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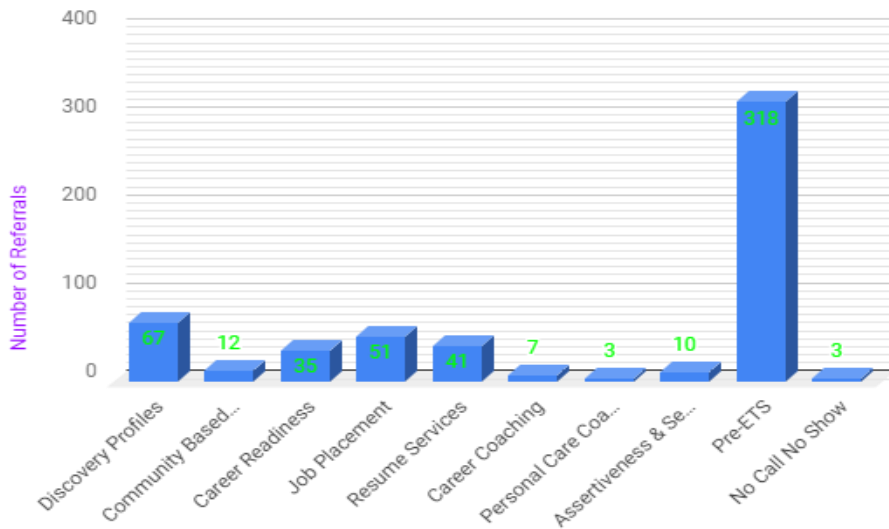
# Employment *focus*

“OUR DEDICATION IS TO THOSE WHO HAVE A NEED AND A DESIRE TO BECOME GAINFULLY EMPLOYED. OUR COMMITMENT IS TO DELIVER SERVICES THAT ARE IMPACTFUL AND RESULTS ORIENTED.”

— K. BOND  
EXECUTIVE DIRECTOR

The chart below is a “snapshot” of all of the services provided last fiscal year. We believe that the successes we obtain is due to the quality of the services provided, expected outcomes as well as customer and counselor feedback. While all of these services are important, we want to breakdown the results of Job Placement.

**\*Job Placement Summary:** Of the 51 referrals for Job Placement , 31% were successfully placed, 25% of services were cancelled by the referring counselor for various reasons, 12% were attempted and closed at the end of the fiscal year and the remaining 32% have been re-issued new authorizations to continue Job Placement services in FY 19’.



## FY 2018 SERVICES RENDERED

Discovery Profiles	67
Community Based Assessment	12
Career Readiness	35
<b>Job Placement*</b>	<b>51</b>
Resume Services	41
Career Coaching	7
Personal Care Coaching	3
Assertiveness & Self Confidence	10
Pre-ETS	318
No Call No Show	3

Some of these results may need more of an explanation that can be provided here, however, we wanted to share them with you.

Our goal is to increase the number of successful Job Placements each year. Because there are multiple variables that can impede successful placement, we are consistently communicating with the VR Counselor about the customer’s progress and pitfalls toward successful employment. For example, we serviced a customer who desired to work in computer gaming. They had some hands on experience and was degreed in computer coding as well. However, their non-OWS resume didn’t adequately express the their experiences. This was due to the fact that the two types of computer work are completely different. We exhausted much effort and time seeking placement for which they were not technically qualified. It was only after we dug deeper into the customer’s experience and education, conferred with the counselor and customer that we realized that the resume was contradictory. We worked with the customer and they adjusted the resume based on our recommendation and he was immediately interviewed for a job in his field. This is a classic example of the types of road blocks sometimes faced during Job Placement.

# Brag Board



We've experienced **AWESOME** successes and want to share them with you on behalf of the customers....

As you are well aware, meeting the specific employment needs of the customer is a coordinated effort. OWS has a stellar reputation for securing very specific Job Placements, Community Based Assessments and Realistic Job Previews. There is often a great number of hours exhausted to secure these placements. We work to build relationships with local businesses and other organizations to ensure the objectives are achieved. The employers are fully aware of the customer's employment goal and work in concert with OWS to achieve them.

### COMMUNITY BASED ASSESSMENT

We were referred a customer who had graduated from MCTI with multiple certifications in Computer Technology. Through our collaborative relationship with the City of Warren, we were able to secure a Community Based Assessment within their IT Department. The customer exceeded everyone's expectations and performed the job duties excellently. As a result, he not only successfully completed the CBA, he was offered a part-time job. The customer accepted the job and is currently working in the IT Department. The City has

vowed to move the customer into a full-time position once there is an opening.

### REALISTIC JOB PREVIEW

A VR Counselor referred a customer that was interested in mortuary cosmetology. They requested a one day job shadow so that the customer could assess the job duties, work environment and their own aptitude to do this type of work. This information was to be used to aid the counselor in supporting the customer's cosmetology goals, which may ultimately help lead her to her long range goals in pathology. We were able to secure a one day job shadow opportunity with a local funeral home. This was a challenge because most funeral homes only allow their staff to be in the private areas with the cadavers. However, our staff was able to push past the no's and get a YES! We located a funeral home that uses a third party vendor to do the cosmetology. They were open and receptive and allowed our customer to come in and observe, ask questions and even paint the nails of the deceased. Once again, this speaks to our commitment to aid the VR counselors in providing their customer with exceptional services.

### JOB PLACEMENT

This customer was originally referred for a CBA to assess

their ability to work in a manufacturing environment in an 8hr shift. There was some concern as to whether or not this would be a good fit due to the customer's autism and the noise levels. They successfully completed a two-week CBA and was immediately offered a full-time position with benefits. The customer accepted the job but faced a few challenges in meeting the quotas and getting used to working 8hrs. a day. With coaching by our Job Developer and with the support of the employer, they were able to overcome and adjusted well to the new job. As a matter of fact, the owner of the company stated "I appreciate OWS sending him her way and that he was an excellent employee and a great fit. He gets along well with other employees and is proving to be an asset." The customer is still employed and has exceeded his 90 days! When we spoke with the customer's dad, he shared that he didn't know if it were the job that he loved so much or that he had gained his independence. Either way, this is a success. What a wonderful testimony!

These are just a few highlights we wanted to share with you.

For More Information Contact Us: 586-552-4400 <mailto:kbond@optimumworkforce.com> [www.optimumworkforce.com](http://www.optimumworkforce.com)



**UPCOMING EVENT**  
OWS has partnered with the City of Warren as a disability partner! We will be participating with many other vendors in the upcoming Disability Fair on Friday, October 26th from 10 a.m. - 1 p.m. in the Atrium at City Hall. [Visit Site....](#)

See Press Release on Page 3



The new fiscal year is a great opportunity for OWS to assess the past years successes and areas to improve upon. We like to obtain feedback from the Rehab Counselors to make changes and improvements to our services, rates, etc. If you would like to schedule a meeting to provide feedback and or to discuss your concerns, please contact: **Kyla Smith** 586-552-4400 [kylasmith3@optimumworkforce.com](mailto:kylasmith3@optimumworkforce.com)

### \*\*TWO NEW SERVICES\*\*

**REALISTIC JOB PREVIEW:**  
Provide customers with an opportunity to shadow someone on-site in a profession that they may want to work in.

Provide the opportunity to ask pertinent questions related to experience, education, salary and growth.

Opportunity to build a relationship with a professional in the field that they may want to work in.

**PAID STUDENT INTERNSHIP**  
(Pre-ETS Only)  
Students are employed (4 to 6 weeks) in their chosen career field.  
Students are paid a minimum wage stipend upon successful completion.

**\*\*\*For Immediate Release\*\*\***

**Optimum Workforce Solutions (OWS) has partnered with the City of Warren to assist with "meeting the Citywide initiative to hire minorities and implement helpful accommodations for the handicapped."**

**Roseville, MI July 16, 2018** – *Optimum Workforce Solutions, Inc. is proud to announce the newly established partnership with the City of Warren, MI.*

On July 7, 2018, **Mayor James R. Fouts** and **City Clerk Paul Wojno** signed off on a partnership agreement with Optimum Workforce Solutions, Inc. (OWS) that allows OWS to match **Michigan Rehabilitation Services (MRS)** clients with various work trial opportunities. A goal of the partnership with the City of Warren is to increase diversity in its workforce that is not just limited to race.

This partnership allow MRS clients to complete Community Based Assessment(s) (CBA), co-ops and internships with the City of Warren. These opportunities provide "real world work" for MRS customer's who often have limited exposure to working experiences at these levels (entry to advanced). It also allows MRS clients to be assessed in vocational skillsets as well as:

- Appropriate Workplace Behavior
- Time Management
- Attitude
- Punctuality, etc.

This will then provide the needed direction and information to aid in successful job placement for the client.

This agreement was facilitated by the City of Warren Diversity Coordinator, George N. Anthony and OWS Executive Director, Kimberly Bond. This collaborative partnership provides the City of Warren with diverse individuals needed to ensure that their diversity initiative is successful as well as meeting the assessment objectives of MRS. OWS is a strong supporter of this goal and proud to have negotiated and implemented this worthwhile collaborative into its platform of services.

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*OWS specializes in teaching individuals how to market themselves by preparing them for their job search. They also offer HR Consulting services to the business community as well as One on One private consultations. With over 12 years of professional job preparedness experience, OWS is quickly becoming an industry leader within the Human Services, Public Education, and Corporate communities.*

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**Related Information:**

<http://www.jamesfouts.com/warren-diversity-coordinator-has-44-years-of-experience/>

<https://www.optimumworkforce.com/about>