

A strategic management challenge:

ENSURING EMPLOYMENT OUTCOMES

for all clients



regardless of their
**employment
barriers**

THE challenge

Management needs the strategic capability to design programs for complex caseloads. Today and tomorrow these caseloads will be filled with people who have expanded employment barriers.

Current service delivery models are under strain with their inability to respond to these people. The two options being exercised today are:

- 1. Abandon the harder-to-serve populations to unemployment.**
- 2. Build new service delivery models.**

At Employment Management Professionals, we support the second option through our Employment Outcomes System (EOS). Our System uses new models that work for people with all types of employment barriers. We have built EOS so that it will work even for the de-motivated, chronically unemployed client.

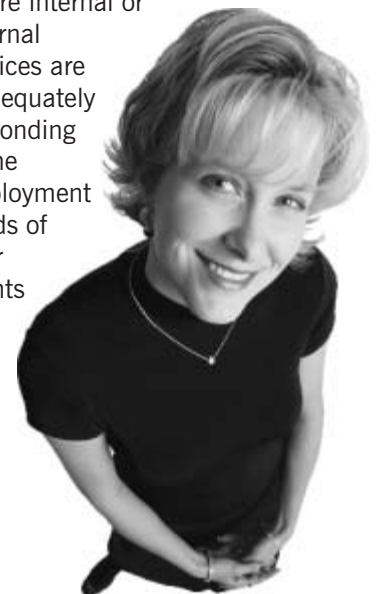
Through EOS, Management now has the ability to strategically address the issues of complex caseloads and effectively plan their organizational approach as these caseloads become even more difficult.

Our research tells us that traditional approaches to the more difficult-to-serve clients are not working. Therefore, we'd like to show you how to build on your past and construct new service delivery models to generate employment outcomes for any client.

THE audience

Managers who would be interested in our Employment Outcomes Systems are in organizations such as:

- One-Stop programs serving all comers representing a great variety of intensity and complexity in employment needs
- Welfare-to-Work programs where the "cream of the crop" is gone and your organization is now expected to deal with de-motivated, chronically unemployed clients
- Vocational rehabilitation state agencies that have had limited success in addressing the employment needs of their clients with the more significant employment barriers
- Youth programs, mental health programs, offender programs or culture/race focused programs where internal or external services are inadequately responding to the employment needs of their clients



THE system

Our Employment Outcomes System draws together three models. Integration of these models produces effective strategies for virtually any caseload, no matter how complex. The models are:

1. The traditional (enhanced) Job Readiness Model addresses the classic preparation and employment needs of clients with minor employment barriers.
2. The Placement Ready Model meets the employment needs of clients who will never attain competitive skill levels but who wish to go to work.
3. The Cognitive Development Model deals with chronic unemployment through cognitive and social competency development.

Through these models we can:

- Show you how to measure your current programs' effectiveness against the needs of your caseloads
- Teach you how to design effective strategies and programs for your complex caseload

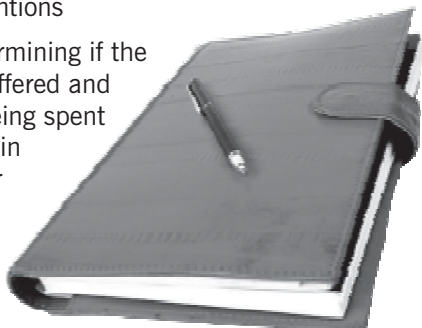
With this System you can choose:

- The level of assistance you need from us as your programming strategy becomes clear
- The skill development needed to implement programs
- The ongoing, operational hands-on assistance you require

THE benefits

Your organization can benefit from the Employment Outcomes System by:

- Increasing your ability to meet the political mandate of WIA legislation and/or meet similar agency performance demands
- Maximizing employment outcomes as managers learn how to use a new strategic methodology for analyzing service needs and current program interventions
- Objectively determining if the services being offered and the resources being spent will be effective in overcoming your populations' employment barriers
- Enhancing your ability to respond to the full spectrum of your clients' employment needs
- Saving money and time on programs that don't work for more barriered populations
- Expanding management control over organizational performance and operational systems for complex caseloads through better strategy





SUCCESSFUL applications

The Employment Outcomes System has been implemented by diverse employment organizations that have clearly seen its contribution to their success, including:

- Florida Division of Blind Services, Minnesota State Services for the Blind, Michigan Commission for the Blind and North Carolina Services for the Blind use EOS to increase their effectiveness in placing clients who are legally blind and have significant skill limitations
- North Carolina and Nova Scotia welfare both use the System to improve their success rate in placing clients in high unemployment rural environments who are under-skilled, chronically unemployed and de-motivated
- The Ministry of Training, Colleges and Universities use EOS to provide services to 100,000 disadvantaged youth at all levels of employability across Ontario, Canada
- Ontario March of Dimes offers an employment service to Worker's Compensation clients, welfare clients and clients with disabilities right across Ontario.



The System has been successfully adapted and implemented to serve their diverse clientele

HOW YOU CAN reach us

If you need help dealing with complex caseloads and improving employment outcomes, contact us and we will be pleased to assist you in responding to the challenges you are facing.

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