

Theophilus
2605 State St.
Salem, OR 97310

7-8-20

To Ken Jeske and Shawn Hayward,

I wanted to stop and take the time to thank you for the opportunity(s) OCE has given to me at OSp. I work at the Call Center as a Trainer/Coach. I have had to learn to work in a goal-oriented environment. Although I worked in a professional capacity in the "free world", I never managed individuals.

Working in the Call Center has taught me the communication skills to work with individuals of different race, education and social backgrounds. I have learned patience, temperance and compassion. I see the development I have made. More importantly, I see the development in the guys who I mentor. Many of my team members have never worked a job where they have been held accountable. The opportunity OCE provides will help us upon our release back into society.

One gentleman on my team has become more confident, responsible and has started to show remorse for his past. He now feels that he will be a better father, brother and son. He now openly talks of finding a job-something he has never held-and becoming a productive member of society.

So you see, not only are the inmates having a chance to earn a paycheck and not have to rely on family hand-outs. They see the results of being accountable and responsible. The company we represent at the Call Center has an informal job re-entry program for inmates 6 months to release. They provide mock job interviews. They also provide job references so that the inmates can list the work experience on a resume.

Thank you for seeing in me something I wasn't able to see. I save 75% of my earnings so that I will have a nice "cushion" to re-enter society.

The staff at the Call Center are kind, passionate, knowledgeable and offers constant encouragement. The Call Center Manager treats us as men and doesn't remind us that we are

in prison.

Please continue to provide the service to inmates as this experience has been life-altering.

Thank you again for allowing me the chance to work for OCE.

Respectfully,
Shad