



AdvantageServices

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1/12/2022

SUBJECT: 2021 (Calendar Year) Employment Report

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 1% of our \$2.7mil annual revenue comes from grants or donations; allowing us to be a fiscally sound company. Our only grant in 2021 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:

- American Express
- The City of Salt Lake
- The County of Salt Lake
- The State of Utah
- The Road Home
- 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 programing 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 2021 151 [32%] 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. Of our 291 they filled a total of 471 internal positions throughout the year as they moved up from lower paying jobs.

Advantage Services has three 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).

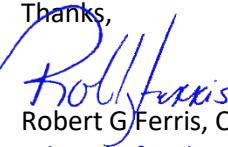
2021 Year in Review: 2021 was a great year even with the issues with the prolonged pandemic and all the problems that it brought for business' all around the country. Advantage Services was successful both financially and in terms of mission fulfilment. Advantage Services Finished 2021 \$350k in the black and employed 291 individuals. Out of these 291 employees the following notable data was collected:

- 135 (47%) are still employed, 53 (18%) left for better employment, 100 (34%) were terminated or quit for various reasons and 3 (1%) were hired but never started their employment.
- 207 (71%) were disabled.
- 203 (70%) were formerly or currently homeless at the time of employment.
- 159 (55%) had a criminal history.
- The average age of our employees was 48 with 209 (71%) over the age of 40.
- 120 (41%) were living at the Shelter, 28 (10%) were living in Permanent Supportive Housing, 27 (9%) were living in Section 8/voucherized housing, 116 (40%) were either camping, couch surfing, living in temporary/hotel accommodations or were in regular housing.
- \$8.83/hr. was the medium wage (excluding supervisors, managers and executive staff).

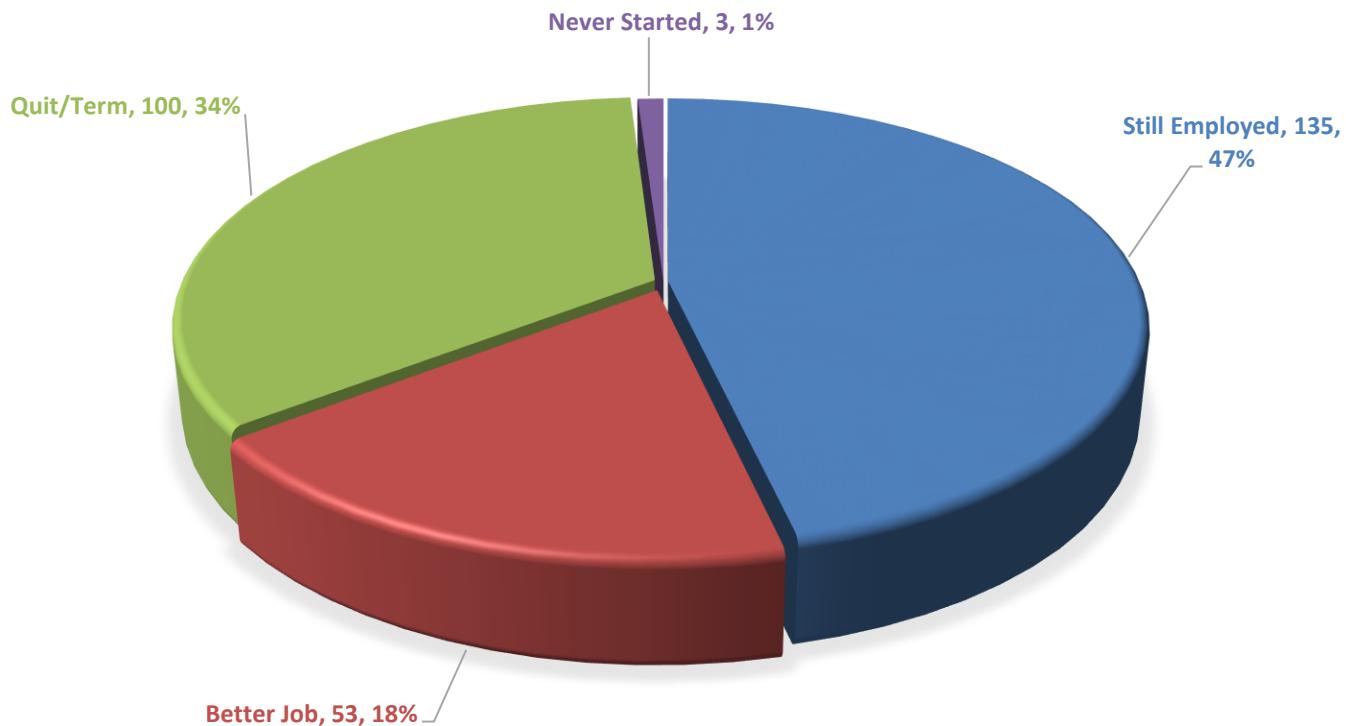
Lessons Learned: Advantage Services continues to adjust our model and how we provide assistance to people with barriers to employment. Some of the areas that have continued to hinder success in our employees are:

- **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.

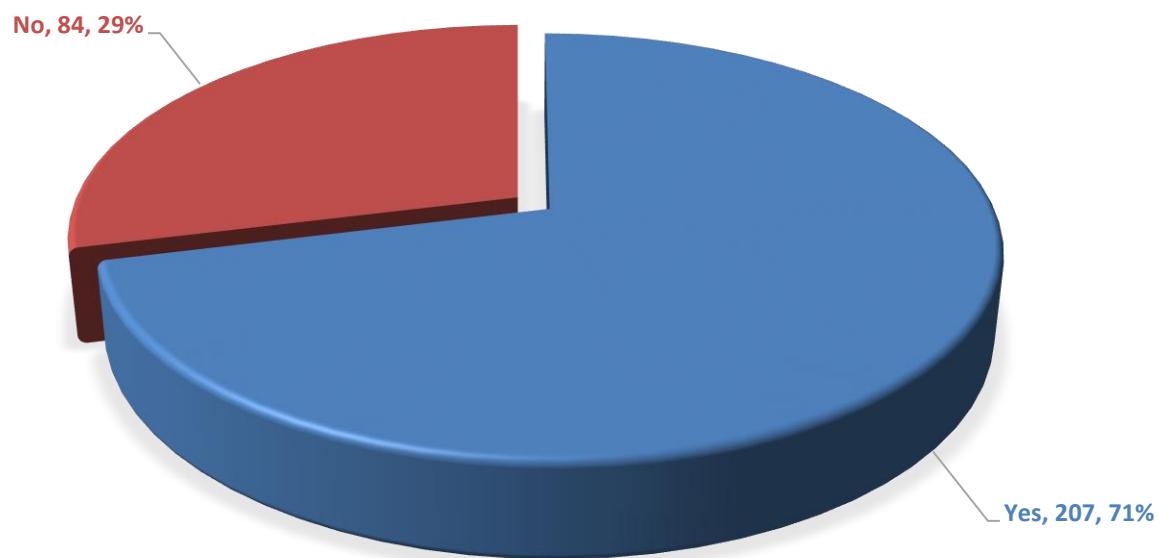
Conclusion: Advantage Services is a unique company not only in Utah but nationwide. Our employment data far exceeds most programs working with the homeless or those coming out of jail or prison. Our success is ultimately due to our ability to collaborate with community partners, government entities and 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 2022.

Thanks,

Robert G. Ferris, CEO
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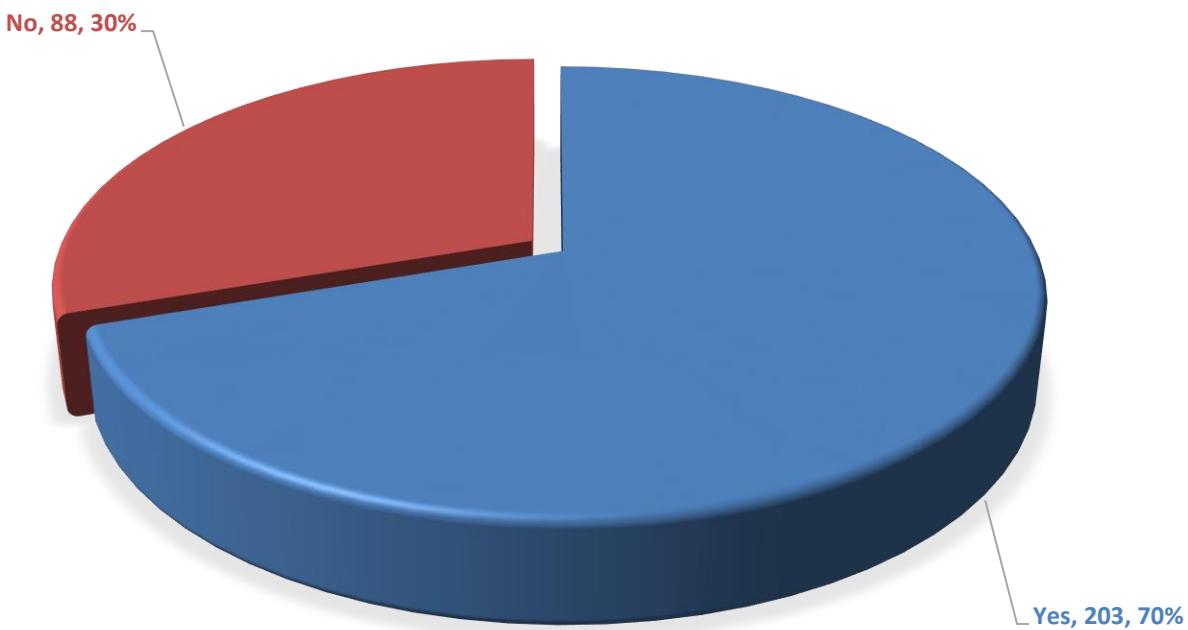
291 EMPLOYEES - UNDuplicated



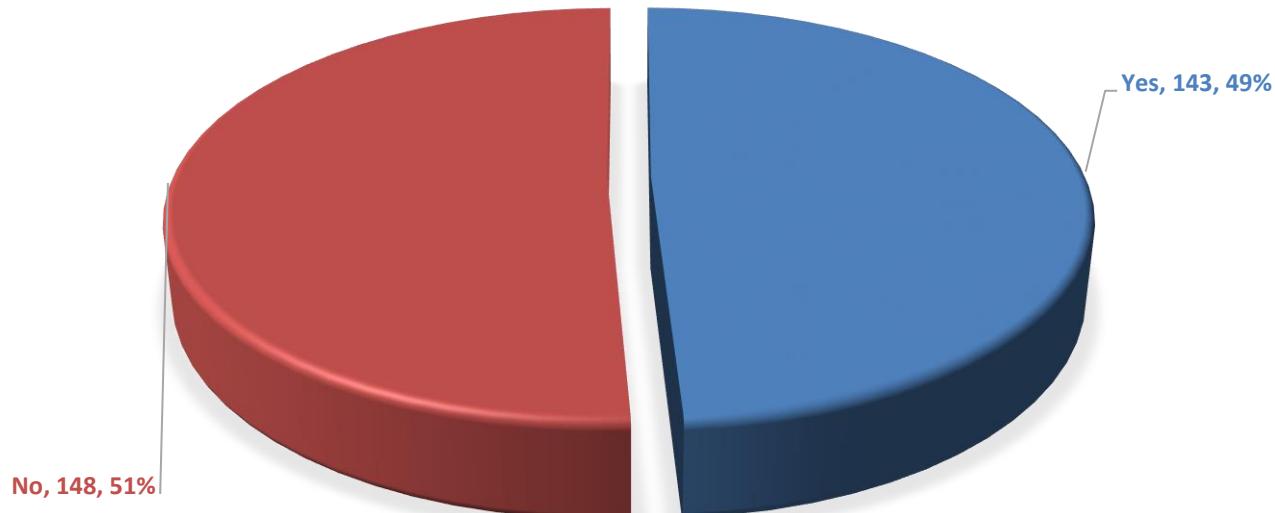
REPORTING DISABILITY



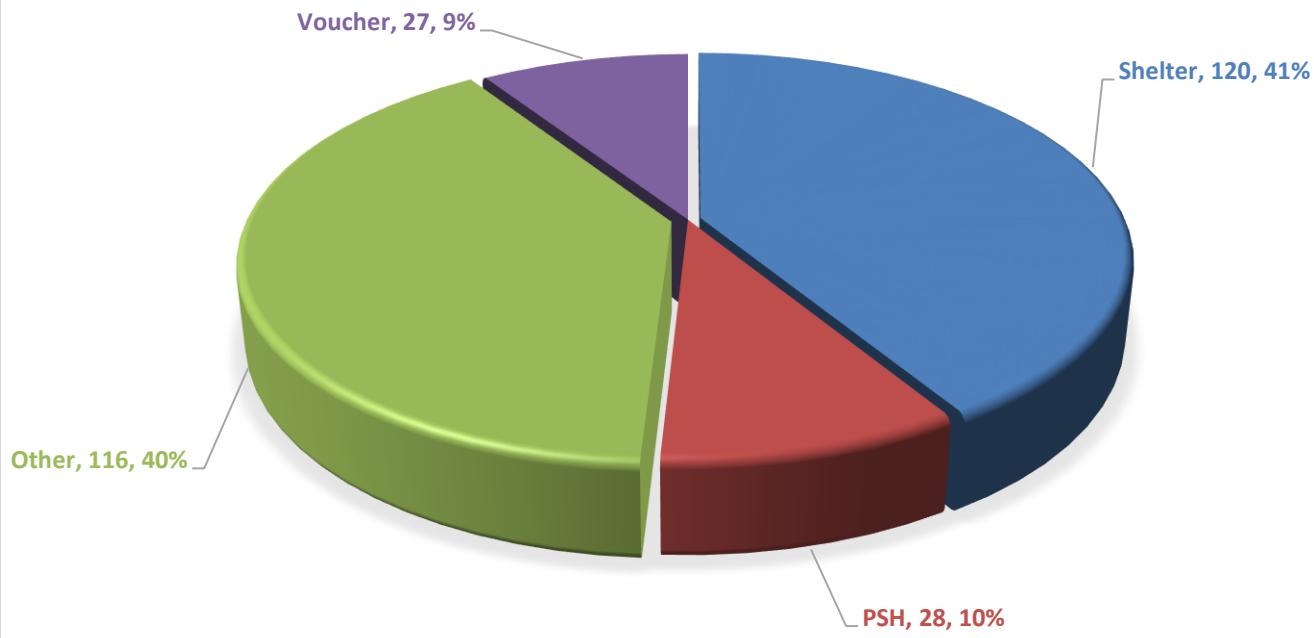
FORMERLY HOMELESS



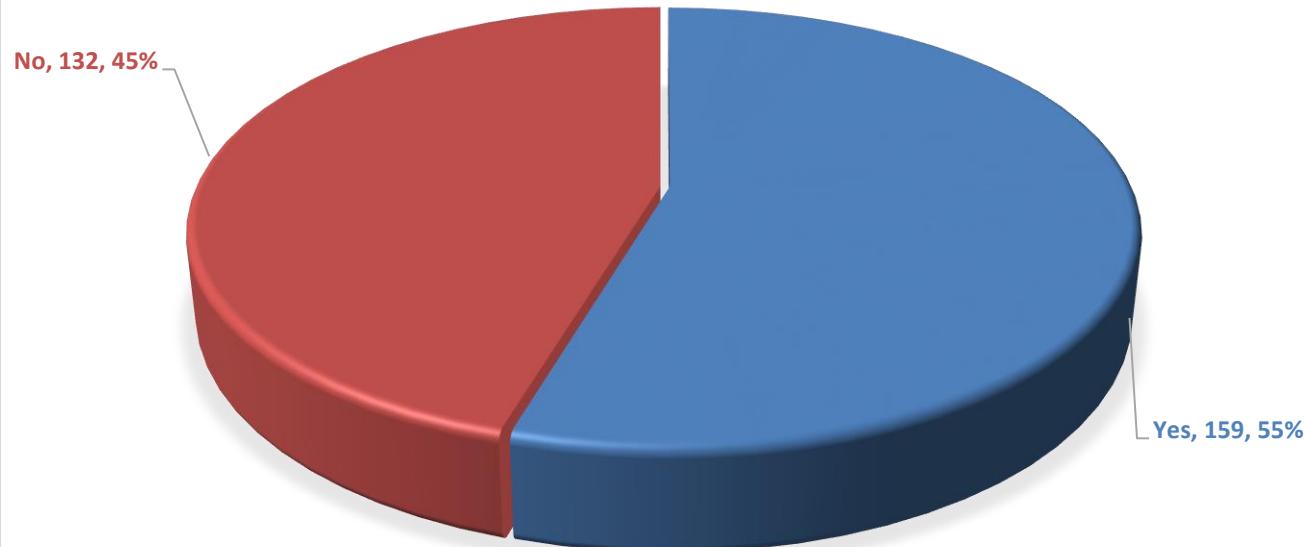
CURRENTLY HOMELESS



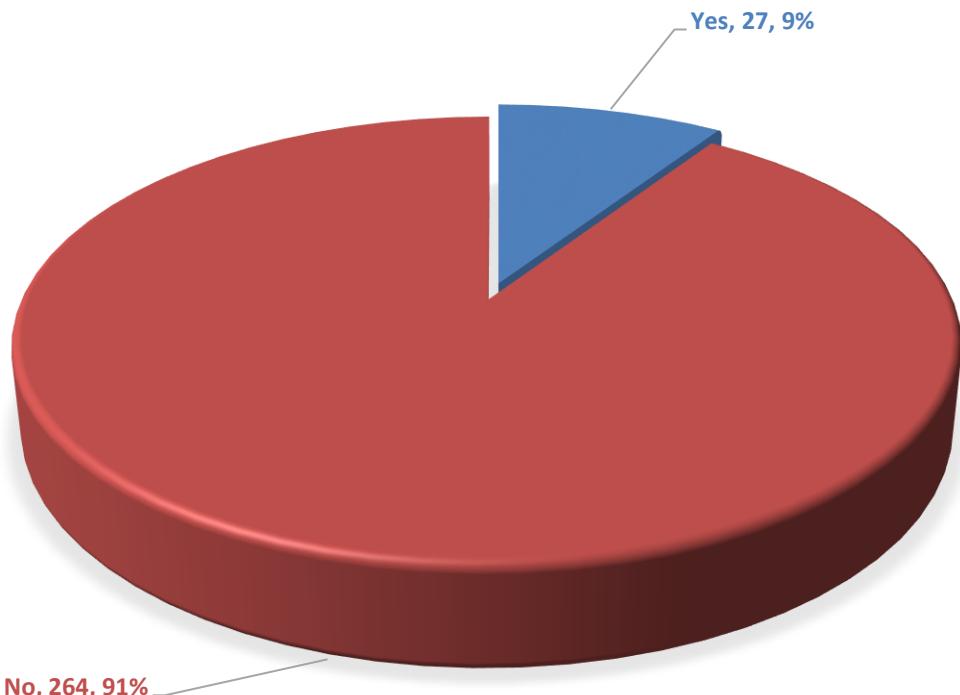
HOUSING



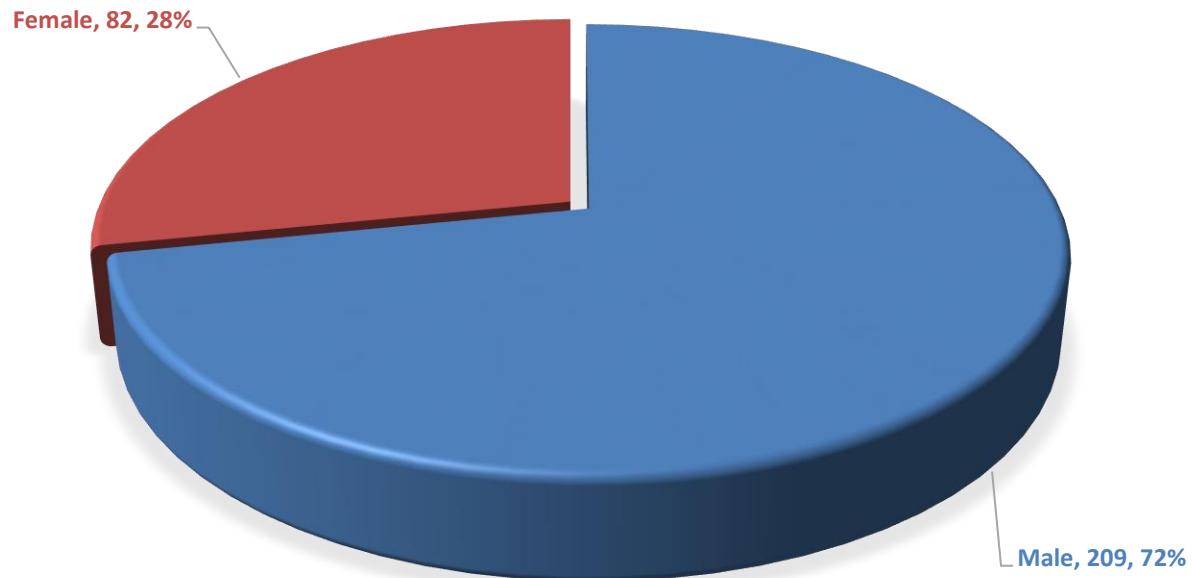
CRIMINAL HISTORY

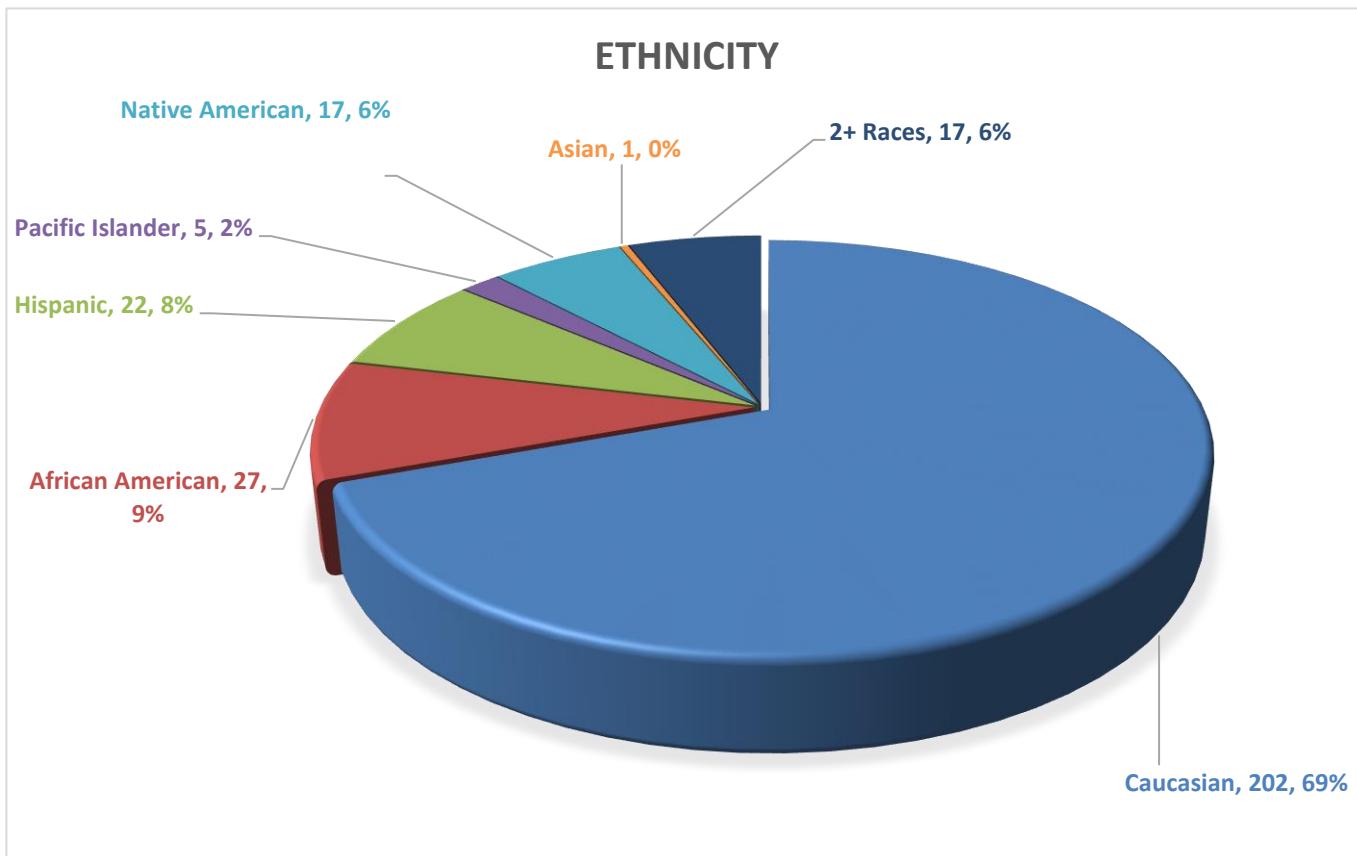
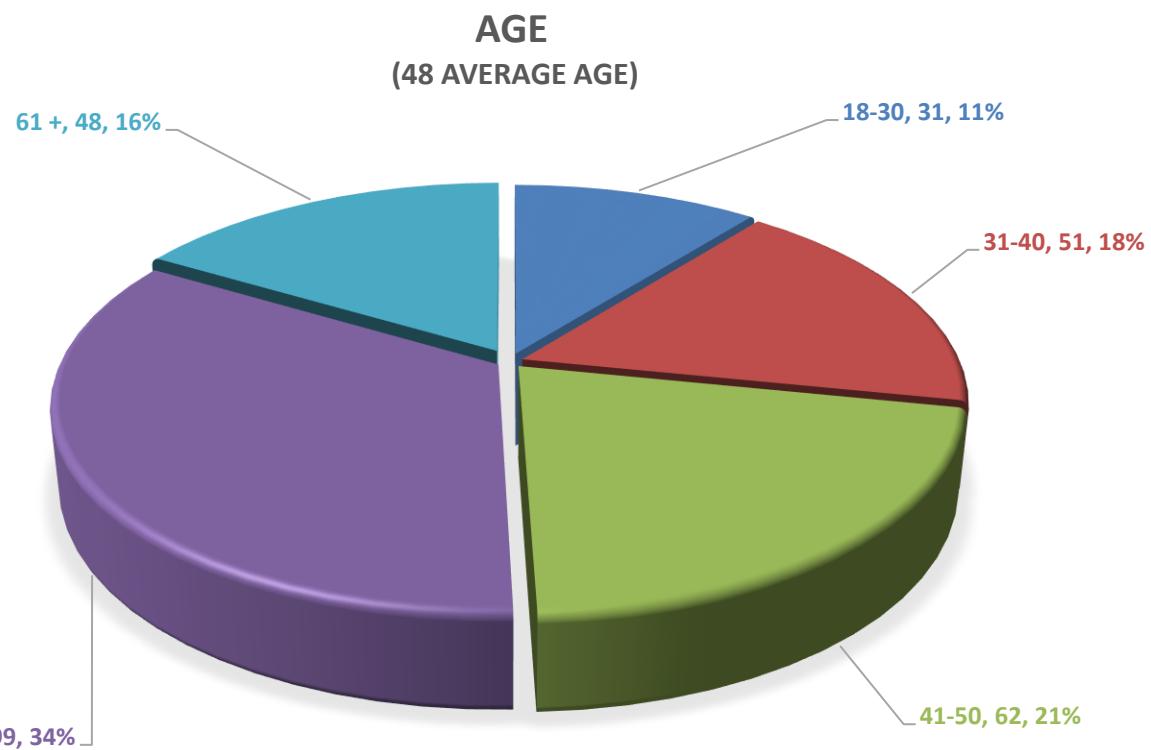


VETERAN

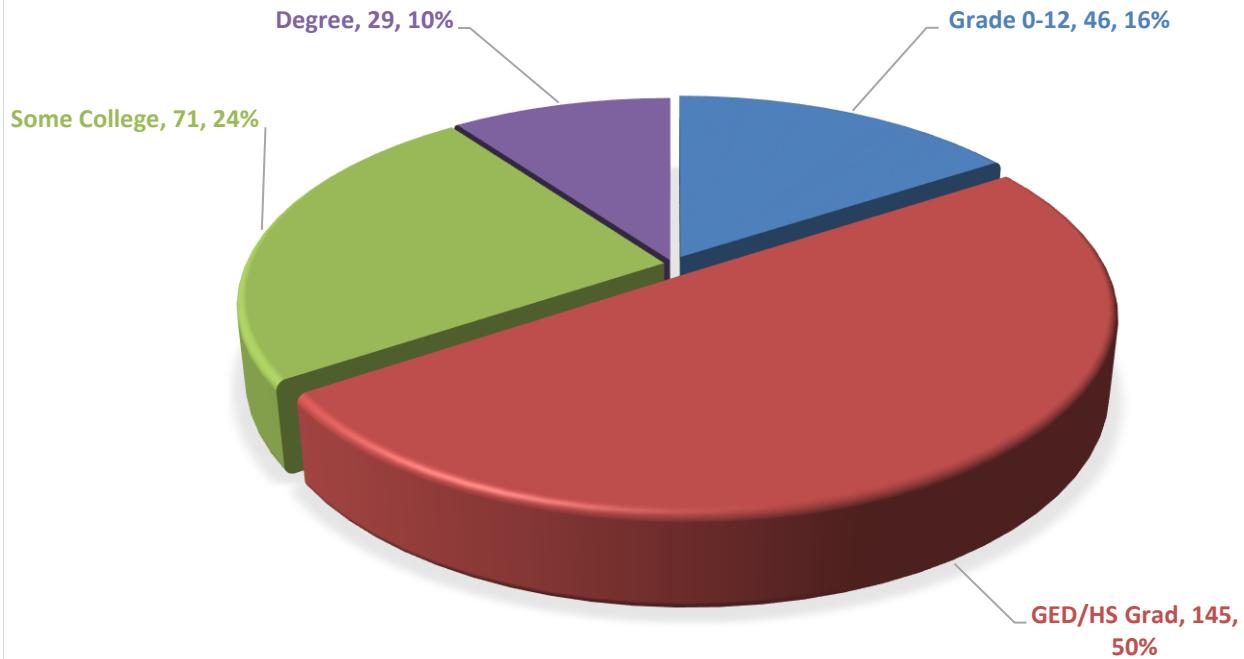


GENDER

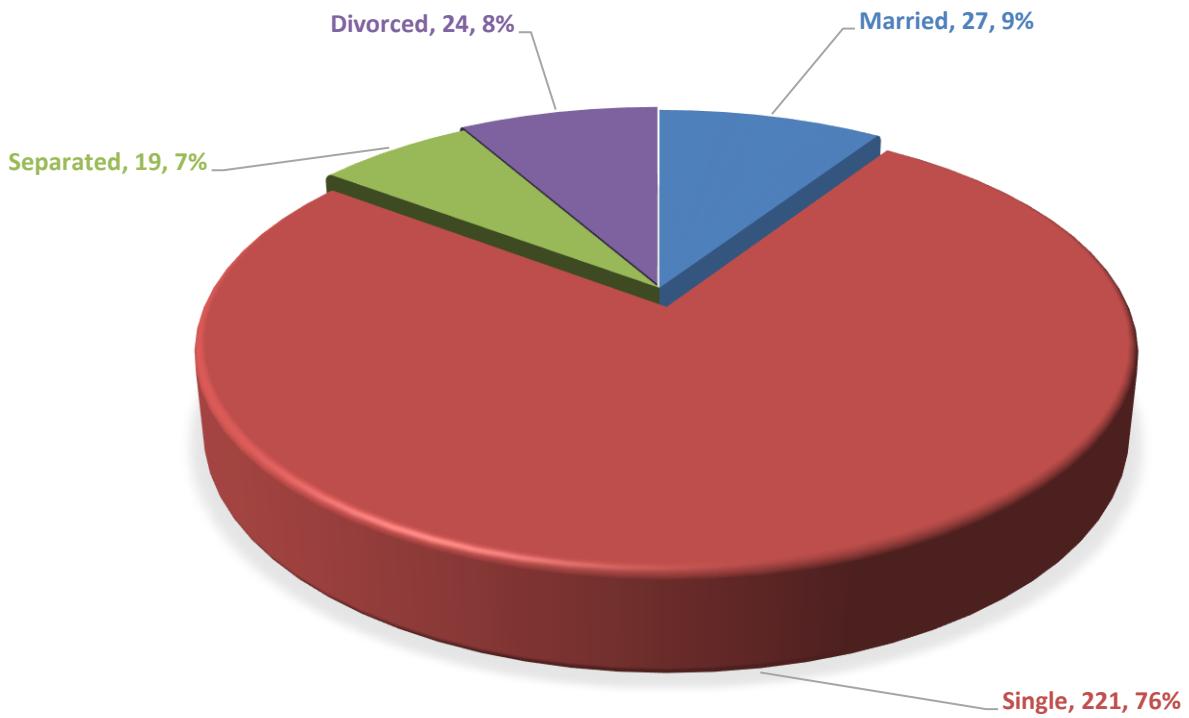




EDUCATION



MARITAL STATUS



ASSIGNMENTS (471 POSITIONS FILLED W/291 EMPLOYEES)

