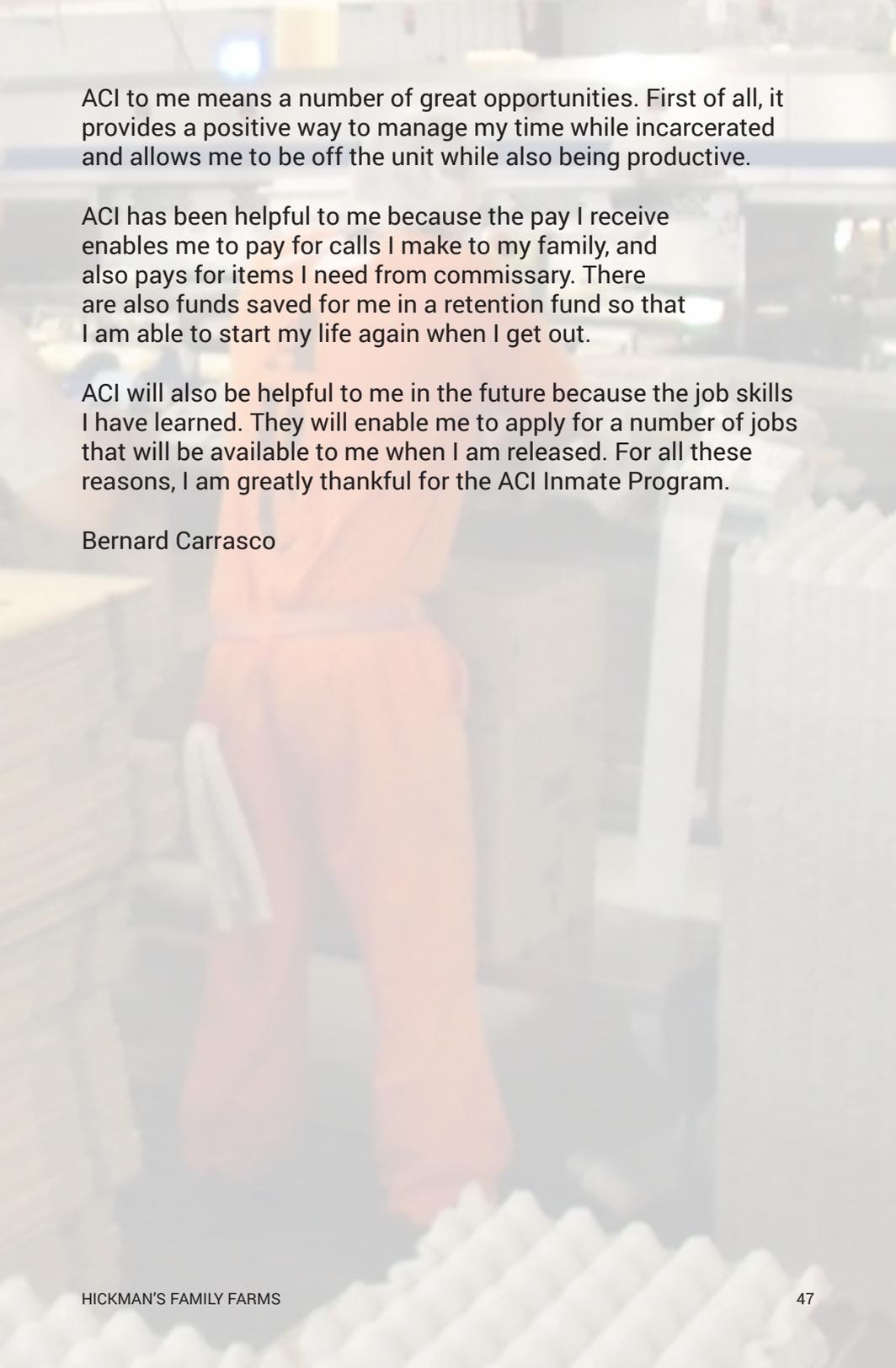
I've been working at Fiesta Canning for four and one half years in the maintenance department as a boiler operator and pipe fitter. Coming into DOC I did not have a trade, now I have two that I can pursue as a career. Not only have I been fortunate to learn trades working for Arizona Correctional Industries, I have saved in my retention fund over \$10,000 which will help me purchase a vehicle. With a vehicle I will have endless job opportunities. Thank you for this opportunity.

Wilford Alvin

HICKMAN'S

family farms

Two white eggs are positioned at the bottom right of the word "HICKMAN'S", appearing to rest on the surface of the letter 'S'. They are rendered with soft shadows, giving them a three-dimensional appearance.

A person wearing an orange jumpsuit is working in a warehouse. They are surrounded by large stacks of white egg cartons. The person is standing and appears to be handling the cartons. The background shows more stacks and some industrial equipment.

ACI to me means a number of great opportunities. First of all, it provides a positive way to manage my time while incarcerated and allows me to be off the unit while also being productive.

ACI has been helpful to me because the pay I receive enables me to pay for calls I make to my family, and also pays for items I need from commissary. There are also funds saved for me in a retention fund so that I am able to start my life again when I get out.

ACI will also be helpful to me in the future because the job skills I have learned. They will enable me to apply for a number of jobs that will be available to me when I am released. For all these reasons, I am greatly thankful for the ACI Inmate Program.

Bernard Carrasco



ACI has enabled me to succeed by giving me the opportunity to work with and for a respective business. This has allowed me to save a significant amount of money; money I will need upon my release in order to strive and be a valued member of society.

What ACI has done for me means a great deal. Not only will I land on my feet in a very real way, but I will also be in a position to both repay and help out my girlfriend and others who have been there for me.

ACI has helped me in numerous ways. For one, I obtained a solid and unquestionable work ethic, which is extremely important. Secondly, through ACI and my hard work, I have been offered a wonderful opportunity to continue working for Hickman's Family Farms (and even housing). In short, ACI gave me the tools to succeed.

Howard Spencer

A worker in a pink uniform and white hairnet is working in an egg processing facility. The worker is standing at a workstation, handling egg trays. In the foreground, there is a grey cart with a tray of egg trays on it. The background shows more of the facility, including a conveyor belt and other workers.

Arizona Correctional Industries has helped me stay true to who I am, as a worker and a person. It has also helped me keep my skill set, and retain my knowledge of that skill set, and my work ethic. The ACI program (retention) is also a great head start to me being a productive member of society.

Thank you,
Jack Owens

HOME TOWN HERO

P R O J E C T



My name is Cory Sasnett. This is my second term in prison, and I am currently serving a six-year sentence. I have been working for ACI Home Town Hero for seventeen months. My first time in prison I did not have an opportunity like this. I wish I had, for I may not have come back.

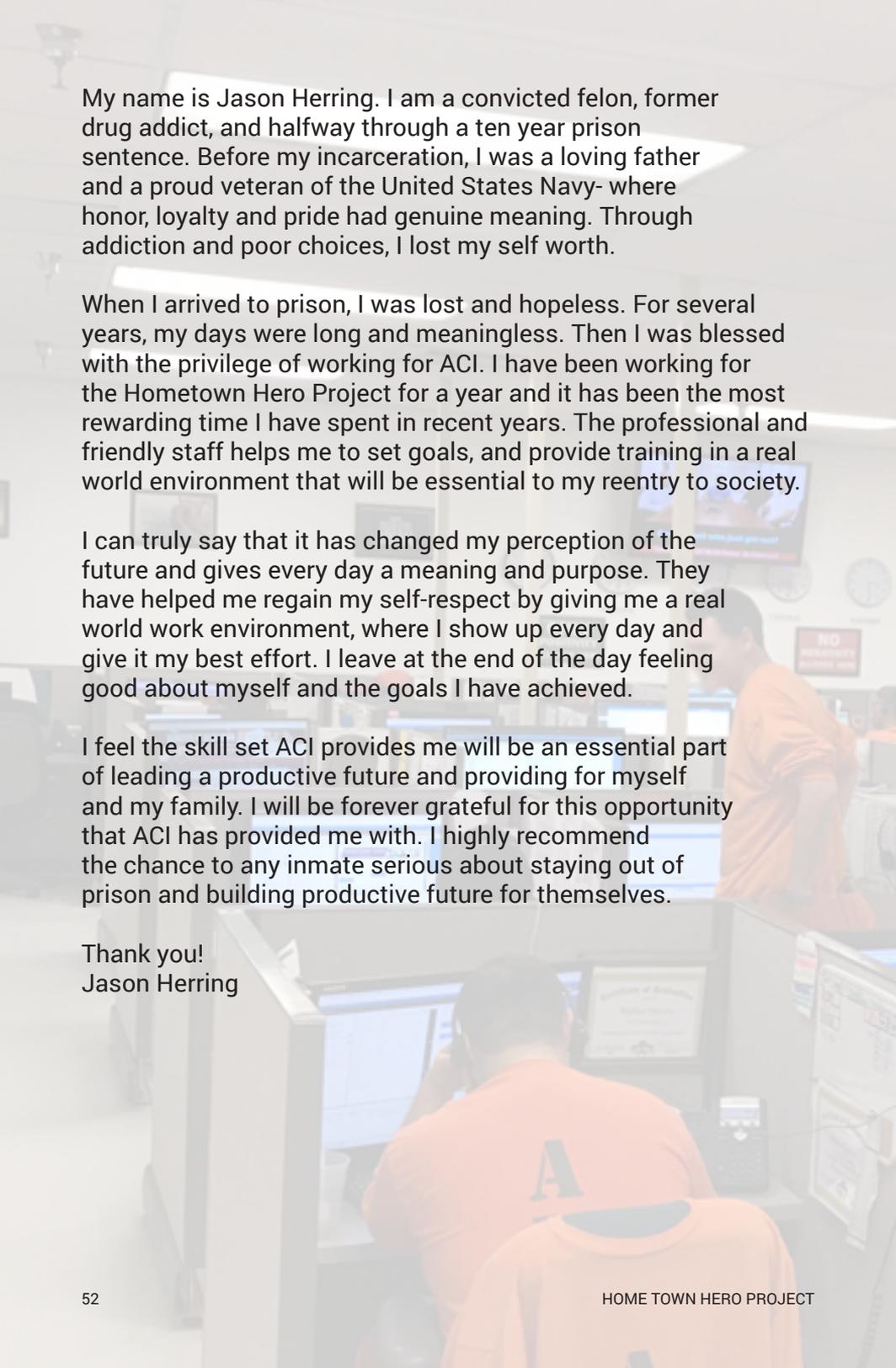
Working for ACI has given me a sense of accomplishment, responsibility and pride. I am accountable for being at work certain times, and conducting myself in a professional manner- skills which will easily translate back into society. On top of that, at the end of a long work day I am able to go home tired and feel almost as if I am living a normal life. I do not find myself interested in what's going on around me here; only in getting a good night's rest and being ready to be back at work. When I call home I'm excited to tell my family about the work that I do, and the wages I make are enough for me to be self sustainable and not rely on my family for financial support. Nothing feels better than saying I'm able to take care of myself- after all, I got myself here.

I am very grateful to have the opportunity to be employed here. I have spent the majority of my life making bad decisions, and for a long time felt a sense of hopelessness. I no longer feel that. The ACI staff has also shown a sense of involvement in our success, and it appears they genuinely care about our rehabilitation back into society. If we ever need help with anything, they are very attentive and involved. I know that seeing us succeed in here and after release is something that matters to them.

Being in prison presents every person with a choice: You can either use it as a justification to continue to make bad choices, or you can look at it as an opportunity to grow as a person and better yourself. ACI offers us a chance to begin that growth and start to become men and make choices that benefit us and our families. I can speak for almost all the men that I work with: we are very thankful to have this opportunity and conduct ourselves in that manner in all affairs in our lives. I want to personally thank Mr. Martinez, Mr. Holguin, Mr. Balsiger, and all of ACI for making this opportunity a reality.

Thank you,
Cory Sasnett

HOME TOWN HERO PROJECT



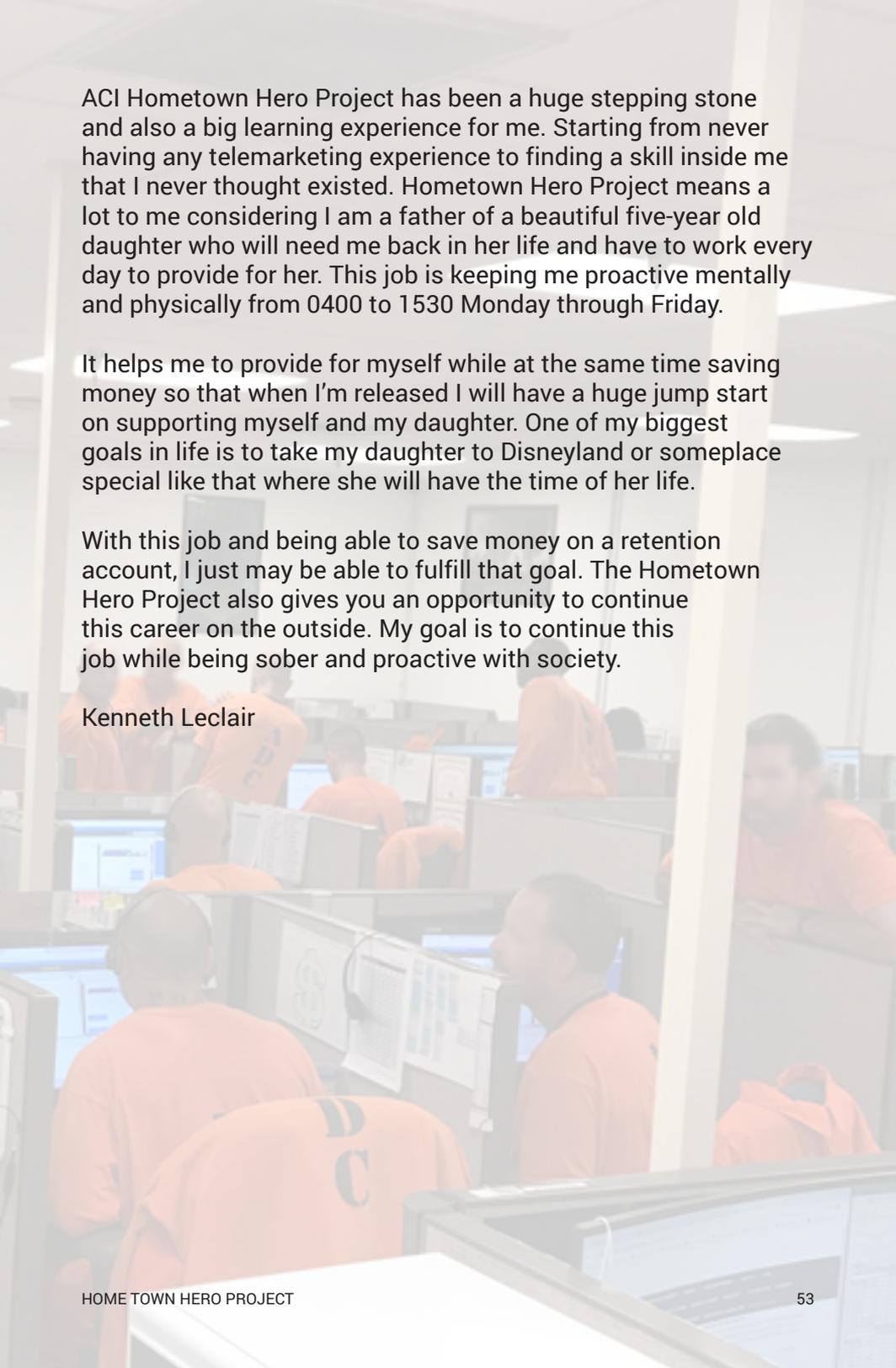
My name is Jason Herring. I am a convicted felon, former drug addict, and halfway through a ten year prison sentence. Before my incarceration, I was a loving father and a proud veteran of the United States Navy- where honor, loyalty and pride had genuine meaning. Through addiction and poor choices, I lost my self worth.

When I arrived to prison, I was lost and hopeless. For several years, my days were long and meaningless. Then I was blessed with the privilege of working for ACI. I have been working for the Hometown Hero Project for a year and it has been the most rewarding time I have spent in recent years. The professional and friendly staff helps me to set goals, and provide training in a real world environment that will be essential to my reentry to society.

I can truly say that it has changed my perception of the future and gives every day a meaning and purpose. They have helped me regain my self-respect by giving me a real world work environment, where I show up every day and give it my best effort. I leave at the end of the day feeling good about myself and the goals I have achieved.

I feel the skill set ACI provides me will be an essential part of leading a productive future and providing for myself and my family. I will be forever grateful for this opportunity that ACI has provided me with. I highly recommend the chance to any inmate serious about staying out of prison and building productive future for themselves.

Thank you!
Jason Herring

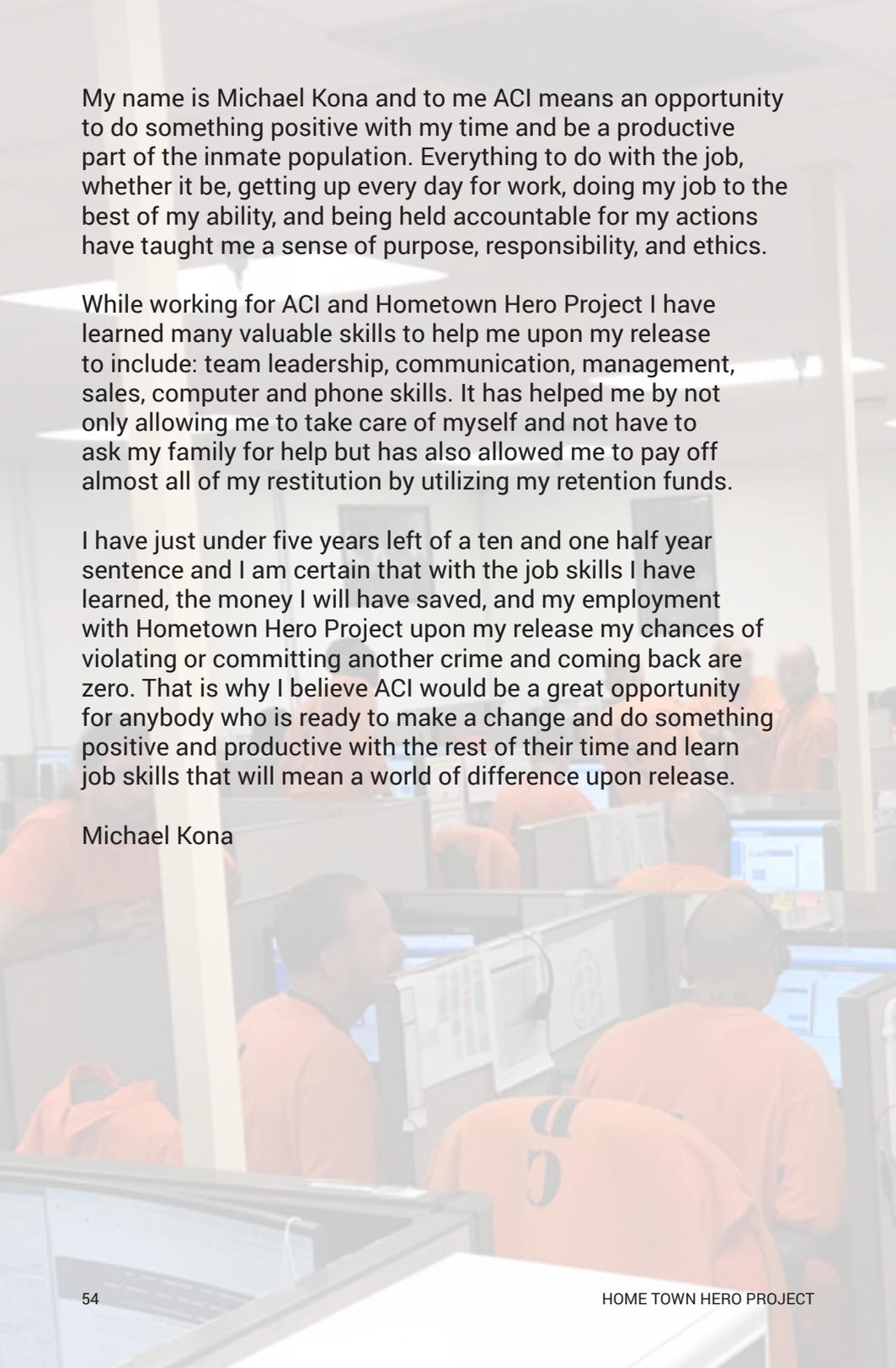


ACI Hometown Hero Project has been a huge stepping stone and also a big learning experience for me. Starting from never having any telemarketing experience to finding a skill inside me that I never thought existed. Hometown Hero Project means a lot to me considering I am a father of a beautiful five-year old daughter who will need me back in her life and have to work every day to provide for her. This job is keeping me proactive mentally and physically from 0400 to 1530 Monday through Friday.

It helps me to provide for myself while at the same time saving money so that when I'm released I will have a huge jump start on supporting myself and my daughter. One of my biggest goals in life is to take my daughter to Disneyland or someplace special like that where she will have the time of her life.

With this job and being able to save money on a retention account, I just may be able to fulfill that goal. The Hometown Hero Project also gives you an opportunity to continue this career on the outside. My goal is to continue this job while being sober and proactive with society.

Kenneth Leclair



My name is Michael Kona and to me ACI means an opportunity to do something positive with my time and be a productive part of the inmate population. Everything to do with the job, whether it be, getting up every day for work, doing my job to the best of my ability, and being held accountable for my actions have taught me a sense of purpose, responsibility, and ethics.

While working for ACI and Hometown Hero Project I have learned many valuable skills to help me upon my release to include: team leadership, communication, management, sales, computer and phone skills. It has helped me by not only allowing me to take care of myself and not have to ask my family for help but has also allowed me to pay off almost all of my restitution by utilizing my retention funds.

I have just under five years left of a ten and one half year sentence and I am certain that with the job skills I have learned, the money I will have saved, and my employment with Hometown Hero Project upon my release my chances of violating or committing another crime and coming back are zero. That is why I believe ACI would be a great opportunity for anybody who is ready to make a change and do something positive and productive with the rest of their time and learn job skills that will mean a world of difference upon release.

Michael Kona

My name is Paul, and I have been incarcerated for the better part of fifteen years. I am currently working for the Home Town Hero Project at the Whetstone Unit in the Tucson Complex. I started out as a sales representative where I made cold calls and asked businesses to sponsor and advertise on our program to help veterans. I took the opportunity seriously and I applied myself. I was like a sponge, learning everything I possibly could. The hard work paid off; within my first year I became a trainer where I had the responsibility of training and helping the existing and newly hired agents. This was very rewarding and came with its own unique challenges. As I said I have been incarcerated for many years, and now I must communicate and explain in a way that best benefits the men around me in order to give them the best chance at success. To say this mildly it had its challenges, but again I took the responsibility seriously and applied myself.

I have now been with Home Town Hero Project for a little over three and one half years. The experience has been great; I have learned more real-world skills than I could have ever imagined when I started the program. I would like to believe that I have become a successful trainer and have a positive impact. I also have an opportunity to take what I have learned here at Whetstone to become successful with the same company upon my release. I am very happy to share that eight men from our program are currently having success and working for Home Town Hero Project after their release with many more to come in the near future.

The ACI program has been a critical part of my rehabilitation. I have learned valuable skills while in the ACI program. More importantly, I have found myself. I have acquired a wealth of knowledge and a skill set that I will be able to take with me upon my release from prison that will give me a real chance to be successful and have a positive impact, not only on my family but my community as well. I would like to thank everyone at Home Town Hero Project, especially Scott & Denise Balsiger and the ACI program especially, Mr. Martinez and Mr. Holguin for the opportunity. It has been life changing.

Paul Madden

*There are no
shortcuts to any
place worth going.*

Beverly Sills



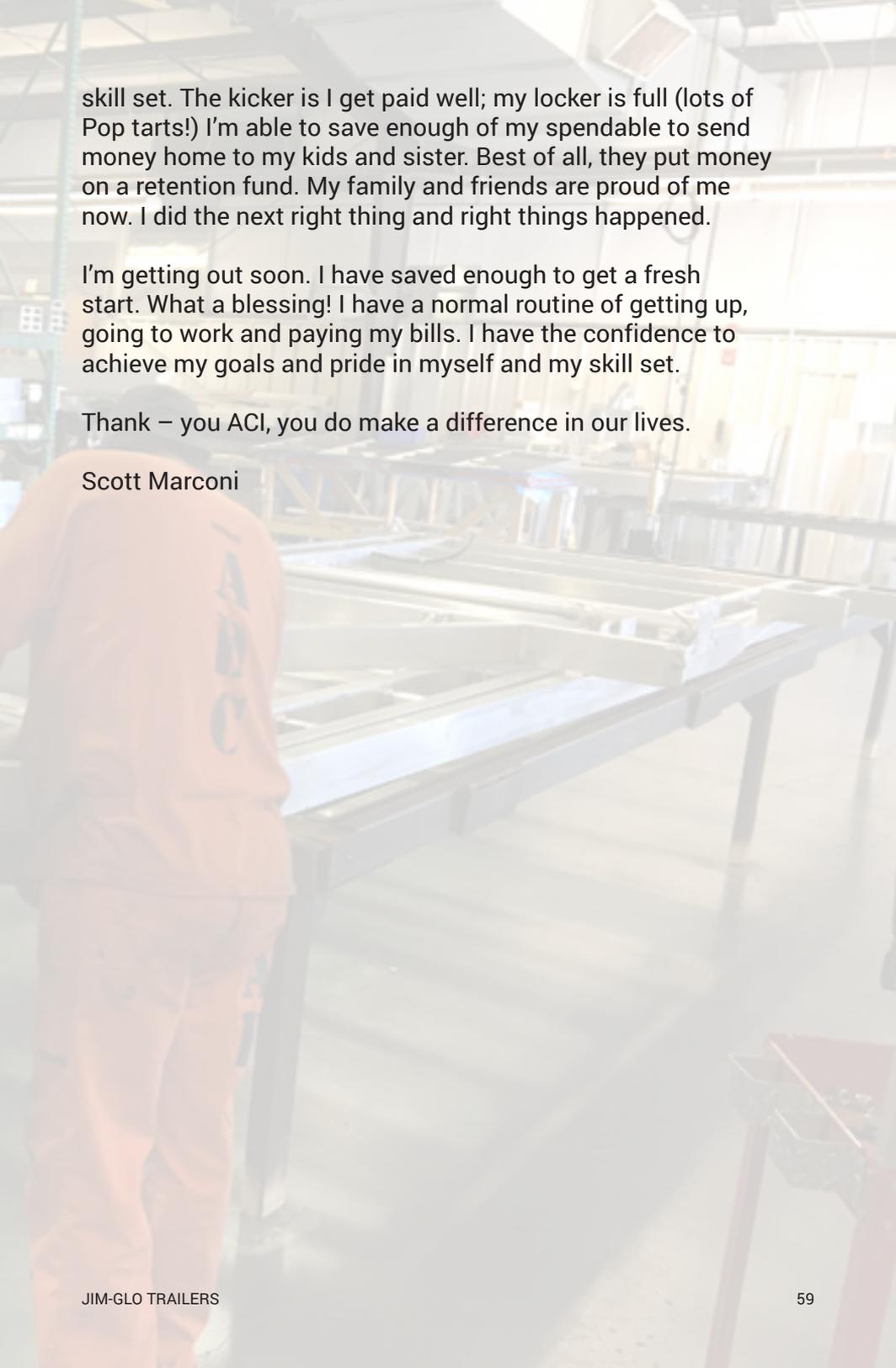
It's hard to believe, it has been seven years since I was locked up. Boy, a lot has changed, including my whole way of thinking and the way I feel about myself. I was a normal person with a nagging addiction. I raised two families and went to work at my own small construction company. I came to Arizona for a working vacation to install roofs, but my addiction and very bad choices landed me in prison for seven years flat.

I was at my bottom, defeated, with total guilt, shame, despair, and hopelessness. I was fifty one years old and first time in prison- I was ready to give up on life. My friends and family were disgusted with me. I decided then and there that I will do everything in my power to make these seven years count. I started attending a twelve-step program (and I still do). I found a higher power that I can have a relationship with, which kept me honest, not only with others also myself. That allowed me to do the next right thing and that kept me ticket free.

I was able to get the typical yard jobs. You know, rake rocks... really? Pick up cigarette butts...OK that was fun! Kitchen, maintenance, warehouse, store; all jobs that allowed me to get hygiene and a few treats. They just didn't feel like a real job. My goal was to get into an ACI position. When finally I did, it was for one week, picking tomatoes. Then they moved me here to Kingman, which at the time had only one ACI job with a nine man crew. I didn't give up; after working my way back through the yard jobs, I was afforded the opportunity to work at Jim Glo.

They first taught me to wire a complete 12 volt system. Then I learned how to turn a pile of materials into a beautiful trailer, used to haul very expensive autos. Now I get to train others, as cool as that is. The real magic is they gave me responsibility at my job and my life. It feels like a real job. I have pride in my work and what I am accomplishing.

I give and get respect from my coworkers. My self-worth is back. I look forward to going to work. I also enjoy having the opportunity to learn machines I've never even seen before, but my favorite thing is to solve problems and gain a whole new

A worker in an orange jumpsuit is seen from behind, working on a large metal frame in a factory. The frame is made of metal beams and is supported by a stand. The worker is wearing a jumpsuit with 'ABC' printed on the back. The background shows a large industrial space with various equipment and materials.

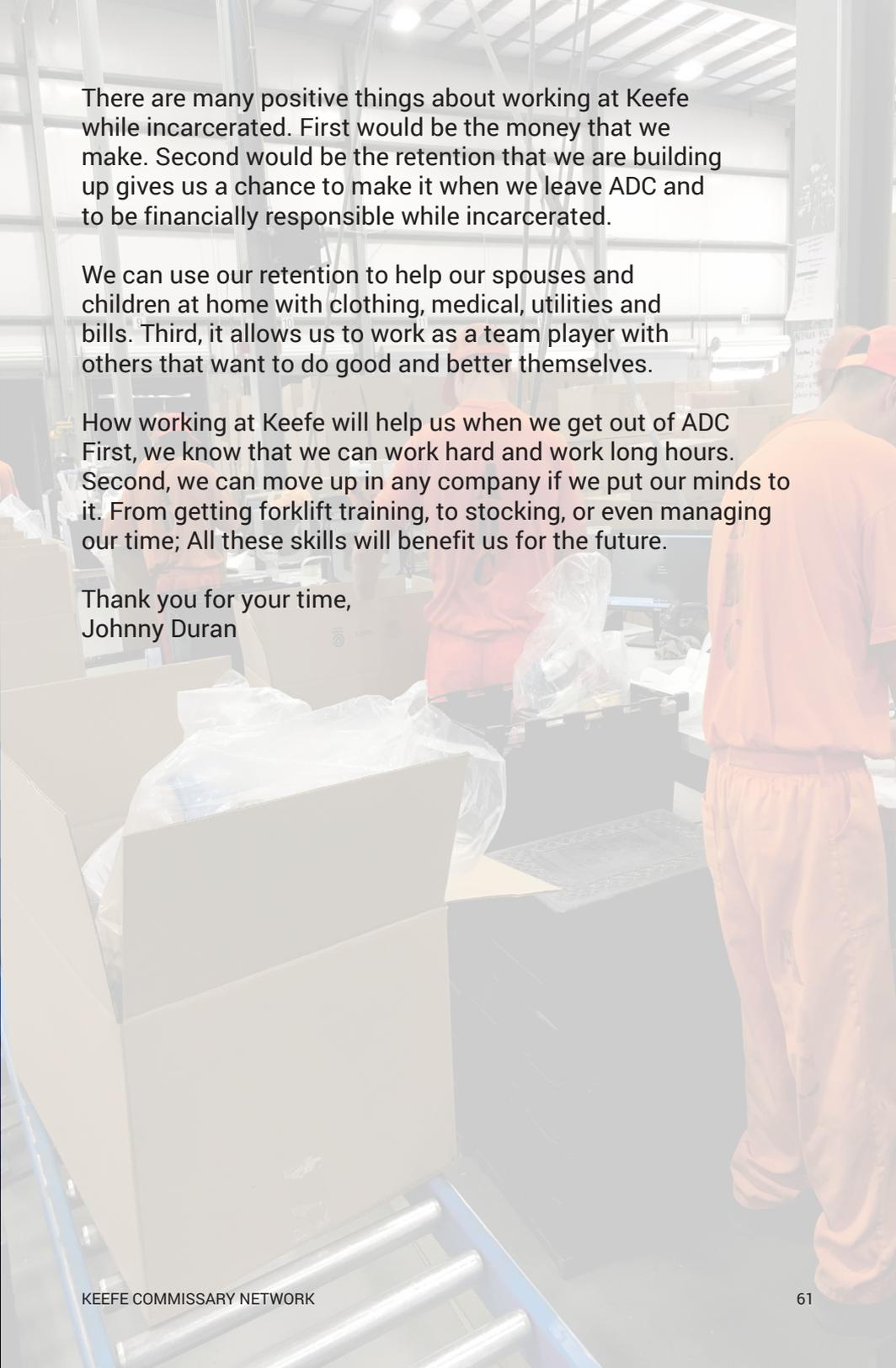
skill set. The kicker is I get paid well; my locker is full (lots of Pop tarts!) I'm able to save enough of my spendable to send money home to my kids and sister. Best of all, they put money on a retention fund. My family and friends are proud of me now. I did the next right thing and right things happened.

I'm getting out soon. I have saved enough to get a fresh start. What a blessing! I have a normal routine of getting up, going to work and paying my bills. I have the confidence to achieve my goals and pride in myself and my skill set.

Thank – you ACI, you do make a difference in our lives.

Scott Marconi



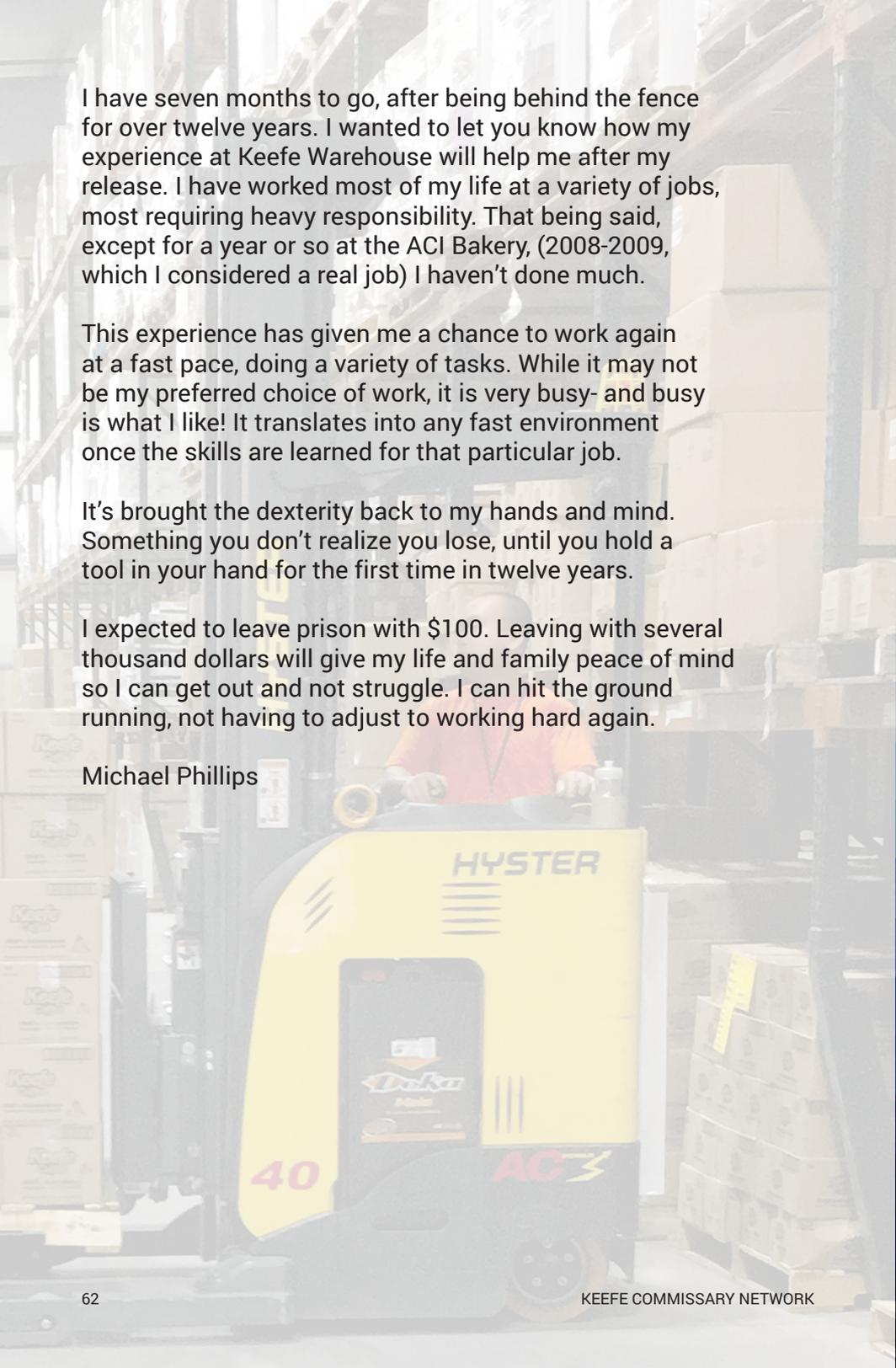


There are many positive things about working at Keefe while incarcerated. First would be the money that we make. Second would be the retention that we are building up gives us a chance to make it when we leave ADC and to be financially responsible while incarcerated.

We can use our retention to help our spouses and children at home with clothing, medical, utilities and bills. Third, it allows us to work as a team player with others that want to do good and better themselves.

How working at Keefe will help us when we get out of ADC
First, we know that we can work hard and work long hours. Second, we can move up in any company if we put our minds to it. From getting forklift training, to stocking, or even managing our time; All these skills will benefit us for the future.

Thank you for your time,
Johnny Duran



I have seven months to go, after being behind the fence for over twelve years. I wanted to let you know how my experience at Keefe Warehouse will help me after my release. I have worked most of my life at a variety of jobs, most requiring heavy responsibility. That being said, except for a year or so at the ACI Bakery, (2008-2009, which I considered a real job) I haven't done much.

This experience has given me a chance to work again at a fast pace, doing a variety of tasks. While it may not be my preferred choice of work, it is very busy- and busy is what I like! It translates into any fast environment once the skills are learned for that particular job.

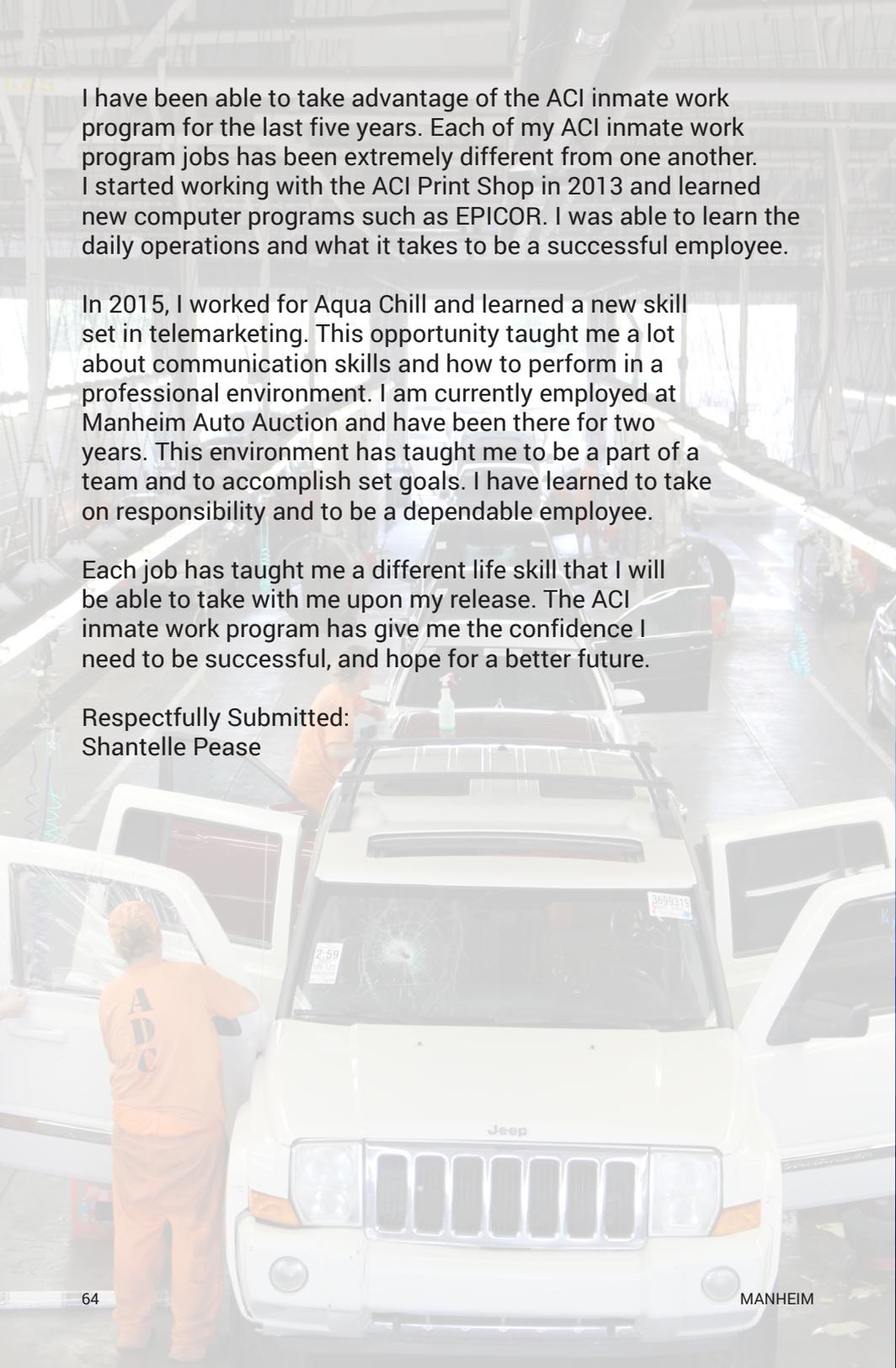
It's brought the dexterity back to my hands and mind. Something you don't realize you lose, until you hold a tool in your hand for the first time in twelve years.

I expected to leave prison with \$100. Leaving with several thousand dollars will give my life and family peace of mind so I can get out and not struggle. I can hit the ground running, not having to adjust to working hard again.

Michael Phillips



Manheim



I have been able to take advantage of the ACI inmate work program for the last five years. Each of my ACI inmate work program jobs has been extremely different from one another. I started working with the ACI Print Shop in 2013 and learned new computer programs such as EPICOR. I was able to learn the daily operations and what it takes to be a successful employee.

In 2015, I worked for Aqua Chill and learned a new skill set in telemarketing. This opportunity taught me a lot about communication skills and how to perform in a professional environment. I am currently employed at Manheim Auto Auction and have been there for two years. This environment has taught me to be a part of a team and to accomplish set goals. I have learned to take on responsibility and to be a dependable employee.

Each job has taught me a different life skill that I will be able to take with me upon my release. The ACI inmate work program has give me the confidence I need to be successful, and hope for a better future.

Respectfully Submitted:
Shantelle Pease

morrison
healthcare





ACI has helped cultivate individual success along with confidence. In the various employment opportunities, ACI provides a structured work environment that prepares you for employment post-incarceration. Having proper employment skills and etiquette breeds a successful integration into employment on the outs.

I really like how there are multiple options of employment through a company that fosters new and gained skills. I have personally worked at two ACI contracted companies and have enjoyed them both. I was employed at the ADOC Garment Factory which enabled me to learn how to sew. I used industrialized machinery for the first time and I felt empowered. It showed me, "I am able." I was also motivated by this which allowed me to move into my current ACI position at Morrison.

Working at Morrison as a kitchen aide has given me a sense of confidence in the kitchen and as a mother. I can take these skills home to my children! ACI is preparing me for successful employment as well as a successful life.

Sheena Knox



In order to tell you where I'm going, I must tell you where I've been. I'm forty-seven years old and have been in and out of jail and or prison for thirty years. As I write this I can't even believe how much I have missed out on. Beside the pain I have gone through, I have hurt my family and friends like no other. When I came to prison this time I was a broken man in many ways. I needed to do something different in my life.

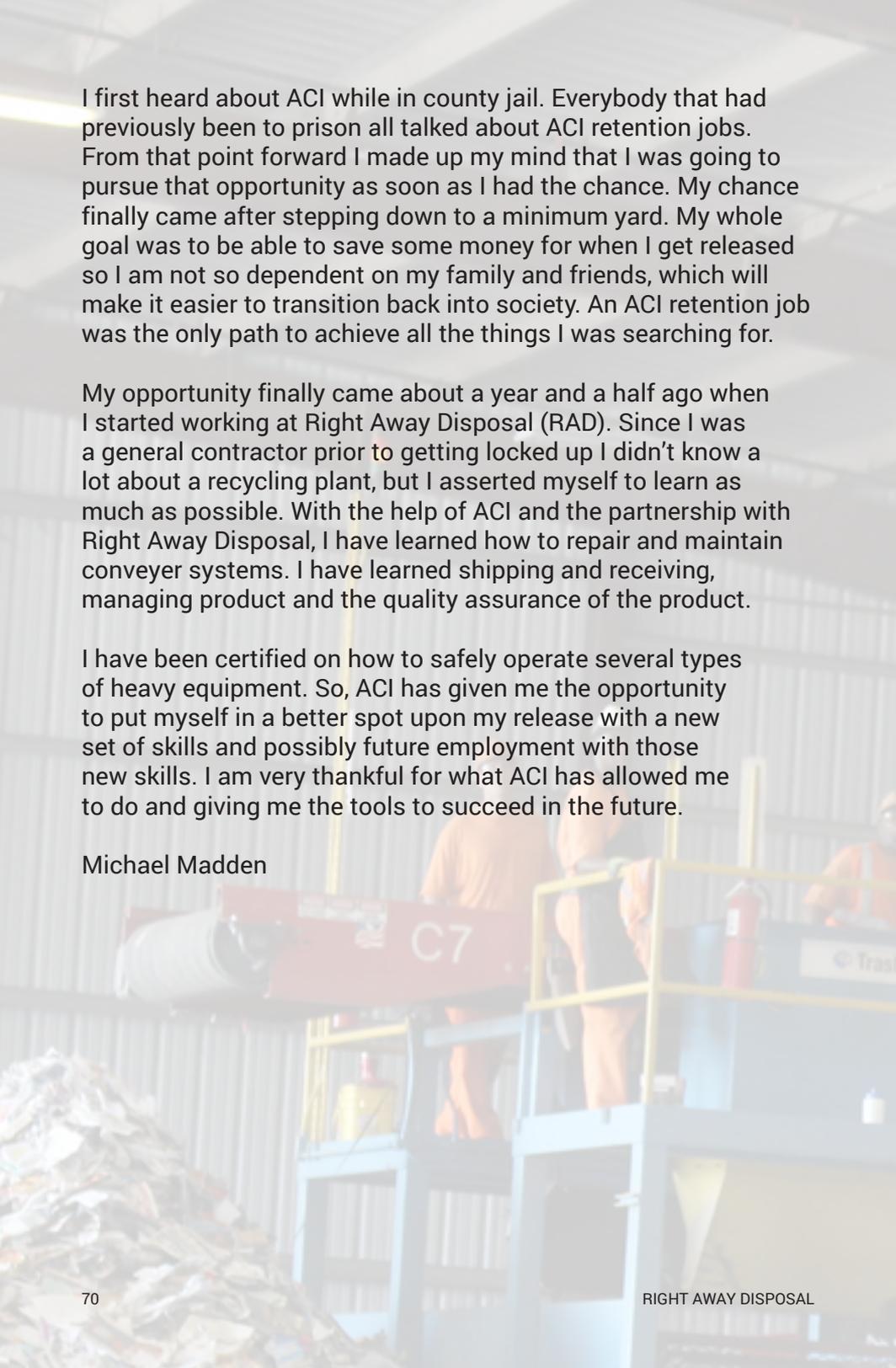
It all started with getting and staying sober. In one more month I will be four years clean. As a direct result I have stayed ticket free and was able to come to Bachman. I have been privileged to be able to work at ACI/Papa John's for the past fifteen months and it is one of the best things that have ever happened to me. This is the longest that I have ever held the same job. I wake up every day with a sense of purpose and pride in what I'm doing and who I am.

My goals are all based on what I'm doing in the present. I have never owned anything that I worked for, but that is all changing with the money that I'm saving from this job. I'm going to buy a home for myself and plant my feet firm on the ground, so that I can be a positive part of this world. Just knowing, that upon release, I can have a job with Papa John's is a hug weight off me. All I know is that I can make it this time and I will. There is so much more I could say but I will close with this; the best feeling in the world is finally knowing I took a step in the right direction, a step toward the future where everything that I never thought possible is possible.

Thank you for the opportunity and may God bless you all.

Ron Alessi Jr.



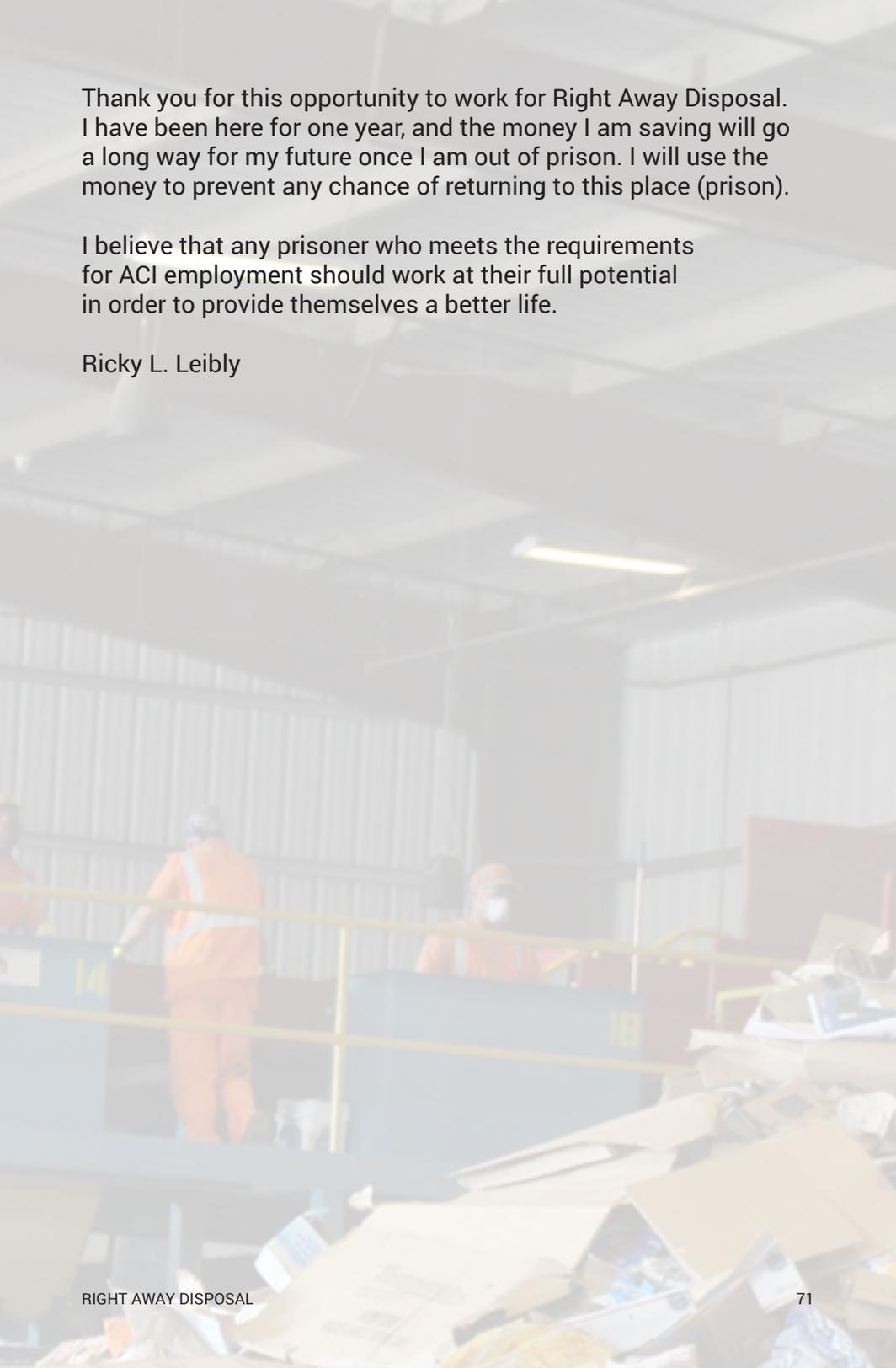


I first heard about ACI while in county jail. Everybody that had previously been to prison all talked about ACI retention jobs. From that point forward I made up my mind that I was going to pursue that opportunity as soon as I had the chance. My chance finally came after stepping down to a minimum yard. My whole goal was to be able to save some money for when I get released so I am not so dependent on my family and friends, which will make it easier to transition back into society. An ACI retention job was the only path to achieve all the things I was searching for.

My opportunity finally came about a year and a half ago when I started working at Right Away Disposal (RAD). Since I was a general contractor prior to getting locked up I didn't know a lot about a recycling plant, but I asserted myself to learn as much as possible. With the help of ACI and the partnership with Right Away Disposal, I have learned how to repair and maintain conveyer systems. I have learned shipping and receiving, managing product and the quality assurance of the product.

I have been certified on how to safely operate several types of heavy equipment. So, ACI has given me the opportunity to put myself in a better spot upon my release with a new set of skills and possibly future employment with those new skills. I am very thankful for what ACI has allowed me to do and giving me the tools to succeed in the future.

Michael Madden



Thank you for this opportunity to work for Right Away Disposal. I have been here for one year, and the money I am saving will go a long way for my future once I am out of prison. I will use the money to prevent any chance of returning to this place (prison).

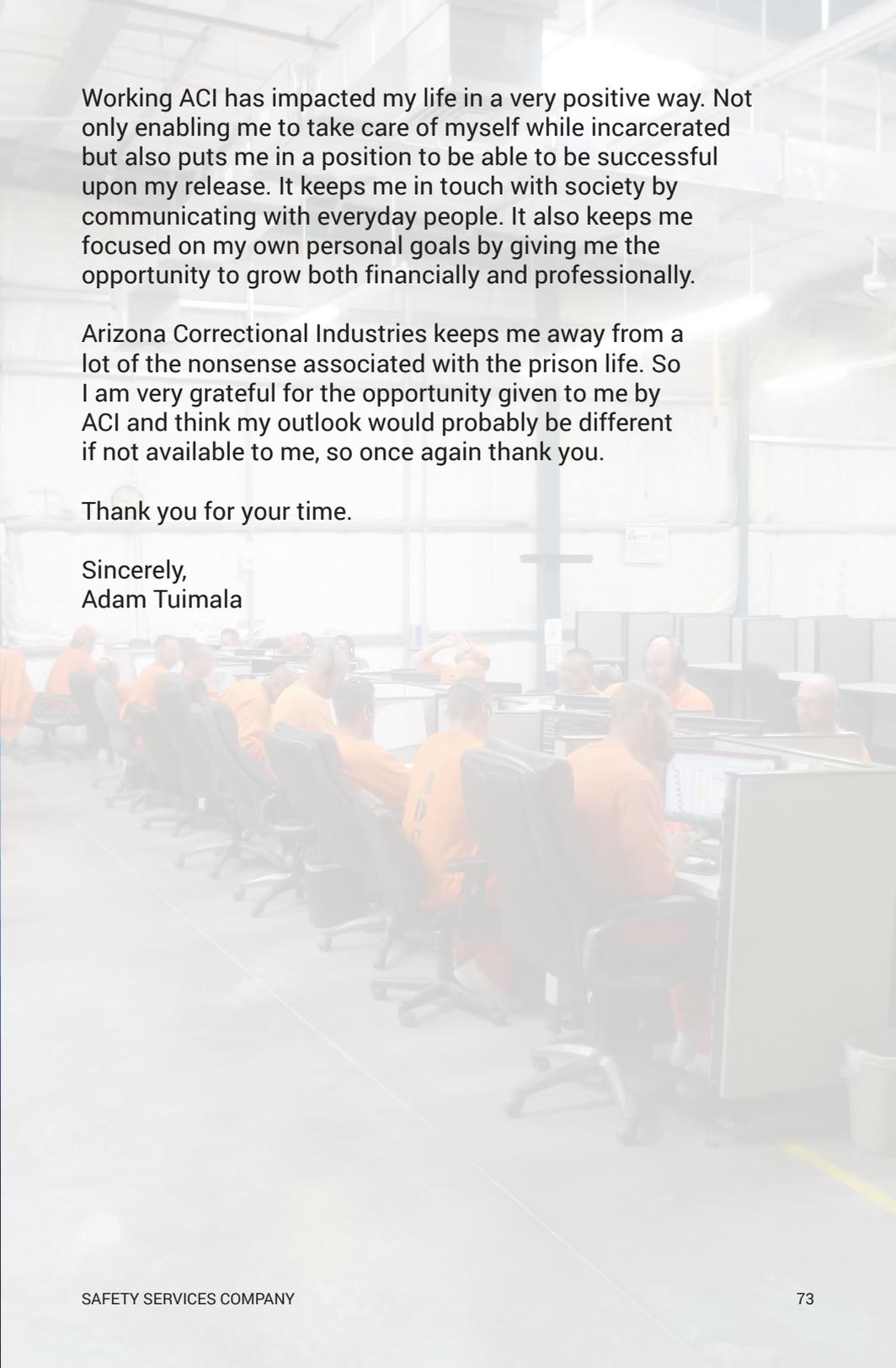
I believe that any prisoner who meets the requirements for ACI employment should work at their full potential in order to provide themselves a better life.

Ricky L. Leibly



**SAFETY
SERVICES
COMPANY®**





Working ACI has impacted my life in a very positive way. Not only enabling me to take care of myself while incarcerated but also puts me in a position to be able to be successful upon my release. It keeps me in touch with society by communicating with everyday people. It also keeps me focused on my own personal goals by giving me the opportunity to grow both financially and professionally.

Arizona Correctional Industries keeps me away from a lot of the nonsense associated with the prison life. So I am very grateful for the opportunity given to me by ACI and think my outlook would probably be different if not available to me, so once again thank you.

Thank you for your time.

Sincerely,
Adam Tuimala

My name is Andrew Rico, and I have been working for ACI-Safety Services for the past fifteen months. While it is not the easiest job and it has definitely proven to be “work”, I truly believe that my job has made me (and will continue to make me) a better man.

Waking up at 5 AM every day, getting dressed, eating, and then heading in for a hard days worth of work has given me a purpose for my time here. I have a job that requires me to follow directions, be reliable, be dependable, and to converse with others. All of these are life skills that will benefit me in the future.

I feel that I have been blessed with this job because it is providing me with financial security for my release from prison. As prisoners, it it's not an easy task to get out, start from scratch, and build a life especially a positive life.

ACI is giving me a head start on release, because I will leave prison with enough money to get me started in the right direction. A big chunk of my restitution will be paid off before I walk out these gates. Knowing that I will have the finances to find a place to live, buy food and clothes, and to focus on finding a productive job and working on my relationships with others, relieves a lot of stress. Even though I am in prison, I am accomplishing so much, and I thank God everyday for providing me with my job at ACI-Safety Services.

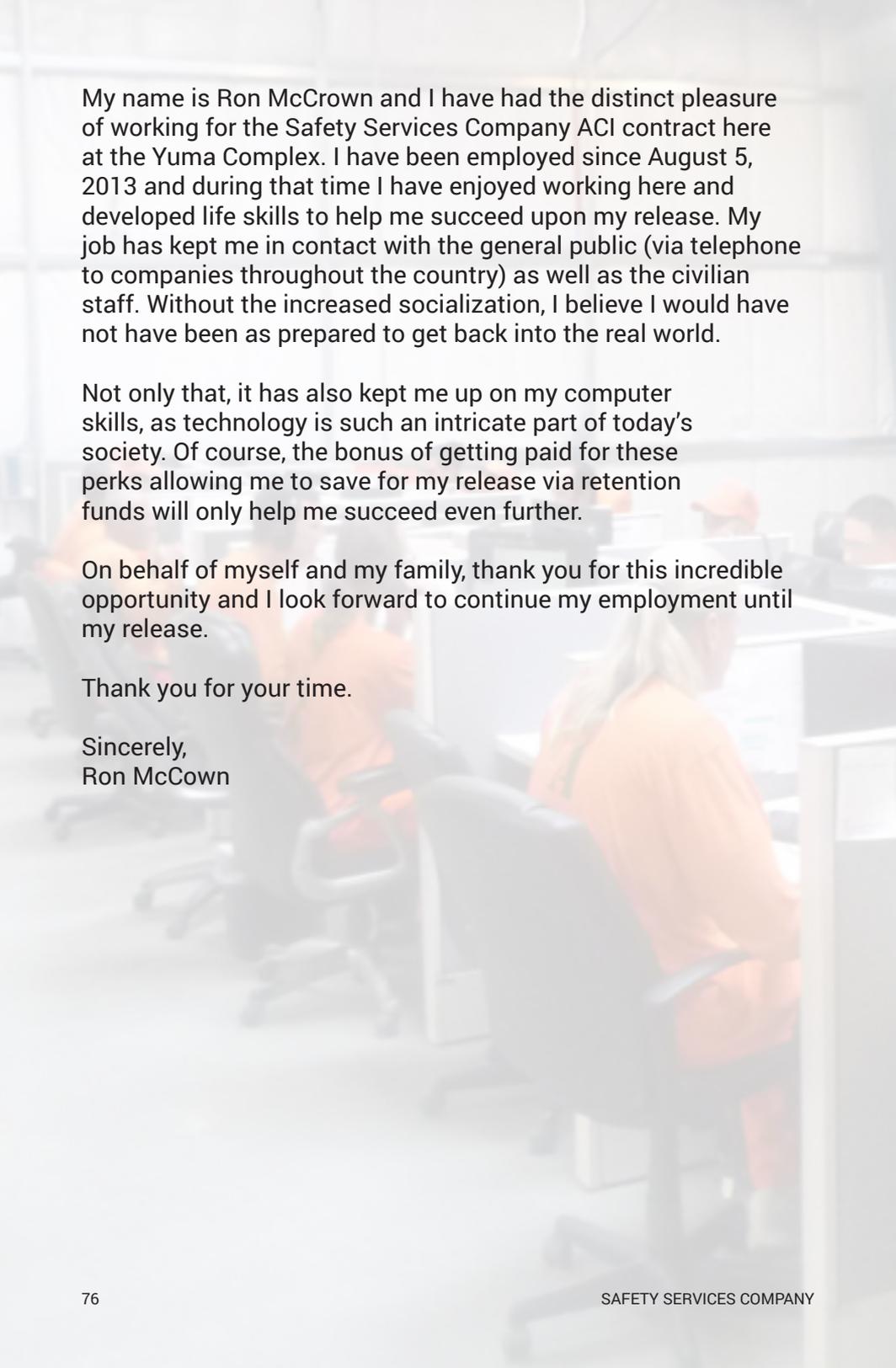
Andrew Rico

My name is Casey Amos and I have been working for the Safety Services Company/ACI here at the Yuma Prison Complex. I have been employed since May 15, 2015 and during that time I have enjoyed working here and developed a lot of skills to help me succeed upon my release. My job has kept me out of the prison drama for almost my entire sentence and kept my mind focused in areas such as keeping tuned in with being a part of society as well as working with civilian staff. Without the ACI job, I believe I would have not been as prepared to get back into the real world. Not only that, it has also kept me up on my public interaction with being a productive member of society while working on the phones and talking with customers and clients.

I think if I did not have the opportunity to work for ACI, I would not be able to take care of myself the way that I have been doing so. I also think that without jobs like this to help, we would be one step further from the goals of getting mentally and physically ready to be part of the community. I think that we would fall victim to being institutionalized from the prison aspect of things. Working ACI allows me to miss most of the prison drama. Of course, the bonus of getting paid the highest in the prison complex in Yuma, AZ and helping to be able to take care of myself both in here and allowing me to save retention funds for my release will only help me succeed even further.

Thank you for your time.

Sincerely,
Casey Amos



My name is Ron McCrown and I have had the distinct pleasure of working for the Safety Services Company ACI contract here at the Yuma Complex. I have been employed since August 5, 2013 and during that time I have enjoyed working here and developed life skills to help me succeed upon my release. My job has kept me in contact with the general public (via telephone to companies throughout the country) as well as the civilian staff. Without the increased socialization, I believe I would have not have been as prepared to get back into the real world.

Not only that, it has also kept me up on my computer skills, as technology is such an intricate part of today's society. Of course, the bonus of getting paid for these perks allowing me to save for my release via retention funds will only help me succeed even further.

On behalf of myself and my family, thank you for this incredible opportunity and I look forward to continue my employment until my release.

Thank you for your time.

Sincerely,
Ron McCrown



My name is Ryan Gerdes and I have been working for the Safety Services Company ACI for the past two years. ACI has allowed me to put money away in my retention for when I get released and will give me a great start at beginning my parole and to start my reintegration into society.

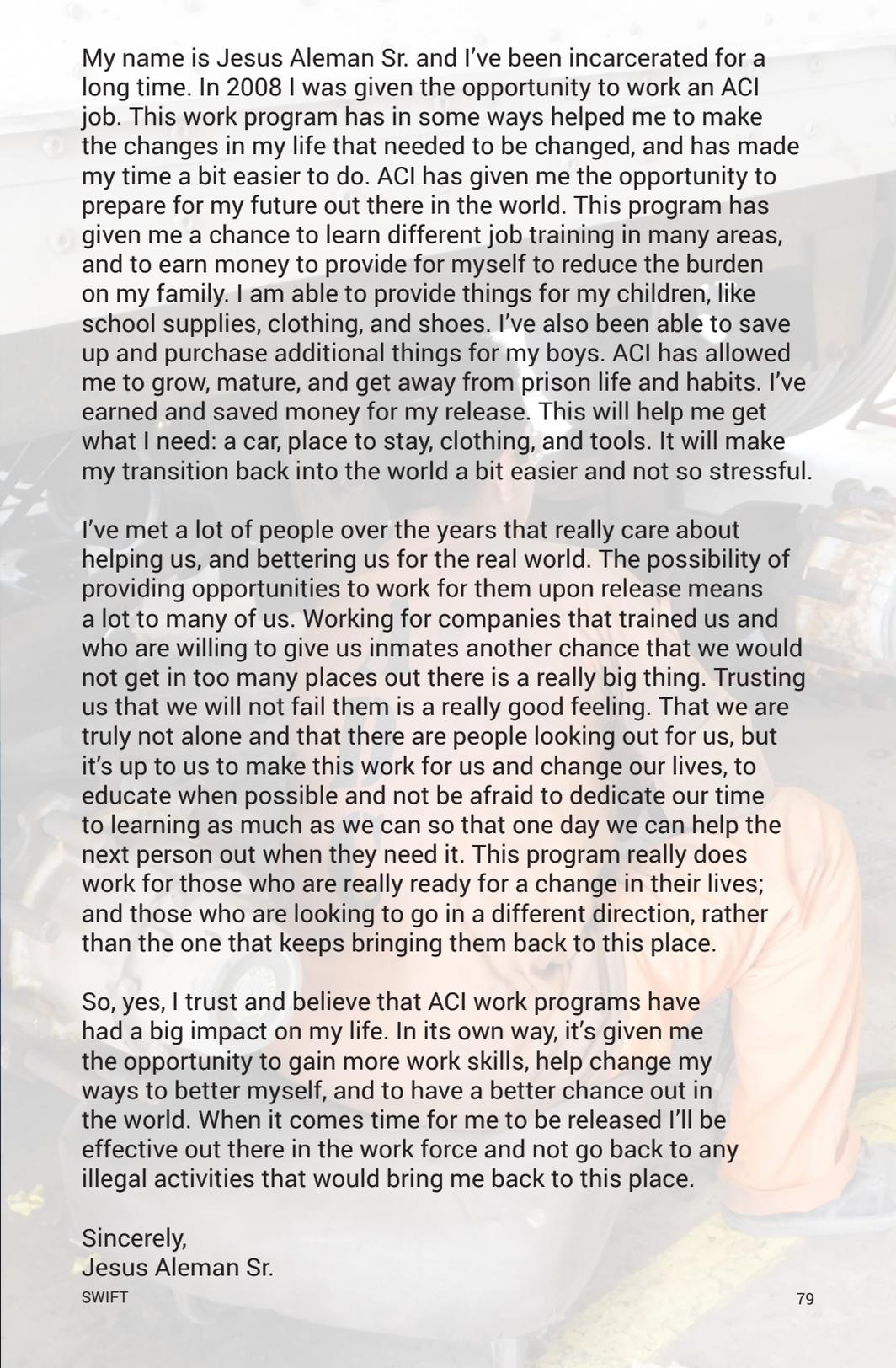
I have also learned a trade that I am good at and can count on when I get out. I don't have help of any kind and ACI has allowed me to live comfortably while incarcerated. Working everyday has also given me a great work ethic and gives me something to look forward to in the future. I feel privileged to have been given a chance to work for ACI and it is much appreciated.

Thank you for your time.

Sincerely,
Ryan Gerdes

SWIFT[®]



A person wearing an orange long-sleeved shirt is working on a vehicle, possibly a car or truck. The person is focused on their task, and the background is slightly blurred, showing parts of the vehicle and some tools. The overall scene is brightly lit, suggesting an outdoor or well-lit indoor environment.

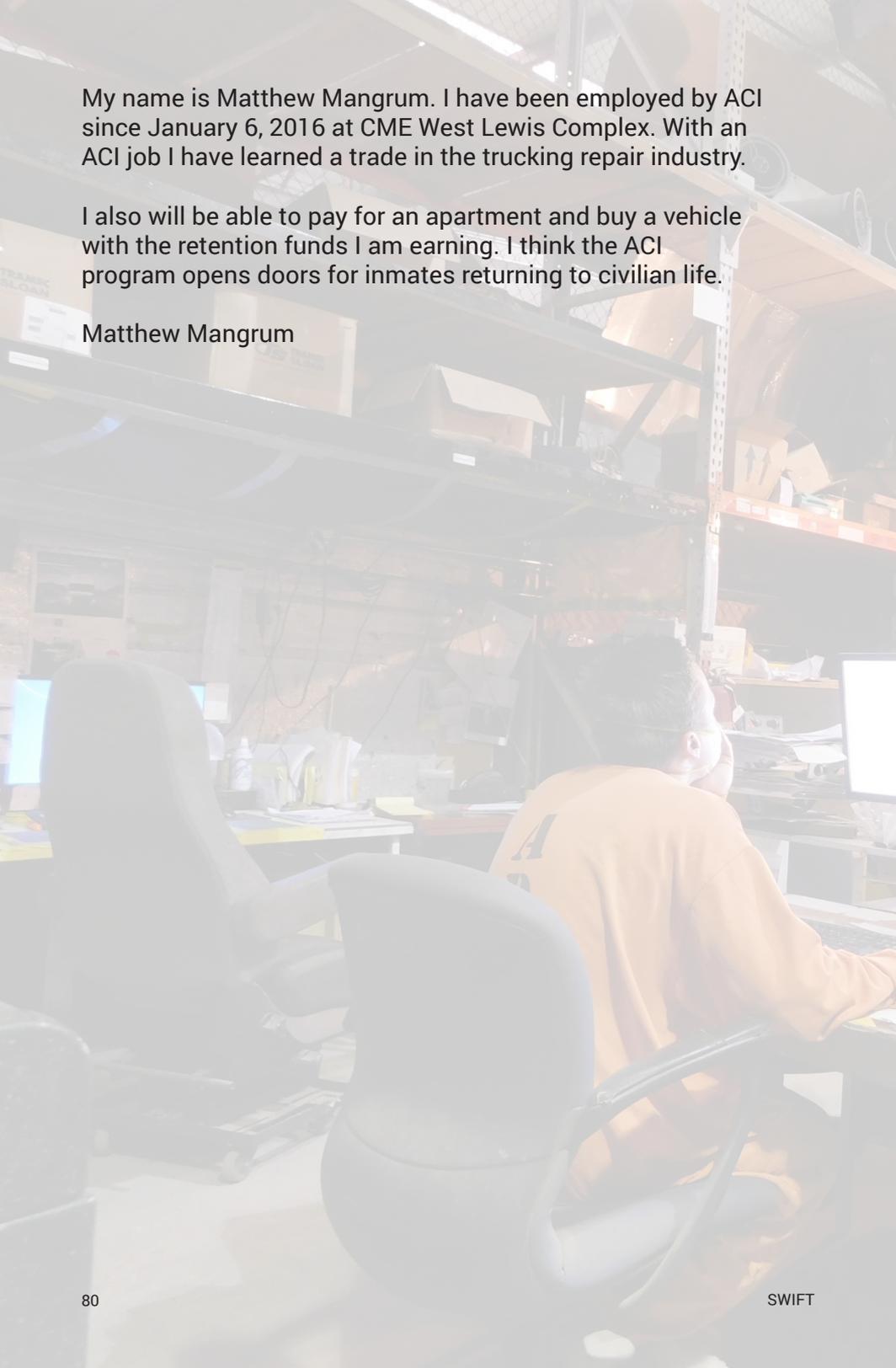
My name is Jesus Aleman Sr. and I've been incarcerated for a long time. In 2008 I was given the opportunity to work an ACI job. This work program has in some ways helped me to make the changes in my life that needed to be changed, and has made my time a bit easier to do. ACI has given me the opportunity to prepare for my future out there in the world. This program has given me a chance to learn different job training in many areas, and to earn money to provide for myself to reduce the burden on my family. I am able to provide things for my children, like school supplies, clothing, and shoes. I've also been able to save up and purchase additional things for my boys. ACI has allowed me to grow, mature, and get away from prison life and habits. I've earned and saved money for my release. This will help me get what I need: a car, place to stay, clothing, and tools. It will make my transition back into the world a bit easier and not so stressful.

I've met a lot of people over the years that really care about helping us, and bettering us for the real world. The possibility of providing opportunities to work for them upon release means a lot to many of us. Working for companies that trained us and who are willing to give us inmates another chance that we would not get in too many places out there is a really big thing. Trusting us that we will not fail them is a really good feeling. That we are truly not alone and that there are people looking out for us, but it's up to us to make this work for us and change our lives, to educate when possible and not be afraid to dedicate our time to learning as much as we can so that one day we can help the next person out when they need it. This program really does work for those who are really ready for a change in their lives; and those who are looking to go in a different direction, rather than the one that keeps bringing them back to this place.

So, yes, I trust and believe that ACI work programs have had a big impact on my life. In its own way, it's given me the opportunity to gain more work skills, help change my ways to better myself, and to have a better chance out in the world. When it comes time for me to be released I'll be effective out there in the work force and not go back to any illegal activities that would bring me back to this place.

Sincerely,
Jesus Aleman Sr.

SWIFT



My name is Matthew Mangrum. I have been employed by ACI since January 6, 2016 at CME West Lewis Complex. With an ACI job I have learned a trade in the trucking repair industry.

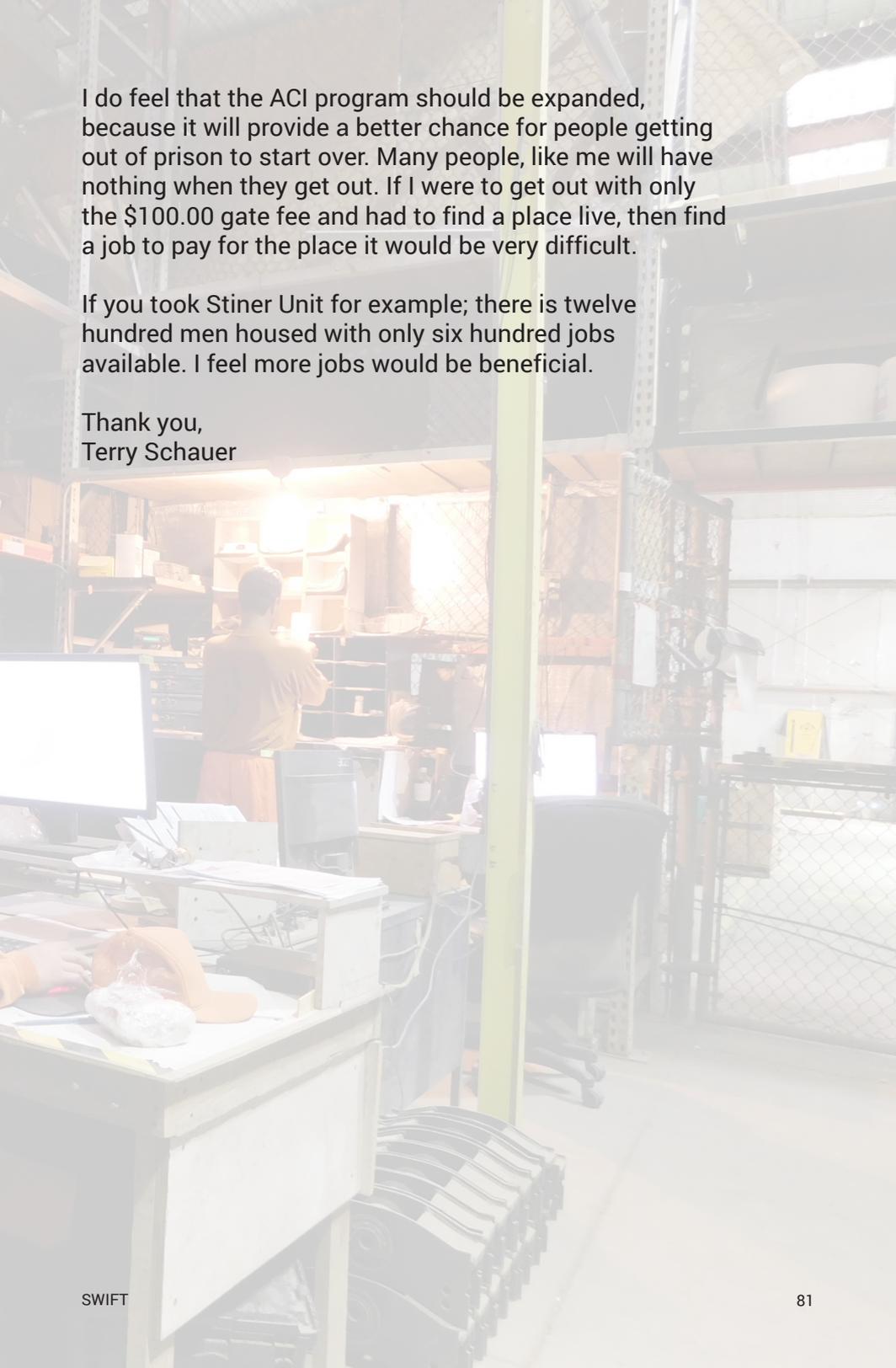
I also will be able to pay for an apartment and buy a vehicle with the retention funds I am earning. I think the ACI program opens doors for inmates returning to civilian life.

Matthew Mangrum

I do feel that the ACI program should be expanded, because it will provide a better chance for people getting out of prison to start over. Many people, like me will have nothing when they get out. If I were to get out with only the \$100.00 gate fee and had to find a place live, then find a job to pay for the place it would be very difficult.

If you took Stiner Unit for example; there is twelve hundred men housed with only six hundred jobs available. I feel more jobs would be beneficial.

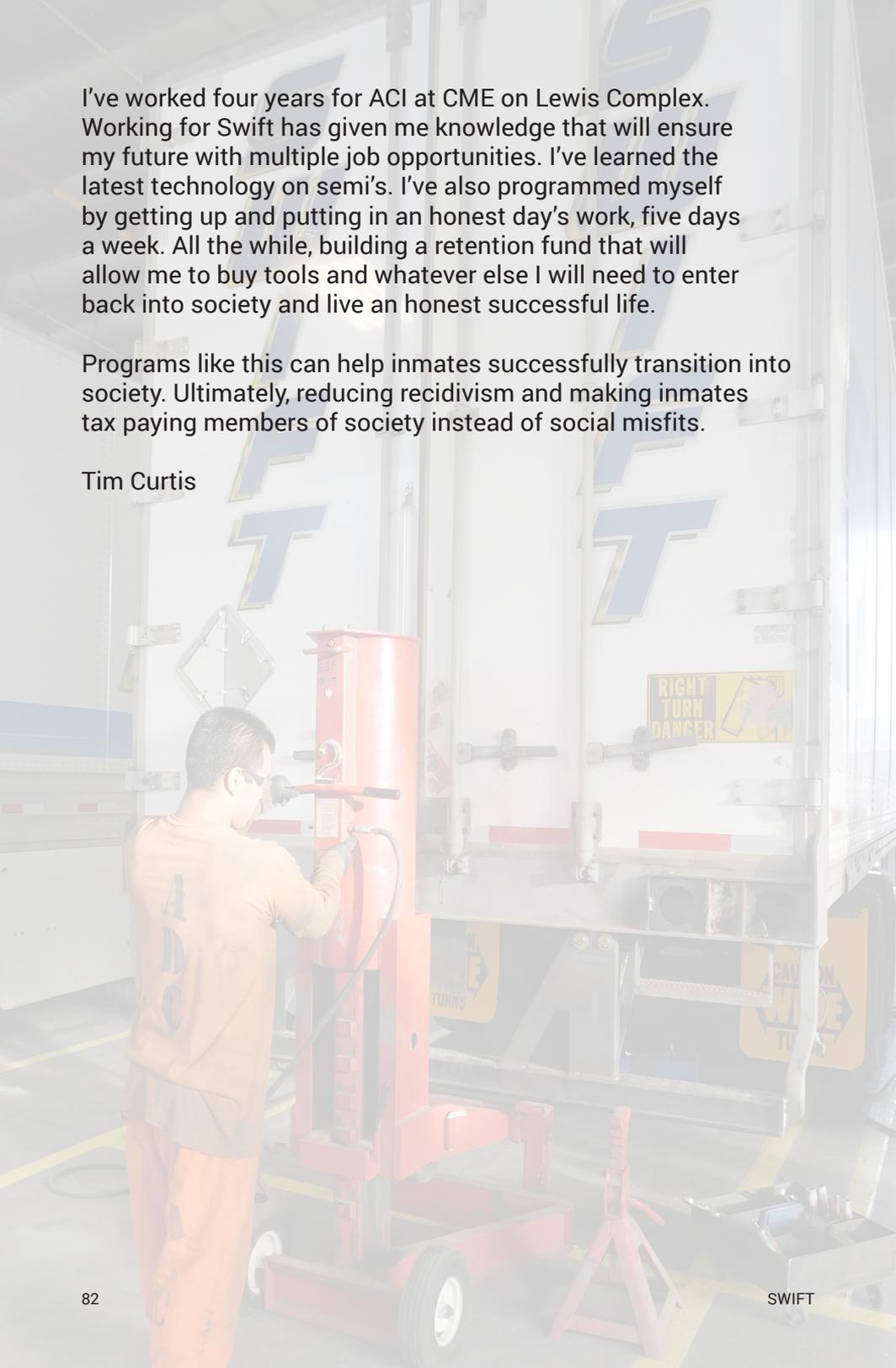
Thank you,
Terry Schauer



I've worked four years for ACI at CME on Lewis Complex. Working for Swift has given me knowledge that will ensure my future with multiple job opportunities. I've learned the latest technology on semi's. I've also programmed myself by getting up and putting in an honest day's work, five days a week. All the while, building a retention fund that will allow me to buy tools and whatever else I will need to enter back into society and live an honest successful life.

Programs like this can help inmates successfully transition into society. Ultimately, reducing recidivism and making inmates tax paying members of society instead of social misfits.

Tim Curtis





Televerde

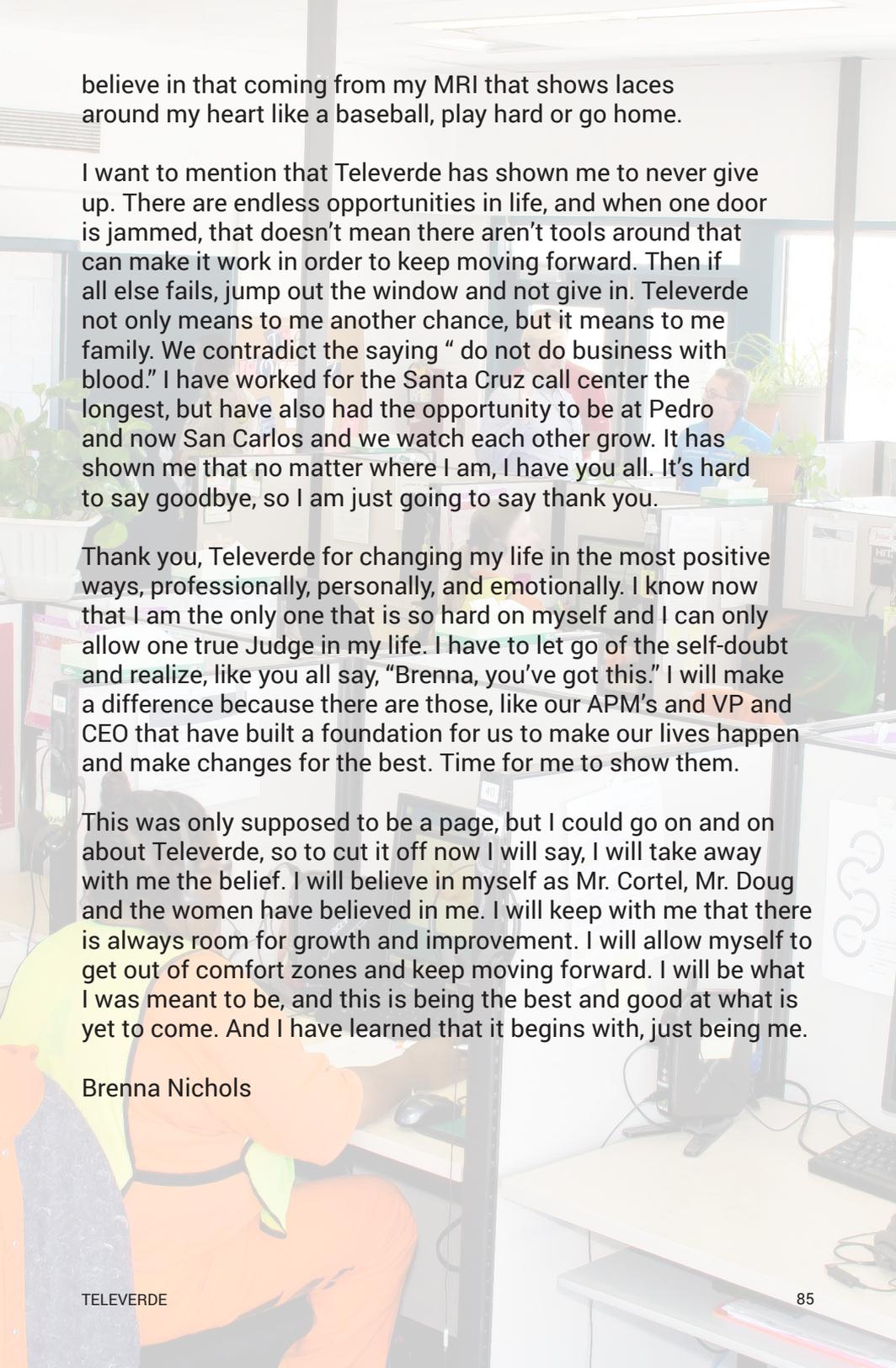
How Working for Televerde and the ACI program has changed my Life

First and foremost, I want to thank you all for the welcome that you have given me for the short time I was with you. This is a smart shop and pretty impressive.

To begin my story, I come from a small town called Holbrook, AZ where there isn't a Wal-Mart and we have only one grocery store to choose from. Most of the work that I have done comes from small "mom and pop's" shop that only have one person that is in charge of it all.

So when I came to Televerde in 2010, I was excited and nervous to learn, I had cried many times and if you know me, I'm already sensitive. But the anxiety was overwhelming as I didn't even know what a department was. We not only learned about technology, but this company has also showed me the ends and outs of a company and how a mission statement comes into play, especially ours "To improve the lives of our employees, our clients, and the communities in which we operate." Right there, the ACI program has taught me to speak to authority. I have always had a problem with people telling me what to do and that probably comes from being an only child. This program means so much to me. It has given me chance after chance to improve myself, and I take in high regard keeping it running and presenting myself not as a person coming from delinquency but as someone who has made mistakes and can still be given respect. The relationship between DOC and ACI must be kept, not only for my chance but for the chances of others. So learning to communicate has been crucial to this.

At first, it was very difficult for me to get on the phone and speak to someone without the non-verbal clues I am accustomed to. Now, I am able to speak with high level employees or people, whether on or off the phone. Still, I prefer to speak face-to-face and with that being said, Televerde has shown me what skills I can apply for my future. I have also learned that good communication is not only for work but also on the yard in our personal lives, because no matter where we are "you play how you practice." I strongly



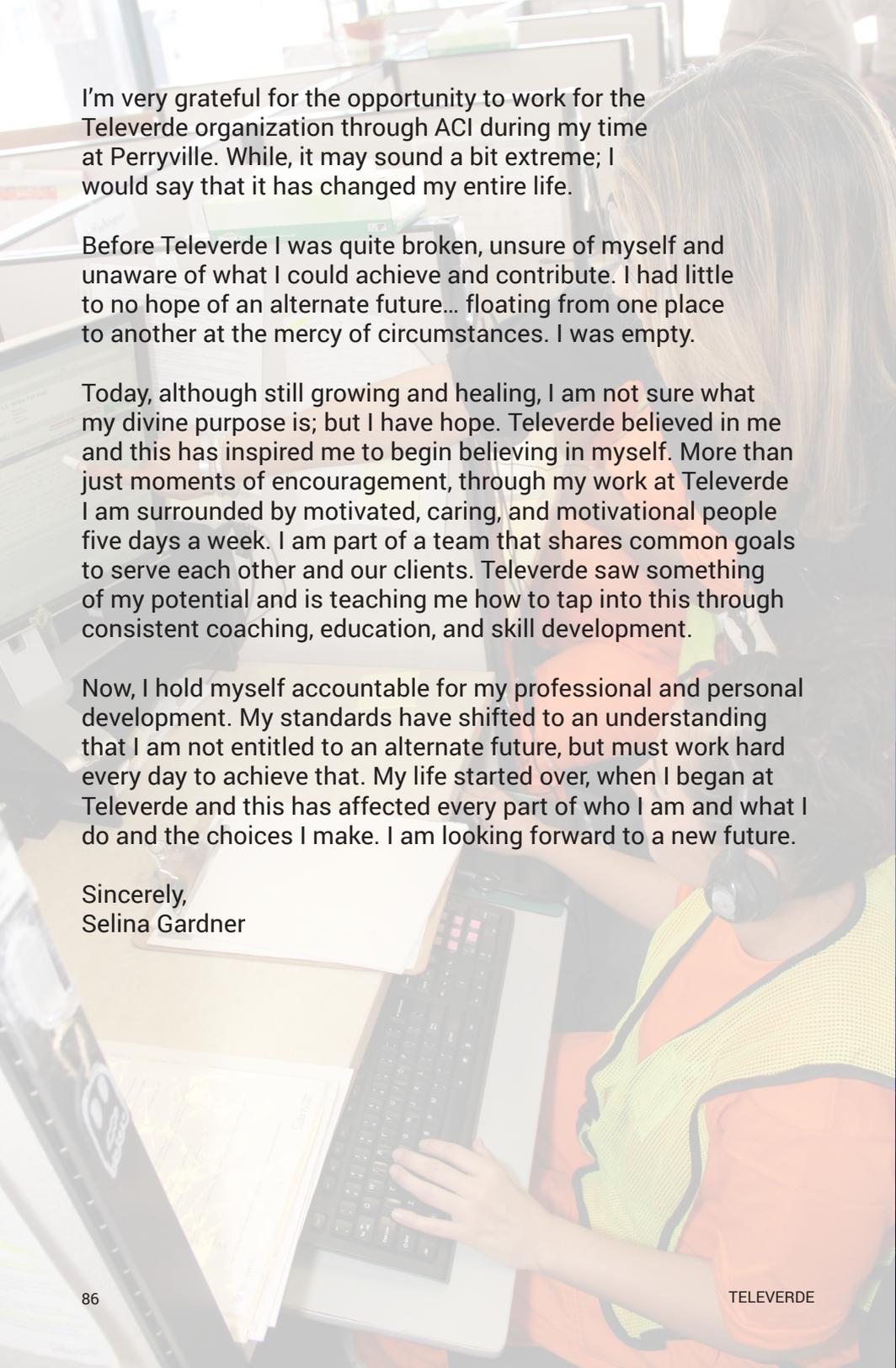
believe in that coming from my MRI that shows laces around my heart like a baseball, play hard or go home.

I want to mention that Televerde has shown me to never give up. There are endless opportunities in life, and when one door is jammed, that doesn't mean there aren't tools around that can make it work in order to keep moving forward. Then if all else fails, jump out the window and not give in. Televerde not only means to me another chance, but it means to me family. We contradict the saying "do not do business with blood." I have worked for the Santa Cruz call center the longest, but have also had the opportunity to be at Pedro and now San Carlos and we watch each other grow. It has shown me that no matter where I am, I have you all. It's hard to say goodbye, so I am just going to say thank you.

Thank you, Televerde for changing my life in the most positive ways, professionally, personally, and emotionally. I know now that I am the only one that is so hard on myself and I can only allow one true Judge in my life. I have to let go of the self-doubt and realize, like you all say, "Brenna, you've got this." I will make a difference because there are those, like our APM's and VP and CEO that have built a foundation for us to make our lives happen and make changes for the best. Time for me to show them.

This was only supposed to be a page, but I could go on and on about Televerde, so to cut it off now I will say, I will take away with me the belief. I will believe in myself as Mr. Cortel, Mr. Doug and the women have believed in me. I will keep with me that there is always room for growth and improvement. I will allow myself to get out of comfort zones and keep moving forward. I will be what I was meant to be, and this is being the best and good at what is yet to come. And I have learned that it begins with, just being me.

Brenna Nichols

A woman with long brown hair, wearing a bright yellow high-visibility safety vest over an orange shirt, is seated at a desk in an office. She is looking at a computer monitor and has her hands on a black keyboard. The desk is cluttered with papers, a mouse, and other office supplies. The background shows other computer monitors and office equipment, suggesting a busy work environment.

I'm very grateful for the opportunity to work for the Televerde organization through ACI during my time at Perryville. While, it may sound a bit extreme; I would say that it has changed my entire life.

Before Televerde I was quite broken, unsure of myself and unaware of what I could achieve and contribute. I had little to no hope of an alternate future... floating from one place to another at the mercy of circumstances. I was empty.

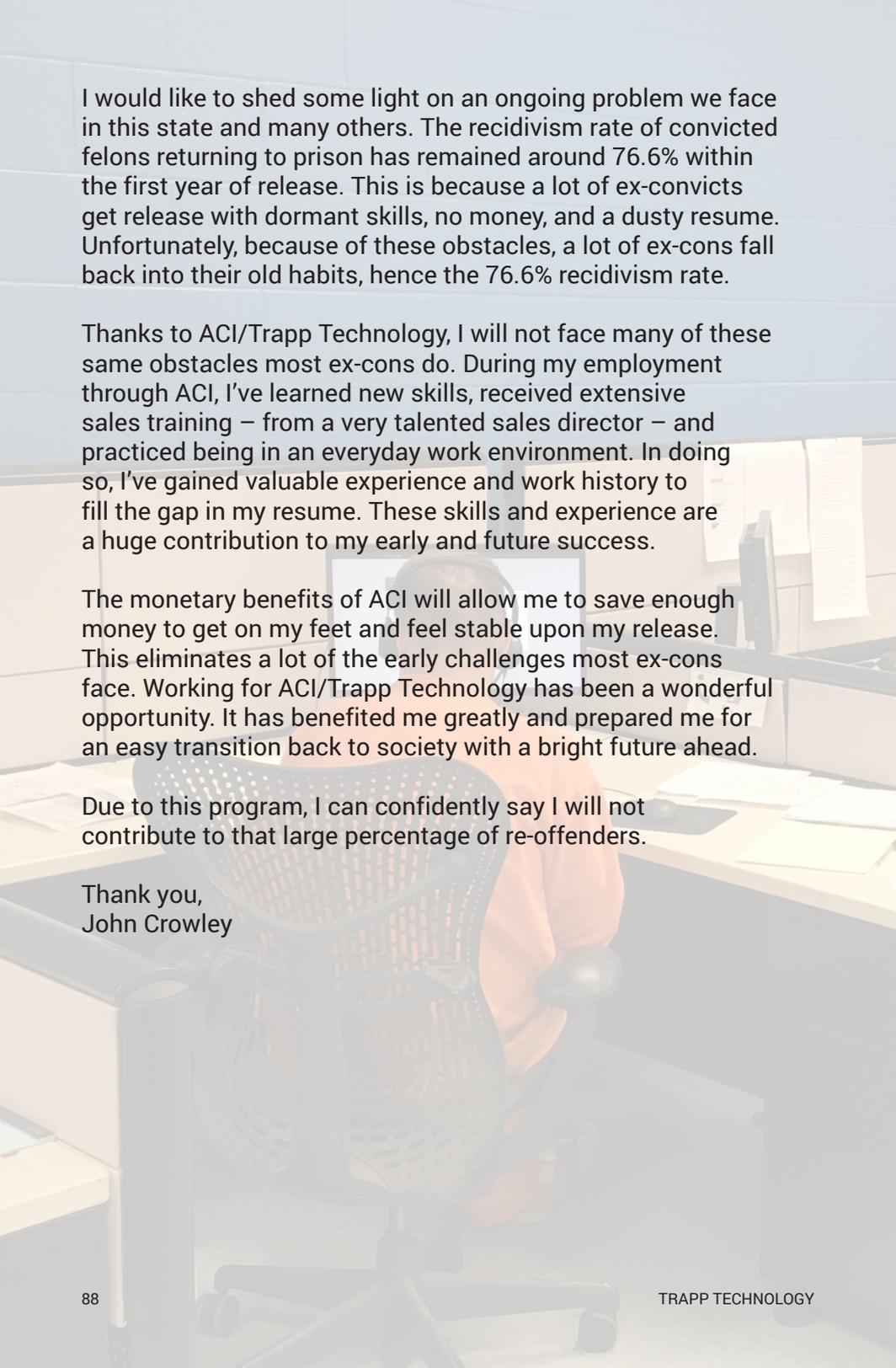
Today, although still growing and healing, I am not sure what my divine purpose is; but I have hope. Televerde believed in me and this has inspired me to begin believing in myself. More than just moments of encouragement, through my work at Televerde I am surrounded by motivated, caring, and motivational people five days a week. I am part of a team that shares common goals to serve each other and our clients. Televerde saw something of my potential and is teaching me how to tap into this through consistent coaching, education, and skill development.

Now, I hold myself accountable for my professional and personal development. My standards have shifted to an understanding that I am not entitled to an alternate future, but must work hard every day to achieve that. My life started over, when I began at Televerde and this has affected every part of who I am and what I do and the choices I make. I am looking forward to a new future.

Sincerely,
Selina Gardner

trapp TECHNOLOGYSM





I would like to shed some light on an ongoing problem we face in this state and many others. The recidivism rate of convicted felons returning to prison has remained around 76.6% within the first year of release. This is because a lot of ex-convicts get release with dormant skills, no money, and a dusty resume. Unfortunately, because of these obstacles, a lot of ex-cons fall back into their old habits, hence the 76.6% recidivism rate.

Thanks to ACI/Trapp Technology, I will not face many of these same obstacles most ex-cons do. During my employment through ACI, I've learned new skills, received extensive sales training – from a very talented sales director – and practiced being in an everyday work environment. In doing so, I've gained valuable experience and work history to fill the gap in my resume. These skills and experience are a huge contribution to my early and future success.

The monetary benefits of ACI will allow me to save enough money to get on my feet and feel stable upon my release. This eliminates a lot of the early challenges most ex-cons face. Working for ACI/Trapp Technology has been a wonderful opportunity. It has benefited me greatly and prepared me for an easy transition back to society with a bright future ahead.

Due to this program, I can confidently say I will not contribute to that large percentage of re-offenders.

Thank you,
John Crowley

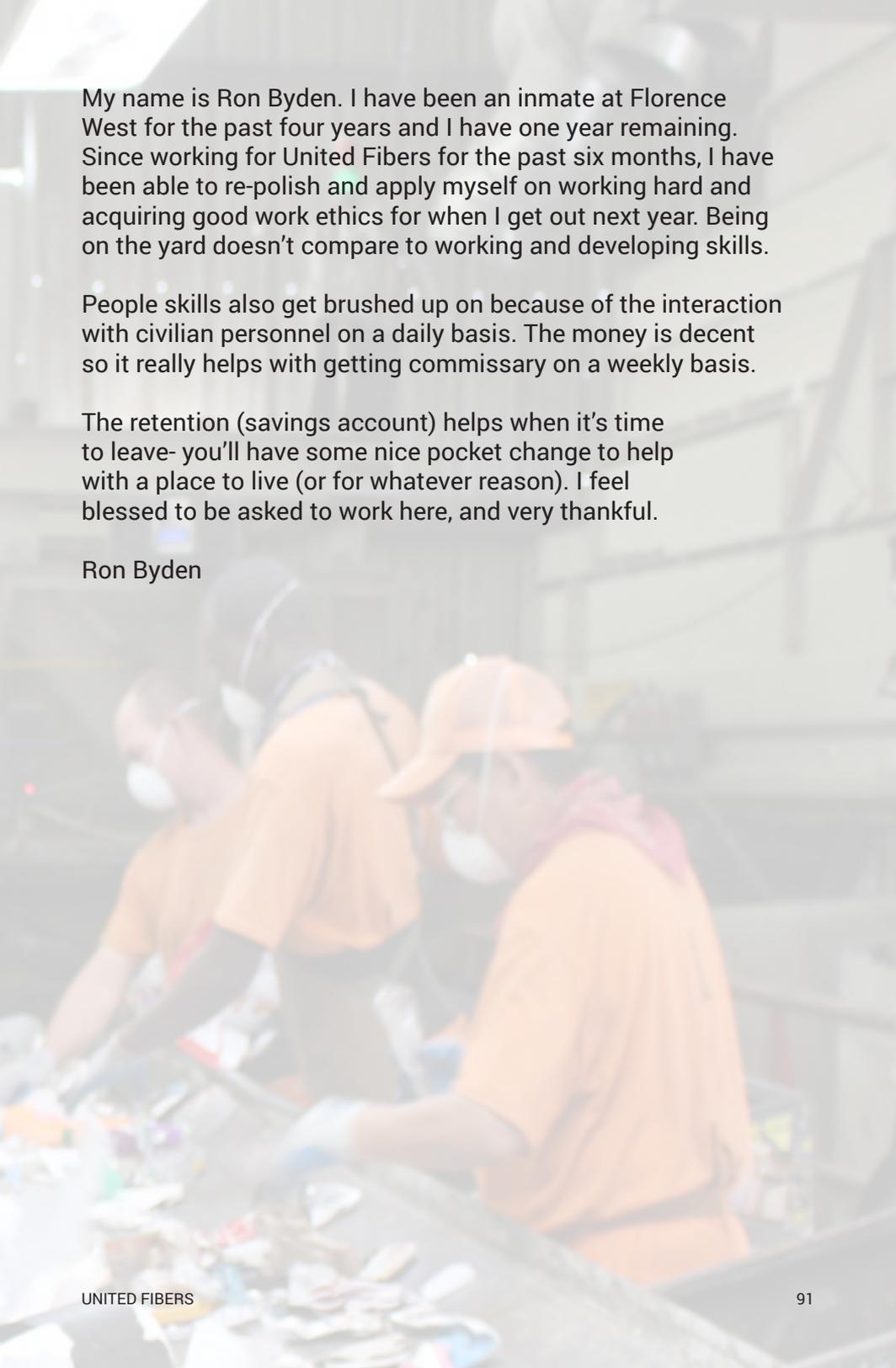


Working for Arizona Correctional Industries during my incarceration has been very beneficial. During this time I have learned how to better apply real world skills, and to manage conflict resolution.

ACI has given me a sense of freedom as well as an opportunity to gain social skills to re-enter society. I am away from the negative issues and environment. Finally, with receiving a steady paycheck I am able to enhance life skills such as keeping track of my inmate banking account.

Thank you

Sincerely,
Larry Cramer

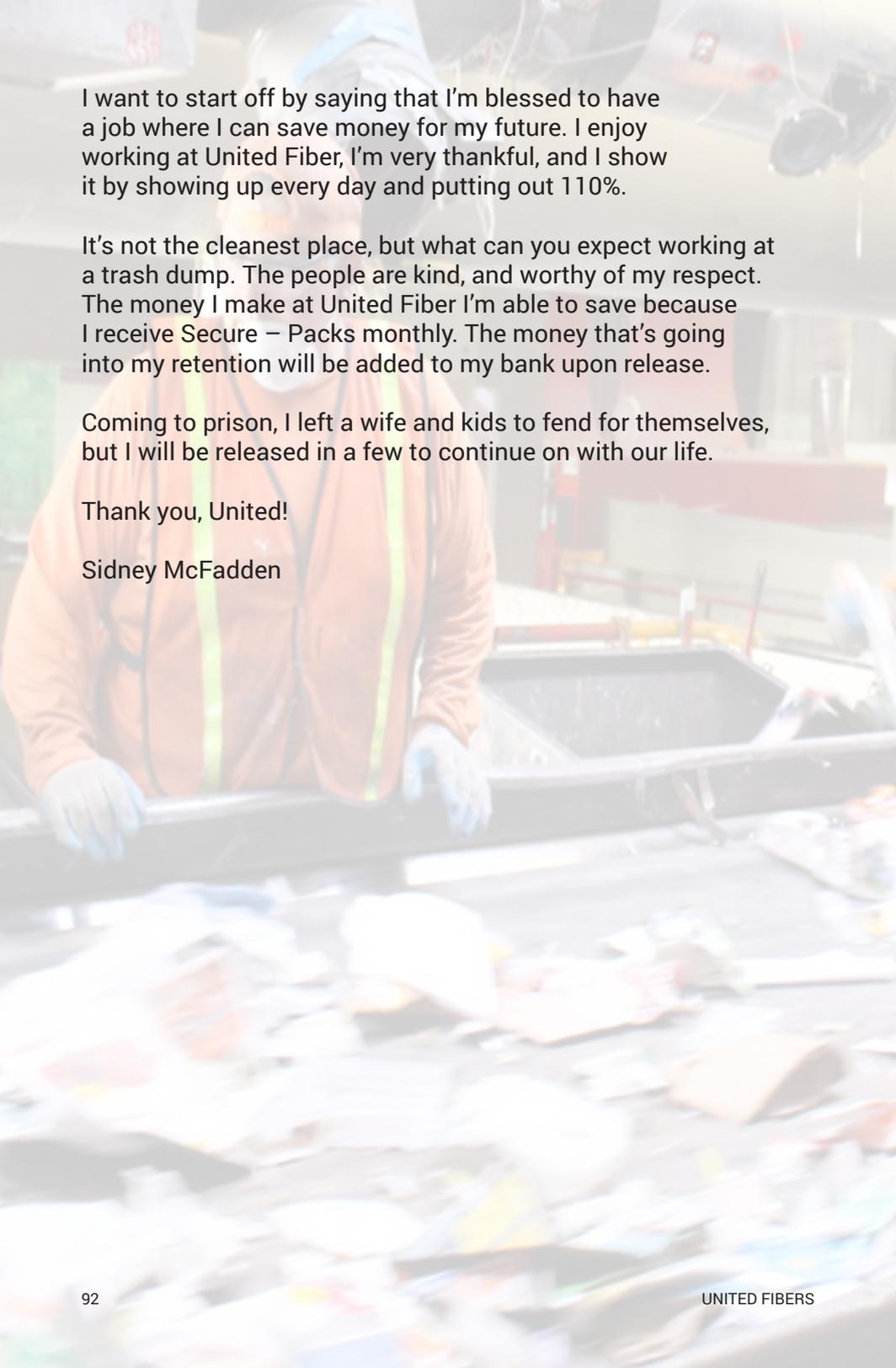


My name is Ron Byden. I have been an inmate at Florence West for the past four years and I have one year remaining. Since working for United Fibers for the past six months, I have been able to re-polish and apply myself on working hard and acquiring good work ethics for when I get out next year. Being on the yard doesn't compare to working and developing skills.

People skills also get brushed up on because of the interaction with civilian personnel on a daily basis. The money is decent so it really helps with getting commissary on a weekly basis.

The retention (savings account) helps when it's time to leave- you'll have some nice pocket change to help with a place to live (or for whatever reason). I feel blessed to be asked to work here, and very thankful.

Ron Byden



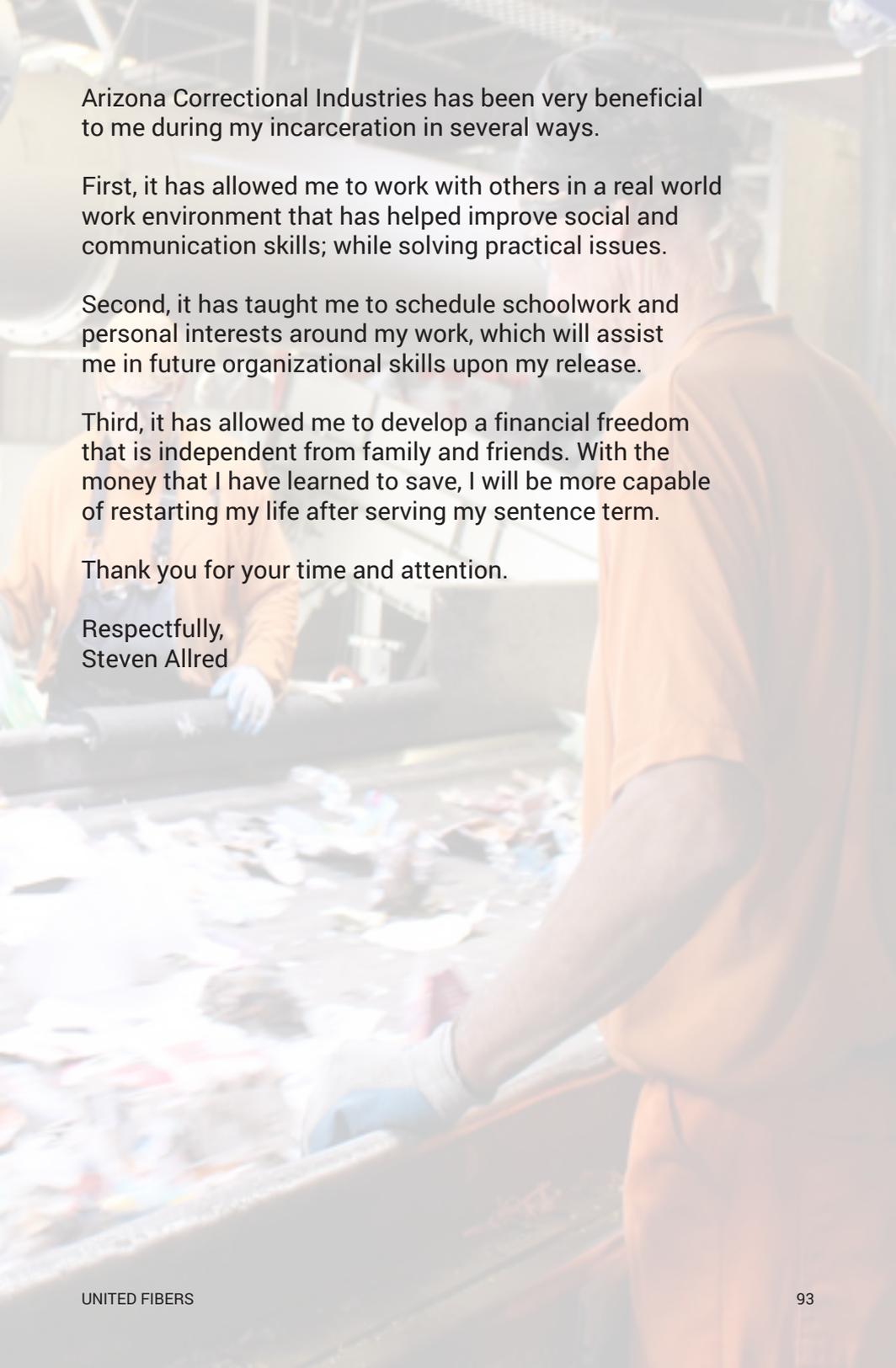
I want to start off by saying that I'm blessed to have a job where I can save money for my future. I enjoy working at United Fiber, I'm very thankful, and I show it by showing up every day and putting out 110%.

It's not the cleanest place, but what can you expect working at a trash dump. The people are kind, and worthy of my respect. The money I make at United Fiber I'm able to save because I receive Secure – Packs monthly. The money that's going into my retention will be added to my bank upon release.

Coming to prison, I left a wife and kids to fend for themselves, but I will be released in a few to continue on with our life.

Thank you, United!

Sidney McFadden



Arizona Correctional Industries has been very beneficial to me during my incarceration in several ways.

First, it has allowed me to work with others in a real world work environment that has helped improve social and communication skills; while solving practical issues.

Second, it has taught me to schedule schoolwork and personal interests around my work, which will assist me in future organizational skills upon my release.

Third, it has allowed me to develop a financial freedom that is independent from family and friends. With the money that I have learned to save, I will be more capable of restarting my life after serving my sentence term.

Thank you for your time and attention.

Respectfully,
Steven Allred

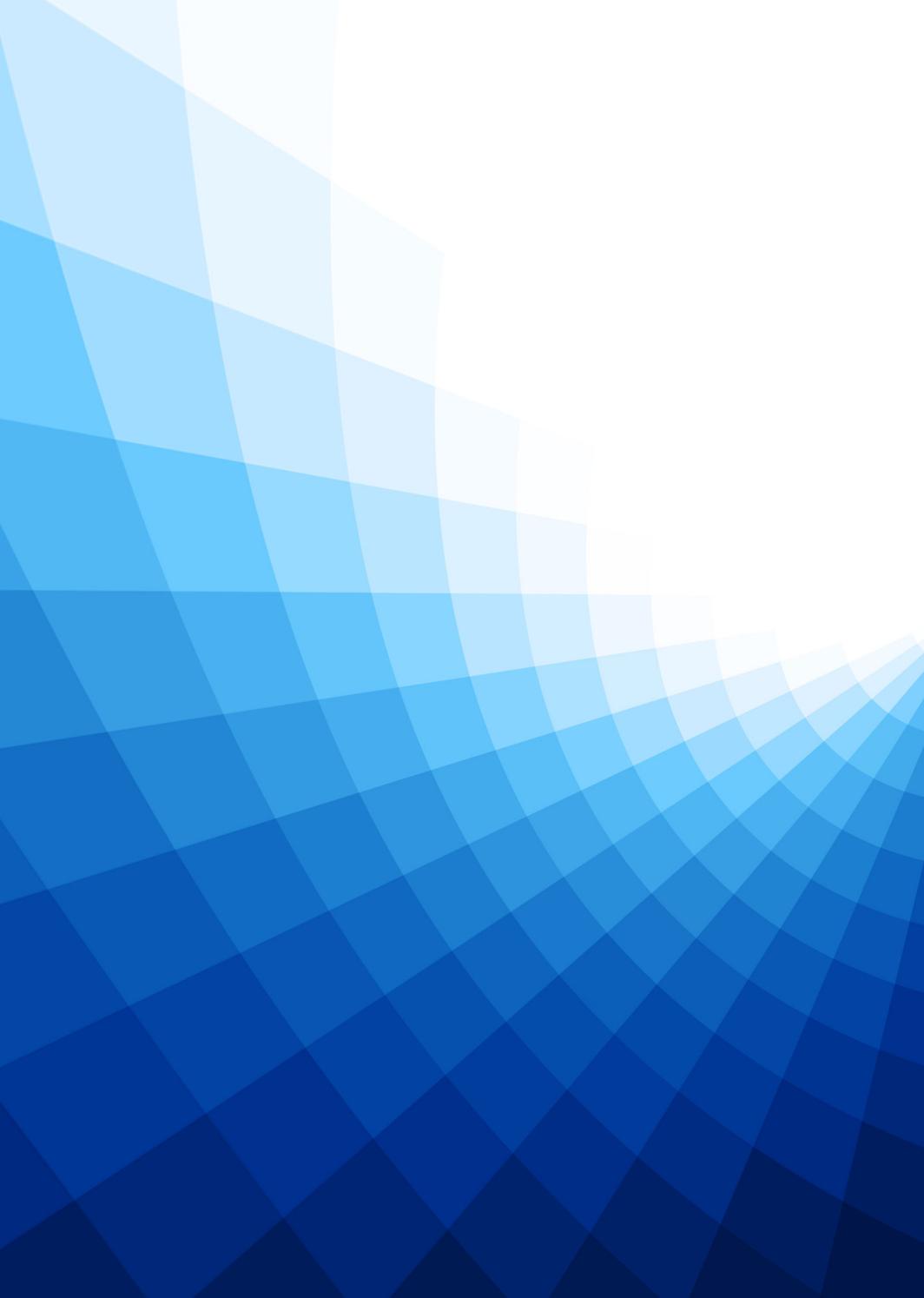
**The past is behind,
learn from it.
The future is ahead,
prepare for it.
The present is here,
live it.**

Thomas S. Monson

WITH SPECIAL THANKS

This publication would not have been possible without the tireless work of the men and women who make up the staff of Arizona Correctional Industries. It is the dedication and desire to make the vision of ACI's mission of creating opportunities for offenders to develop marketable job skills and good habits that drives us to improve and expand our program. In addition to the invaluable contributions of our labor contract partners without which our success would not be possible - we continue to strive to perpetuate this program and work towards our shared goal of reducing recidivism by 25% in 10 years.





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