



1/22/2021

SUBJECT: 2020 Employment Report

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MISSION: To enhance recovery and independence for people with mental health and other life challenges by providing employment through viable businesses delivering exceptional customer service.

VISION: Advantage Services will operate an economically viable business, providing opportunities for competitive career employment to employees with mental disabilities and to those who have other barriers to employment; by developing jobs in the community and by providing work accommodations, thereby assisting employees in attaining greater levels of self-sufficiency.

Pledge to Community, Customer, Employee and Environment: Advantage Services, Inc. is a triple bottom line company (Social, Financial, and Environmental). We pledge to train and work with people with barriers to employment. While providing a quality service to our customers to maintain a financially sound company. Additionally, Advantage Services, Inc. strives to reduce its corporate footprint in the environment by using recycled and green products.

History: Advantage Services, Inc. was incorporated in 1992 as a 501(c)(3) non-profit to provide supportive employment to people with mental health disabilities. Over the years we have adapted into a Social Enterprise model to provide supportive and permanent employment to anyone with any disability or those who are disadvantaged (homeless, coming out of Jail or prison, living below the poverty level, etc.). This social enterprise model utilizes fee for service contracts to provide these employment opportunities. In fact less than 5% of our \$2.4mil annual revenue comes from grants or donations; allowing us to be a fiscally sound company. Our only grant (other than funding through the Cares Act) in 2020 came from our long time community partner and steadfast donor **American Express**.

Advantage Services maintains a minimum of 70% of our workforce having a disability (mental or physical) and 80% living in Low to Moderate Income (LMI) levels. Advantage Services collaborates with other community non-profit partners as well as government and private companies to fulfil our mission and receive referrals for contracts and employees. Community partners include:

- The State of Utah
- The County of Salt Lake
- The City of Salt Lake
- The Road Home
- American Express
- Utah State Office of Rehabilitation
- Department of Workforce Services
- Volunteers of America
- Catholic Community Services
- Valley Behavioral Health
- Utah Transit Authority
- City Housing Authority
- Housing Connect
- Shelter the Homeless

Employment Model: Advantage Services uses a model of supportive to permanent employment. Most of our employees are not ready for full time employment and many are on SSI benefits due to a disability. In the case of our homeless programming many have barriers to hold part time employment. These individuals start with our "Clean Team" program working 10-15 hours a week starting at minimum wage (in 2020 191 [36%] employees started in the Clean Team). After demonstrating the ability to show up and the desire to succeed they are transitioned into other higher paying positions within the company or placed in outside employment.

Advantage Services is an Employment Network (EN) for the Social Security Administration's Ticket to Work Program and has four certified Job coaches and mentors to work with all the employees to help eliminate barriers. Advantage Services also coordinates with community partners to provide counseling, treatment, housing, and legal assistance. If an employee quits or is terminated Advantage Services will allow them to reapply in 90 days and over 90% will be given another chance (in many cases several chances).

2020 Year in Review: 2020 was a very crazy year in Utah with: the pandemic, earthquakes, hurricane force winds, riots and even an extra 27th pay period (which only happened every 11 yrs. for bi-weekly payroll companies). Through all of these barriers this was very successful year both financially and in terms of mission fulfillment for us. Advantage Services employed 310 individuals in 2020. Out of these 310 employees the following notable data was collected:


- 139 (45%) are still employed, 68 (22%) left for better employment, 89 (29%) were terminated or quit for various reasons and 14 (4%) were hired but never started their employment.
- 231 (75%) were disabled.
- 201 (65%) were formerly or currently homeless at the time of employment.
- 198 (64%) had a criminal history.
- The average age of our employees was 48 with 224 (72%) over the age of 40.
- 107 (35%) were living at the Shelter, 35 (11%) were living in Permanent Supportive Housing, 31 (10%) were living in Section 8/vouchered housing, 81 (24%) were either camping, couch surfing or living in temporary/hotel accommodations and 56 (20%) were in regular housing.
- \$8.38/hr. was the medium wage (excluding supervisors, managers and executive staff).

Lessons Learned: Advantage Services continues to adjust our model and how we provide assistance to people with barriers to employment. Some of the areas that have continued to hinder success in our employees are:

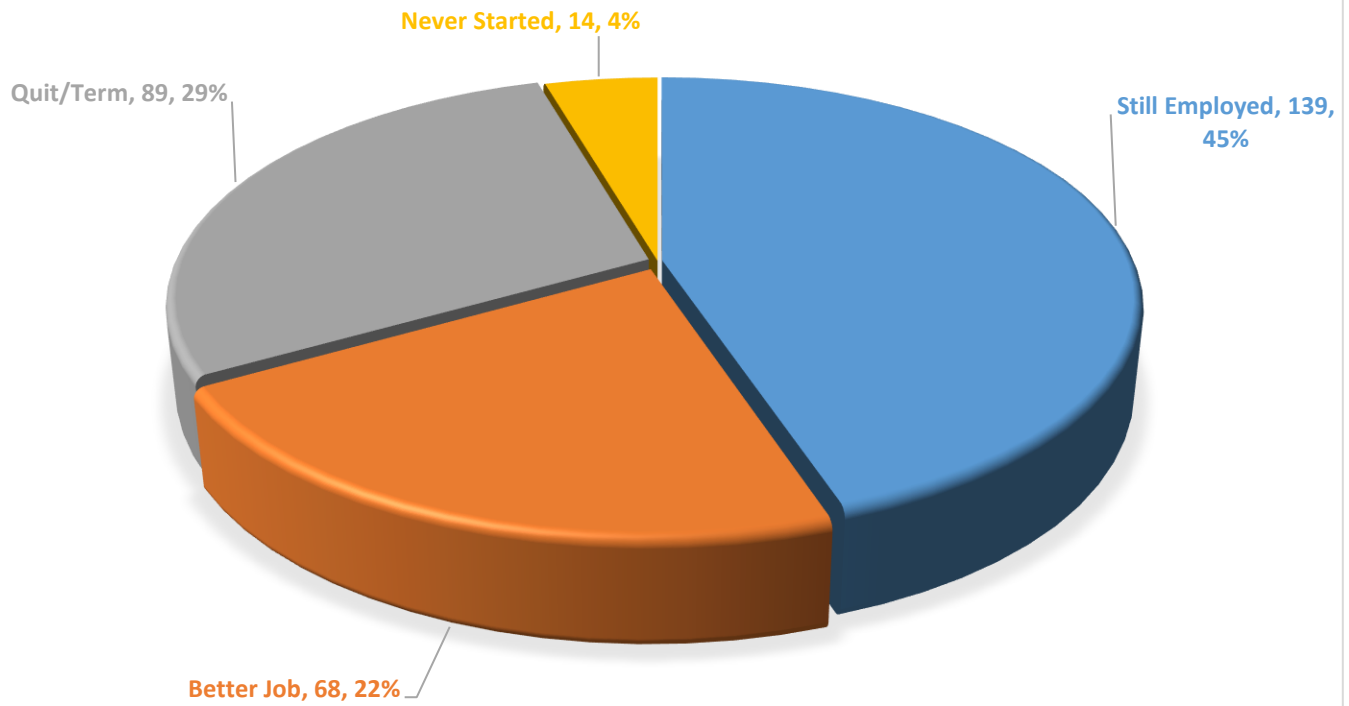
- **Drug and alcohol Addiction** – this remains our top issue and as we work with these individuals we require they seek assistance/treatment prior to looking for outside employment.
- **Mental Health issues** – issues that are untreated or not properly medicated will hinder transitioning to outside employment. Also, this population is historically on SSI and most are afraid of losing benefits if they work more than part time hours.
- **Criminal backgrounds** – criminal backgrounds not only hinder outside placement but housing as well. We are actively working with UDOWD, housing and legislatures to address these issues.
- **Lack of motivation/work ethics** – most of our employees have been out of the workforce for many years and sometimes it takes time to re-develop proper work ethics.
- **Thinking errors/soft skills** – Life skills training is vital to the success of our employees and an area that is most underfunded in our company. Because of our business model we cannot write these expenses in our contract proposals.

Conclusion: Advantage Services is a unique company not only in Utah but nationwide. Our employment data far exceeds most programs working with the homeless or those coming out of jail or prison. Our success is ultimately due to our ability to collaborate with community partners, government entities and private businesses who all share in a vision to help people who are disabled or disadvantaged. We are thankful for the partners listed above and look forward to serving our community in 2021.

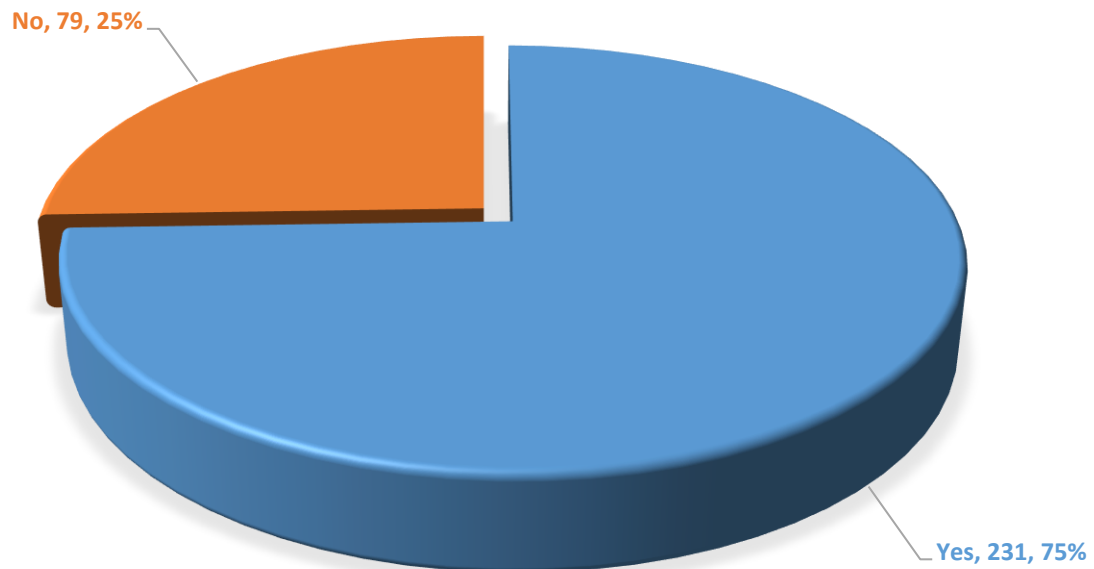
Thanks,


Robert G. Ferris, CEO
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385 528-1130 O.
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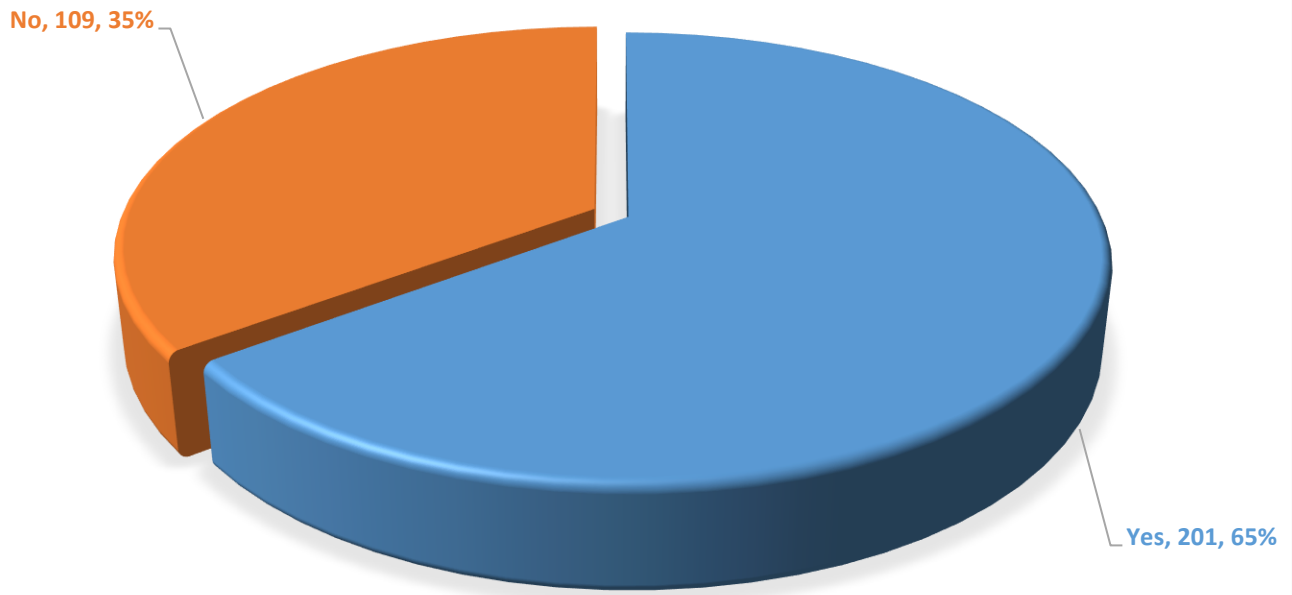
310 EMPLOYEES - UNDUPLICATED



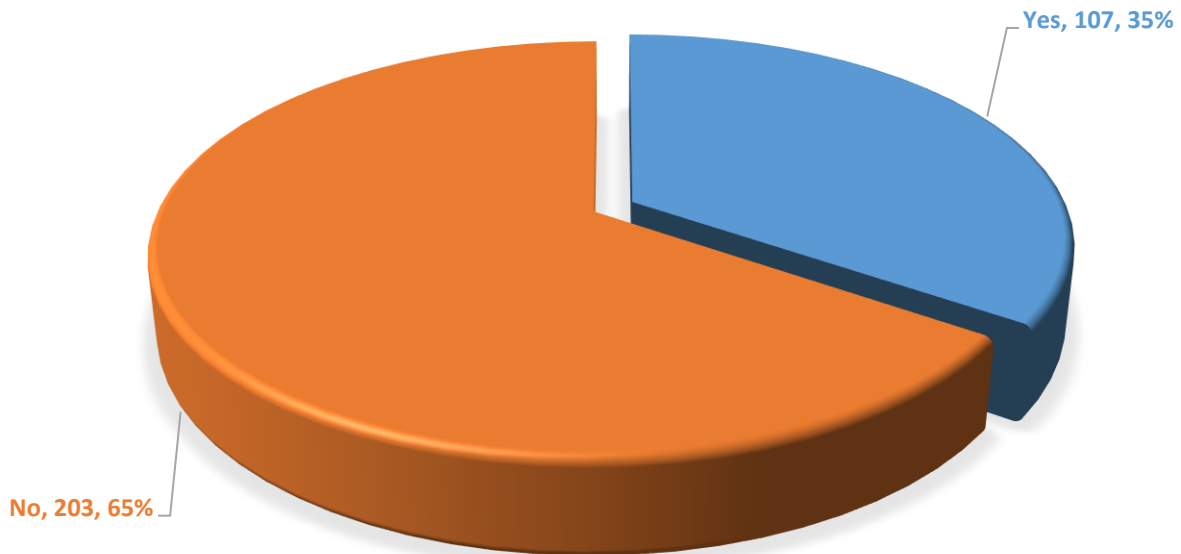
REPORTING DISABILITY



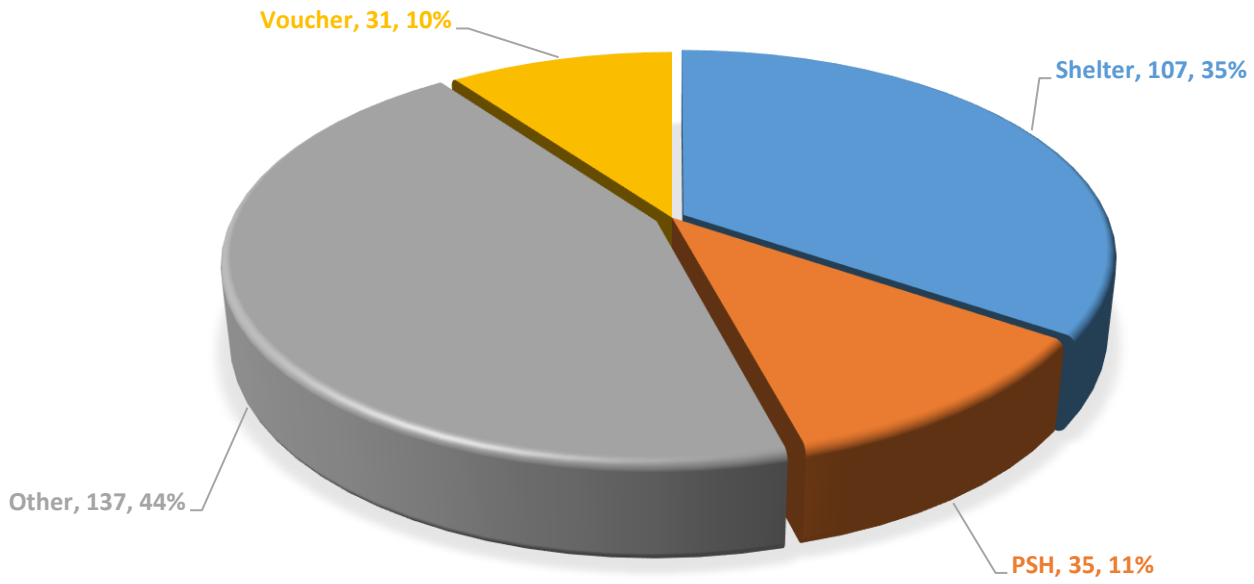
FORMERLY HOMELESS



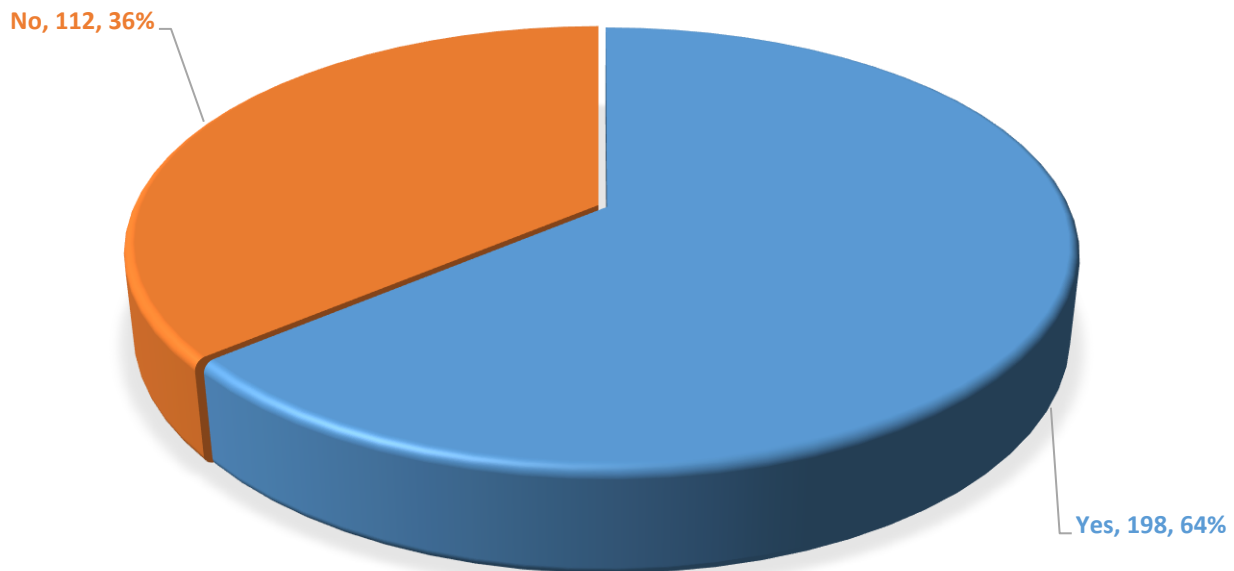
CURRENTLY HOMELESS



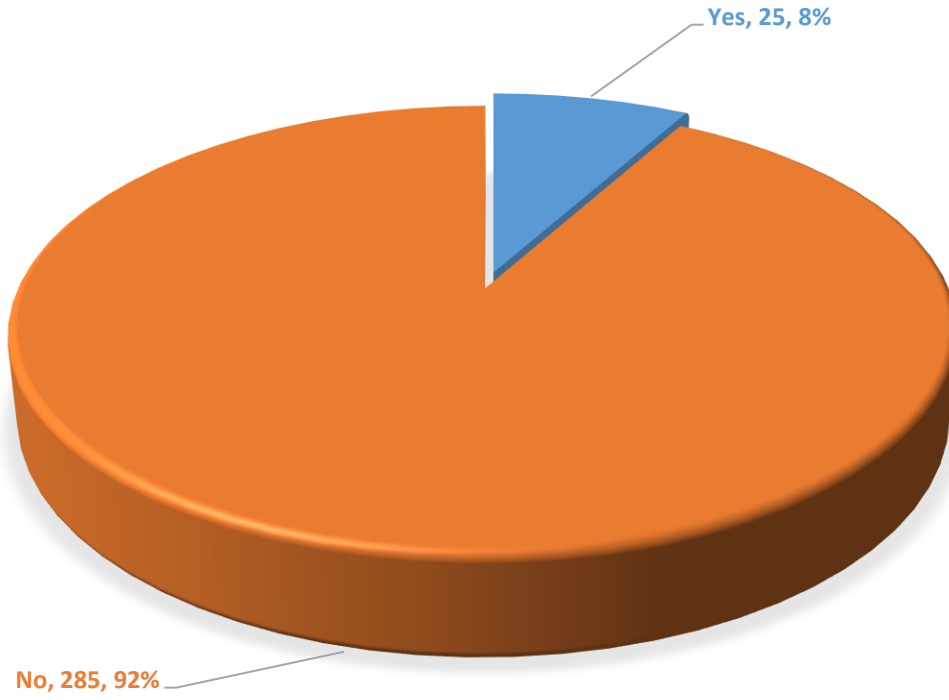
HOUSING



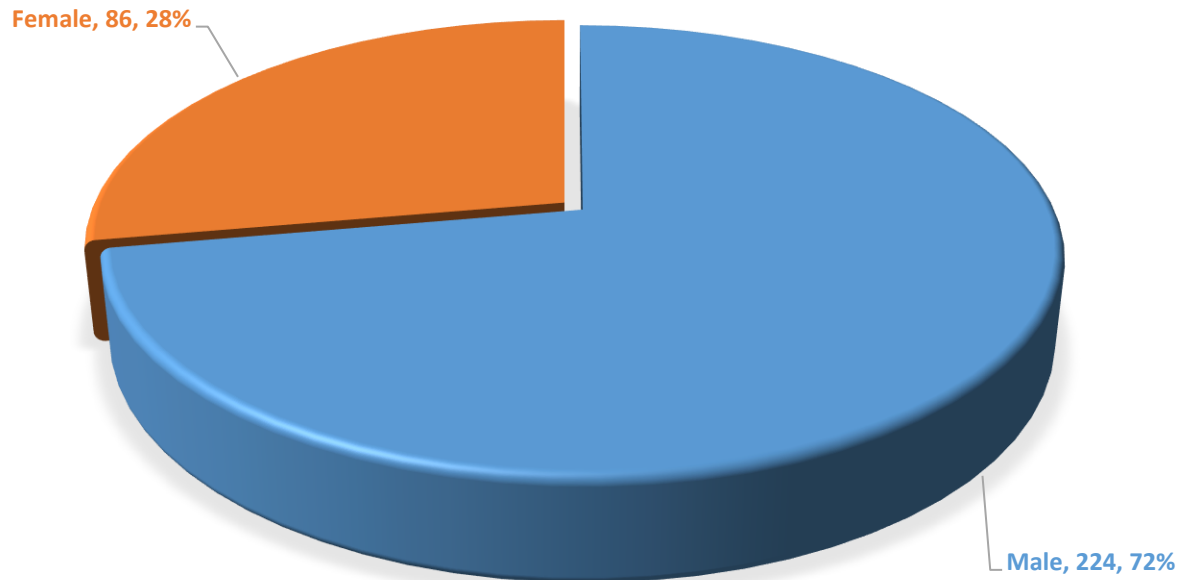
CRIMINAL HISTORY



VETERAN

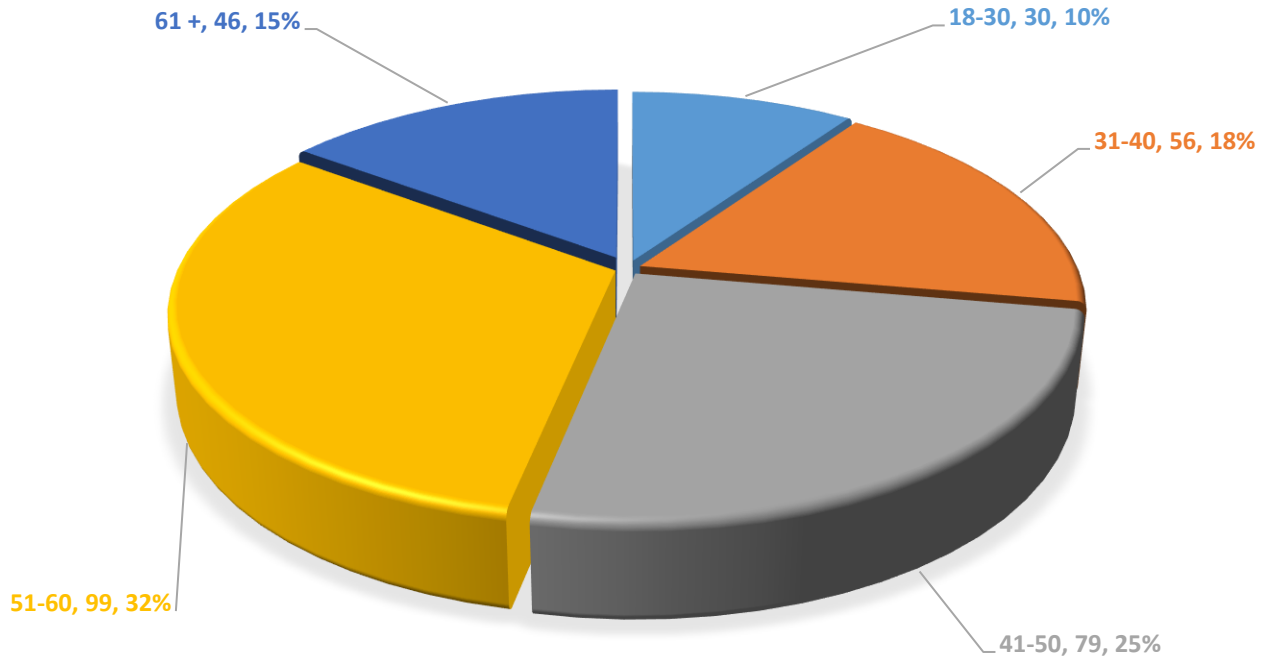


GENDER

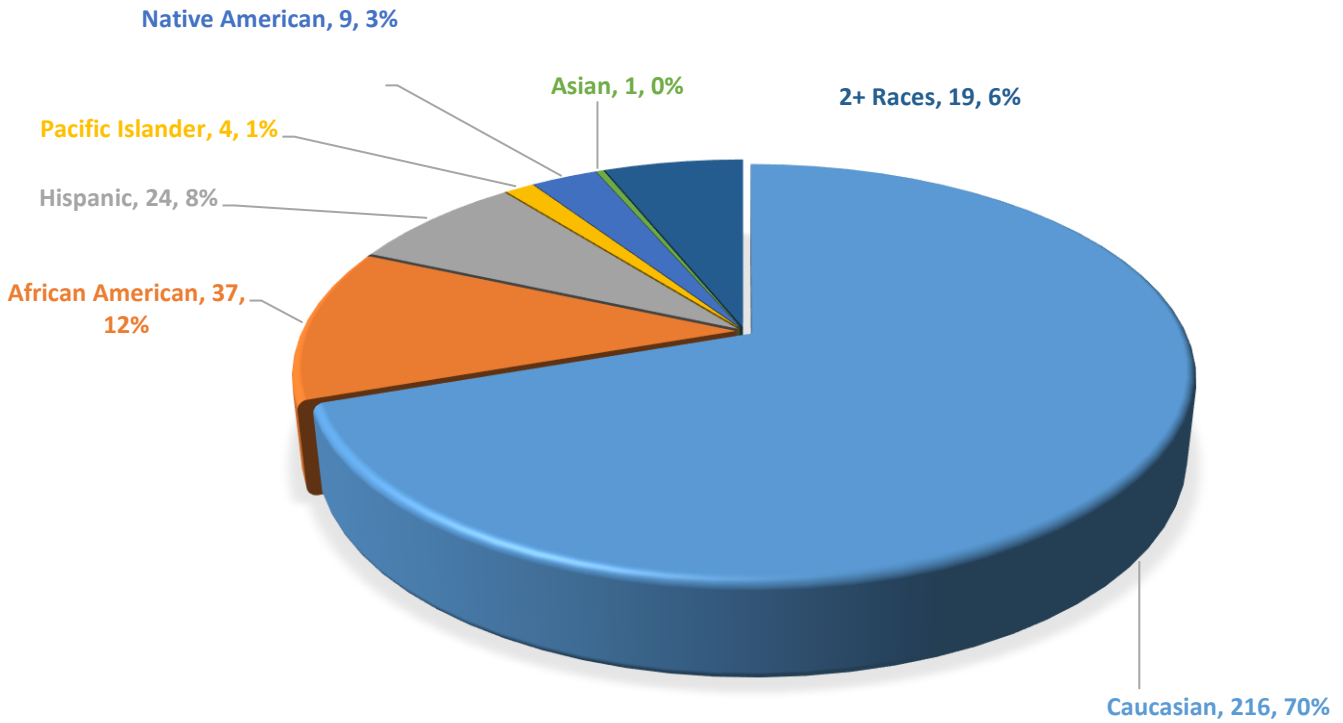


AGE

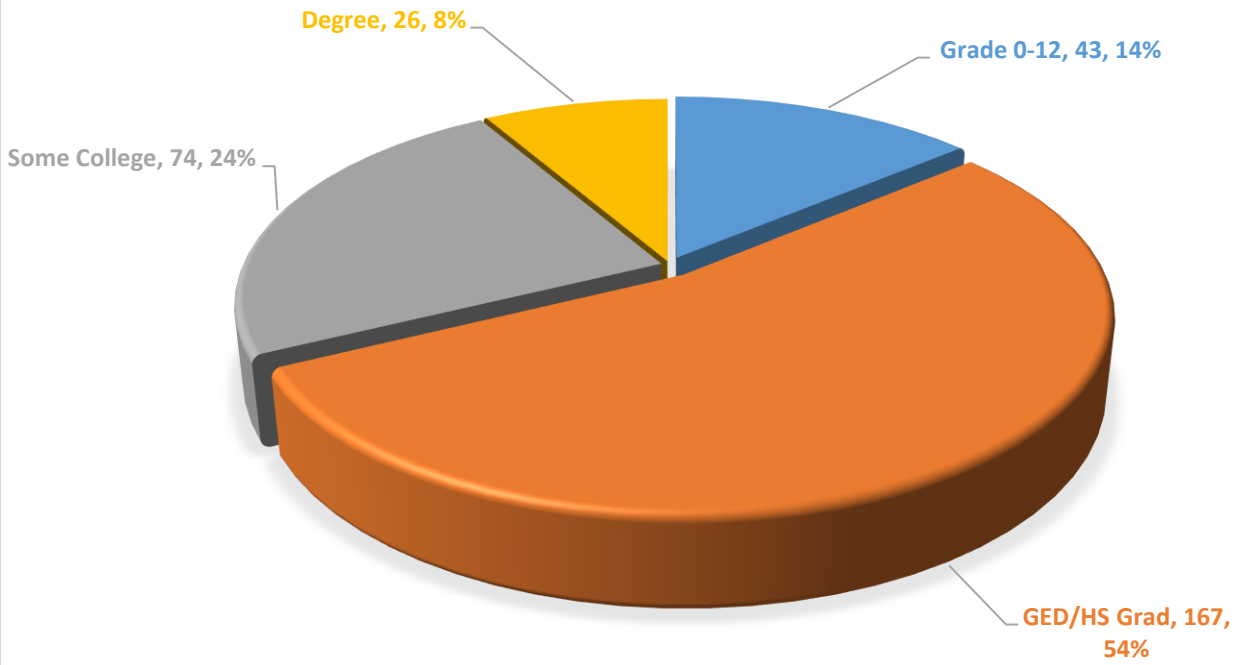
(48 AVERAGE AGE)



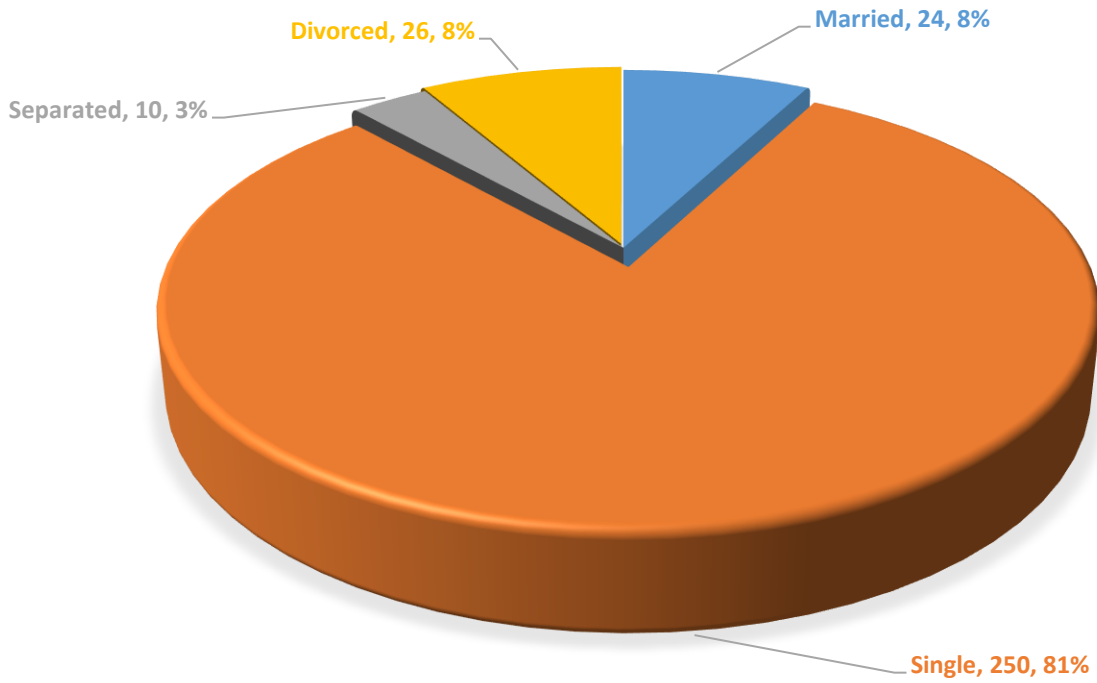
ETHNICITY



EDUCATION



MARITAL STATUS



ASSIGNMENTS (532 POSITIONS FILLED)

