



MADOC: Leading the Way in Correctional Education and Workforce Development

Opportunity

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 its most recent recidivism report, MADOC's overall three-year recidivism rate for individuals released in 2019 decreased to 26%, down from 29% the previous year. This progress underscores MADOC's dedication to education and rehabilitation and highlights notable progress among incarcerated women, with their recidivism rate dropping 5%.

With data showing the strong correlation between employment and reduced recidivism, MADOC sought a partner that prioritizes education as a core foundation for success. They were looking for a company with deep expertise in a 'learning first' approach to educational technology, aimed at safely expanding access to educational and vocational programs for all residents.

Partnership Impact

- **5,500** learners
- **480K+** hours of immersive learning
- **2x** the national average for education course completion
- **612** OSHA-10 certificates
- **700+** vocational certificates

Data from Jan. 1, 2023 to Sept. 30, 2024

This partner also needed to support their in-person rehabilitation and mental health programming with customizable content. Lastly, this partner would need to demonstrate measurable outcomes that support reentry, providing MADOC with data-driven insights to maximize ROI and further improve program effectiveness.

Sources: Massachusetts Department of Correction Recidivism Report, 2024, Orijin, 2023 - 2024

Solution

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

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 delivered 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

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

High Learner Engagement

- 5,500 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.

Vocational Achievements

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

Safety and Culture

- Orijin has driven positive cultural shifts within MADOC facilities, with educators and administrators noting improved engagement and behavior.
- MADOC reported a 29% reduction in Category 1 safety incidents and a 26% reduction in Category 2 incidents.