



Helping Government Serve the People.®



MAXIMUS Workforce Solutions

Combating poverty requires a holistic approach to support the diverse needs of jobseekers and their families. To meet these needs we engage the communities, employers, and other key interested parties involved with supporting jobseeker success. MAXIMUS workforce solutions entail a variety of case management, training, employment, and economic development programs that help individuals achieve self-sufficiency, as well as meet the needs of local employers. Our staff brings a solution-focused approach, workforce expertise, and a broad network of relationships to assist program participants with all of their employment needs.

A Leader in Employment Services

Since becoming the first private provider of welfare-to-work case management services in 1988, we have operated over 75 TANF employment case management contracts in the United States. Each year, we help over 200,000 individuals find and retain jobs that put them on the path to self-sufficiency. In addition to our domestic workforce operations, we currently operate over 100 employment centers in Australia, the United Kingdom, and Israel.

TANF Case Management

Our TANF case management operations help participants define their vocational goals as well as create realistic and achievable employment plans. We work closely with participants and their families to manage barriers to employment with the aim of achieving long-term self-sufficiency.

Comprehensive employment services include:

- Full-service TANF case management
- Assessments
- Employment readiness training
- Job search and placement
- Job retention and advancement
- Eligibility determination for selected programs
- Home-based case management
- Employment services for special needs populations including refugees, ex-offenders, non-English speakers, older adults, and those on General Relief/General Assistance
- SSI/SSDI eligibility screening and advocacy
- Learning disability services
- Supportive services administration
- Tax credit and economic development services

Workforce Investment Act (WIA)

MAXIMUS operates a number of Workforce Investment Act-funded programs designed to support local employers, providing them with a trained and qualified workforce to meet their unique needs. The jobseeker populations we serve run the gamut from adults and dislocated workers to returning veterans. In all of our WIA-funded programs, we value the role played by a diverse array of community partners—we outreach to adult education providers, community-based organizations, and employers to help shape the program and ensure seamless service delivery.

WIA service offerings include:

- One-Stop management
- Adult worker programs
- Dislocated worker programs
- Older worker programs
- Employment services for returning veterans
- Rapid re-employment for highly skilled career professionals
- Green jobs
- Home visitation programs

What Sets Us Apart?

- **Focus:** Only private company to work with government solely in the area of health and human services
- **Subject Matter Expertise:** The oldest private provider of welfare-to-work case management services
- **Rapid Implementation:** Ability to implement and manage highly visible public programs under extremely tight deadlines
- **Best Practices:** Leverage best practices from domestic and international employment programs and from complementary human services business lines (including child support, child care, and child welfare), allowing us to provide more holistic services
- **Technology:** A full suite of automated solutions to support our employment programs
- **Capacity:** Organizational and financial strength and stability
- **Results:** Top provider in virtually every market in which we operate employment programs

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Creating Efficiencies through Shared Services

The Case Management Assistance Center (C-MAC) integrates a variety of human services programs, using the latest call center, mail house, and automated data entry technology to remove time consuming, routine work from case managers. The C-MAC allows case managers to spend more face-to-face time with participants whose needs are the greatest, while delivering routine administrative services more economically and efficiently. Since implementing the C-MAC in several projects, we have increased work participation rates by 20%, and show rates for orientation and employment readiness workshops by 20%.

The C-MAC's services include:

- Live inbound calling
- Live outbound calling
- Automated outbound calling
- Mail processing
- Support of electronic case files

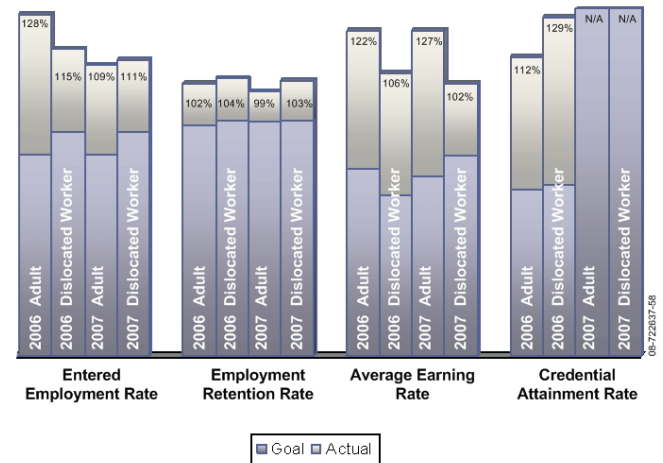
Supporting our Communities through Deeply Rooted Partnerships

The success of our programs is, in large part, dependent upon the strength of our partnerships with community stakeholders. To help families achieve economic self-sufficiency and move above and beyond the poverty line, does indeed "take a village." It requires the involvement of schools to educate and train, community based-organizations to provide supportive services, libraries to increase literacy levels, as well as advocacy groups, faith-based communities, health care providers, employers, and the list goes on. MAXIMUS strives to bring together and leverage the services of a wide range of stakeholders to support participants as they make their way to self-sufficiency.

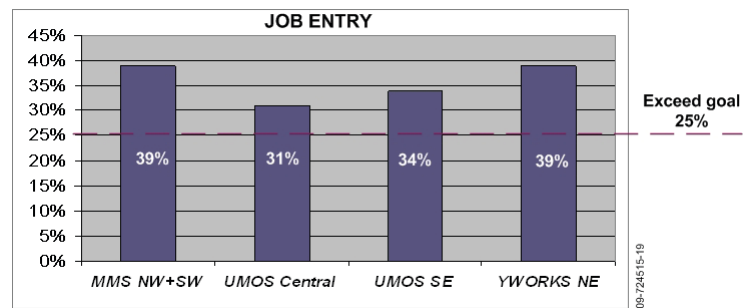
To learn more about how MAXIMUS can assist your workforce program, please contact **David Heaney** at davidheaney@maximus.com or call **619.823.3161**.

MAXIMUS Delivers Results

The following offers representative performance results from our Chicago POET WIA project.



We have also delivered similarly strong performance at our Wisconsin Works (W-2) TANF program as compared to other providers:



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