CASE STUDY

Leading the Way in Statewide Correctional Education and Workforce Development



Inmates Christopher Merced (left) and David Class use an educational tablet supplied by the Massachusetts Department of Correction at the MCI-Norfolk prison. CRAIG F. WALKER/GLOBE STAFF

Massachusetts Department of Correction
Milford, Massachusetts

- 10 prison facilities
- 83 DOC education staff
- Orijin partner since 2019

Challenge

Reaching all residents with high-quality workforce programming

The Massachusetts Department of Correction (MADOC) has long been regarded as a visionary leader in U.S. corrections, consistently maintaining one of the lowest recidivism rates among major DOCs.

According to a recent report, MADOC's overall three-year recidivism rate for individuals released in 2019 decreased to 26%, down from 29% the previous year.

With data showing a strong connection between employment and reduced recidivism, MADOC needed a partner that prioritizes skill building as a core foundation for success.

Department leaders were looking for a partner with deep expertise in educational technology in order to safely expand access to educational and vocational programs for all residents. At the same time, they could not ignore the importance of rehabilitation and mental health programming.

Lastly, they needed to be able to demonstrate measurable outcomes that support reentry, providing MADOC with data-driven insights to maximize ROI and further improve program effectiveness.

Key Outcomes: '24-'25 School Year

- **5,000 learners engaged**
- **68 college graduates (+300 enrolled)**
- **110 high school equivalent diplomas**
- **112 vocational program graduates**
- **2X national average for course completion**

Solution

A partnership centered on results and rehabilitation

In 2019, MADOC partnered with Orijin, becoming the first state department of corrections to offer Orijin's managed learning platform to all incarcerated individuals 1:1 statewide. This partnership scaled access to education, job skills training, and personal development programs in a safe, virtual environment to prepare learners for employment and reentry.

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Orijin developed a package of over 40 self-directed courses, including High School Equivalency Test prep, English, Math, and financial literacy. Vocational programs in high-demand trades such as HVAC, plumbing, and electrical, were also incorporated, offering certifications like OSHA-10 to enhance employability.

Beyond education, Orijin's platform provides substance use treatment and mental health support, and Virtual Classroom sessions deliver over 1,100 flexible learning opportunities with external instructors.

To ensure uninterrupted access and maximize program success, Orijin provides 24/7 tech support and a dedicated strategic account manager, ensuring continuous guidance, best practices, and support for facility staff and learners.

Results

Groundbreaking initiative delivers real reentry outcomes

The MADOC and Orijin partnership has delivered measurable results, driving unprecedented engagement in educational and vocational programs while creating a positive shift in facility culture and safety.

Course completion rate double the national average

- 5,000 learners completed nearly 9,000 courses—double the national course completion rate.
- Learners dedicated over 480,000 hours to their studies.
- 2,900 learners completed over 400 distinct courses, underscoring the variety of the programming offered.

High Engagement: 2X the National Avg.

Course	Completion %
COLLEGE ESSENTIALS	29%
HISET ACADEMY	30%
TABE ACADEMY	44%

Increase in job readiness and vocational achievements

- Through targeted vocational programming, 612 OSHA-10 certifications were achieved, as well as 700+ course completions.
- Essential training in fields like HVAC, plumbing, and electrical work directly prepares learners for sustainable employment post-release.

Significant improvement in facility safety

- Orijin fosters positive cultural shifts in MADOC facilities, with administrators reporting notable behavior improvements.
- MADOC saw a 29% reduction in Category 1 safety incidents and a 26% reduction in Category 2 incidents.

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Correctional Leader Since 2014

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