



1/15/2023

SUBJECT: 2023 (Calendar Year) Employment Report

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Salt Lake City, UT 84101
385 528-1130 Office
385 528-1127 FAX
www.ASofUtah.com

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 3% of our \$2.8mil annual revenue comes from grants or donations; allowing us to be a fiscally sound company. Our only grant in 2023 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 4-15 hours a week starting at minimum wage (in 2023 174 [43%] 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 304 employees, a total of 403 internal positions were filled throughout 2023 as they moved up from lower paying jobs.

Advantage Services has certified Job coaches and mentors to work with 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 most will be given another chance (in many cases several chances).

2023 Year in Review: 2023 was a good year although we had some issues with contracts that resulted in scaling back operations for two months and resulted in a loss of \$187,000 in revenue previously forecasted for the second quarter earnings. Even with these issues Advantage Services was successful both financially and in terms of mission fulfillment. Advantage Services finished 2023 with a profit of \$37,546 and employed 304 individuals. Out of these 304 employees the following notable data was collected:

- 130 (43%) are still employed, 71 (23%) left for better employment, 89 (29%) were terminated or quit for various reasons and 14 (5%) were hired but never started their employment.
- 257 (85%) were disabled.
- 226 (74%) were formerly or currently homeless at the time of employment.
- 236 (78%) had a criminal history.
- The average age of our employees was 47 with 155 (70%) over the age of 41.
- 155 (51%) were living at the Shelter, 35 (11%) were living in Permanent Supportive Housing, 30 (10%) were living in Section 8/vouchered housing, 84 (28%) were either camping, couch surfing, living in temporary/hotel accommodations or were in regular housing.
- \$9.36/hr. was the medium wage (excluding executive staff).

Lessons Learned: Advantage Services continues to adjust our model as 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 regularly 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 these individuals and support legislative efforts 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 these expenses are not in our contract proposals. So this cost has to be absorbed by the company's bottom line.

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 2024. Below is our board president's 2023 "Year End" message with a more in depth look at our data and statistics.

Thanks,

Robert G. Ferris, CEO
rob@ASofUtah.com
385 528-1130 O.
801 631-1185 C.



AdvantageServices

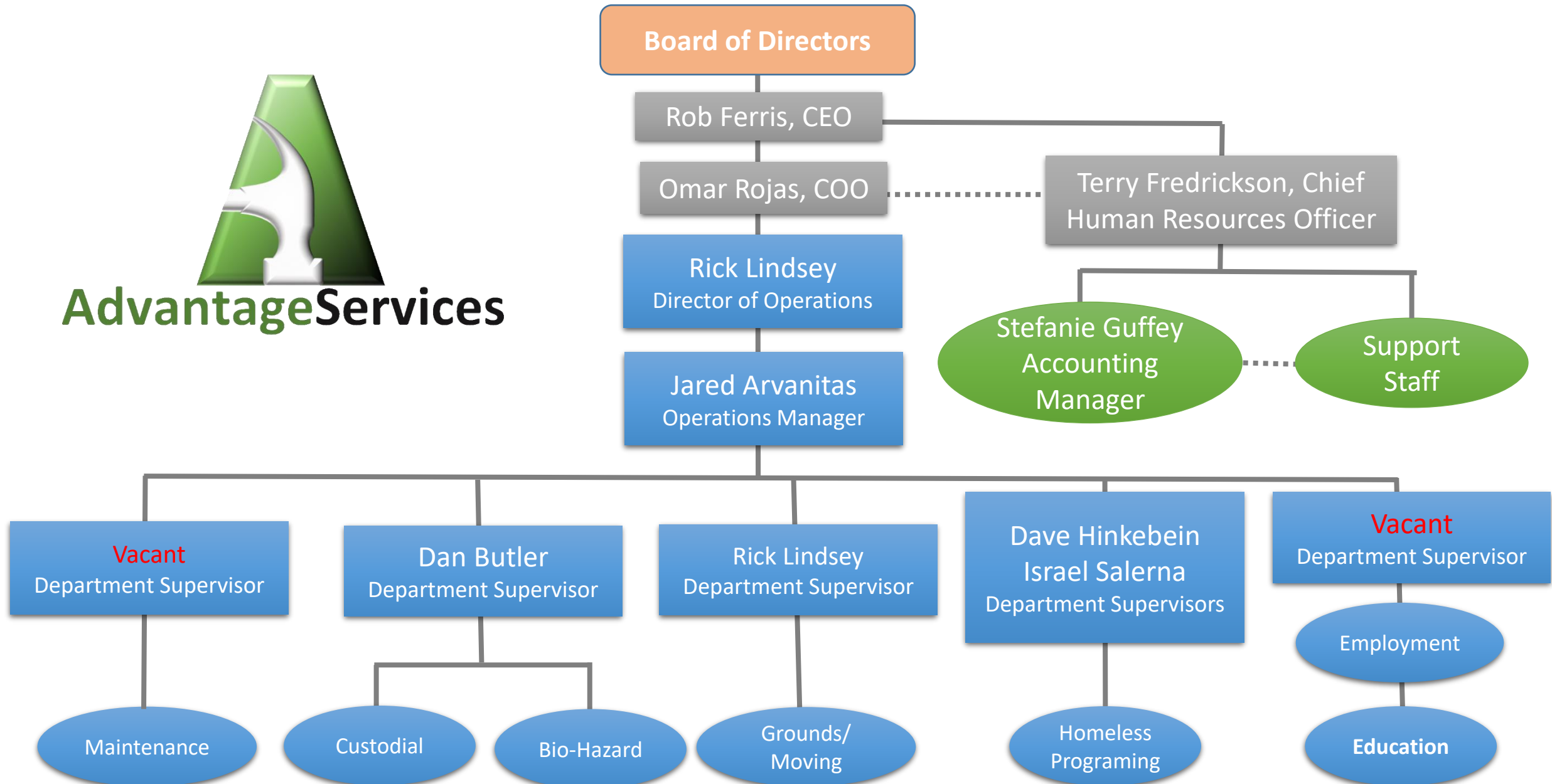
2023

President's Message

Advantage Services Leadership Chart



AdvantageServices



Board of Directors 2023

Board President

Nicole Farrell, Vice President of Diversity,
Equity and Inclusion @ Dyno Nobel Inc.

Trustee

Jennifer Dailey, State Representative
State Representative District 24

President Elect

Jack McIntyre, Attorney at Law and
Partner @ McIntyre and Golden

Trustee

Utah Department of Corrections
Vacant

Past President

Joe Stultz, Attorney at Law
York Howell and Guymon

Trustee

Department of Workforce Services
Vacant

Treasurer

Austin Oseguera, Utah Assistive Technology Supervisor
Utah State Office of Rehabilitation

Trustee

Office of Mayor Jenny Wilson
Vacant

Trustee

Donald Dean, Compliance Officer
American Express

Trustee

City or State
Vacant

Secretary is Vacant on Executive Committee

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Vacant

Trustee

City or State
Vacant

Trustee

Utah Department of Corrections
Vacant

Trustee

Office of Mayor Jenny Wilson
Vacant

December 31, 2023, Company Snap-Shot

2020 – 156 Active Employees

2021 – 134 Active Employees

2022 – 126 Active Employees

2023 – 125 Active Employees

304 total Employees 2023

2020 - \$8.50 Average Pay

2021 - \$8.89 Average Pay

2022 - \$9.96 Average Pay

2023 - \$9.36 Average Pay

Current Active Employees Minus Officers

2020 – 41 Contracts

2021 – 52 Contracts

2022 – 59 Contracts

2022 – 62 Contracts

2020 – 74% w/Disabilities

2021 – 77% w/Disabilities

2022 – 83% w/Disabilities

2023 – 85% w/Disabilities

2020 – 97% w/Barriers

2021 – 97% w/Barriers

2022 – 98% w/Barriers

2023 – 98% w/Barriers

2020 – 65% Homeless/formerly

2021 – 70% Homeless/formerly

2022 – 74% Homeless/formerly

2023 – 74% Homeless/formerly

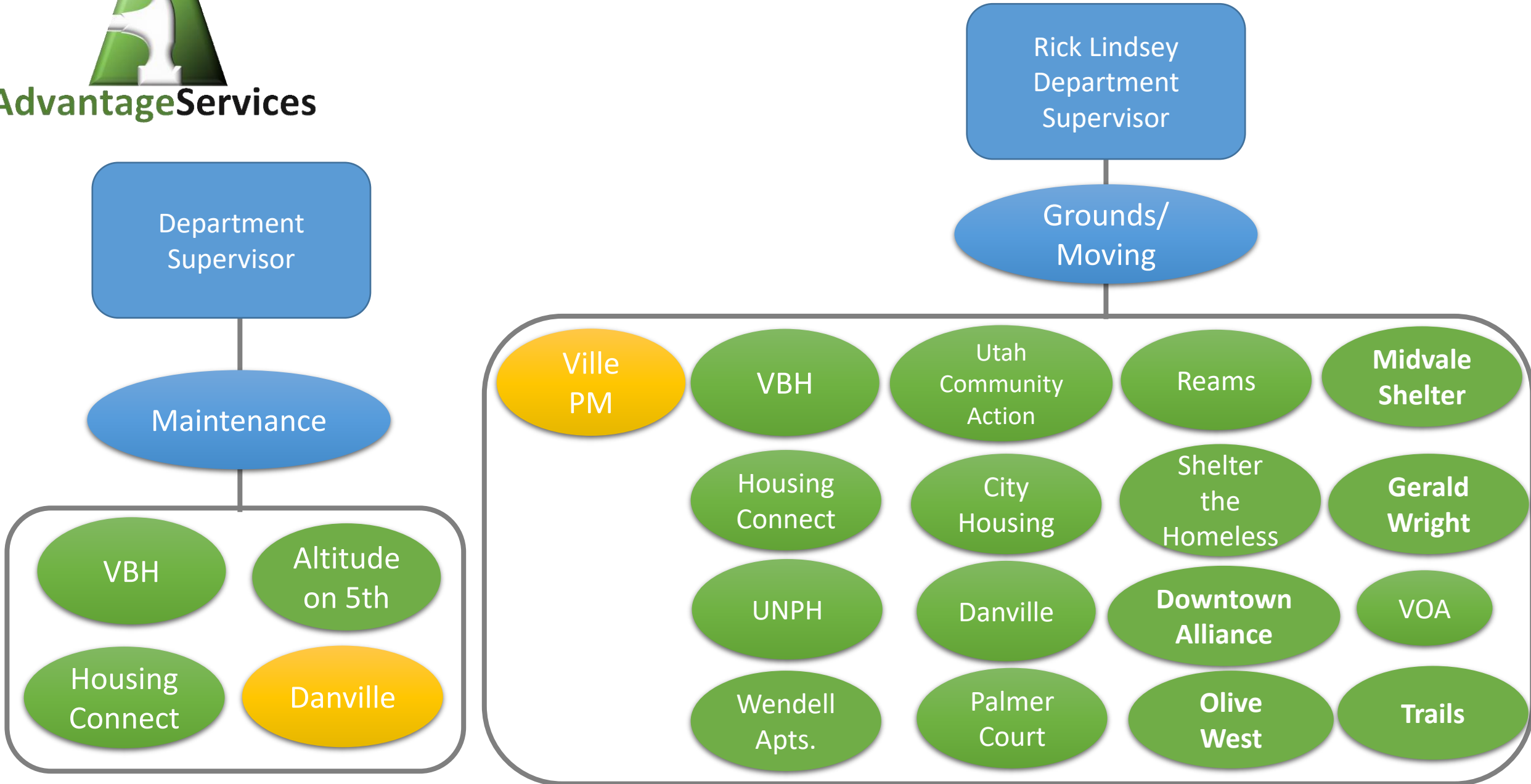
Historic Company Snap-Shot

Year	Revenue	Employees	Net Income
2014	\$3,277,026	406	-\$166,556
2015	\$2,030,001	329	-\$399,476
2016	\$1,625,415	267	-\$169,089
2017	\$1,757,677	299	\$2,500
2018	\$1,877,612	260	\$90,060
2019	\$1,967,164	312	\$11,051
2020	\$2,453,279	302	\$321,726
2021	\$2,704,478	291	\$325,463
2022	\$2,862,532	235	\$308,967
2023	\$2,812,602	304	\$37,546

285 W2's



Dept. 10- Maintenance Contracts



Dept. 30 - Custodial

Dan Butler
Department
Supervisor

Sunrise
Metro

Freedom
Landing

SpyHop

Gerald
Wright

Pamela
Atkins
RC

HAFB/
PARC

Pamela's
Place

Wendell
Apts.

State
DWS-PW

SMG
Holding

Housing
Connect

Palmer
Court

Magnolia

UNPHC

Ville
PM

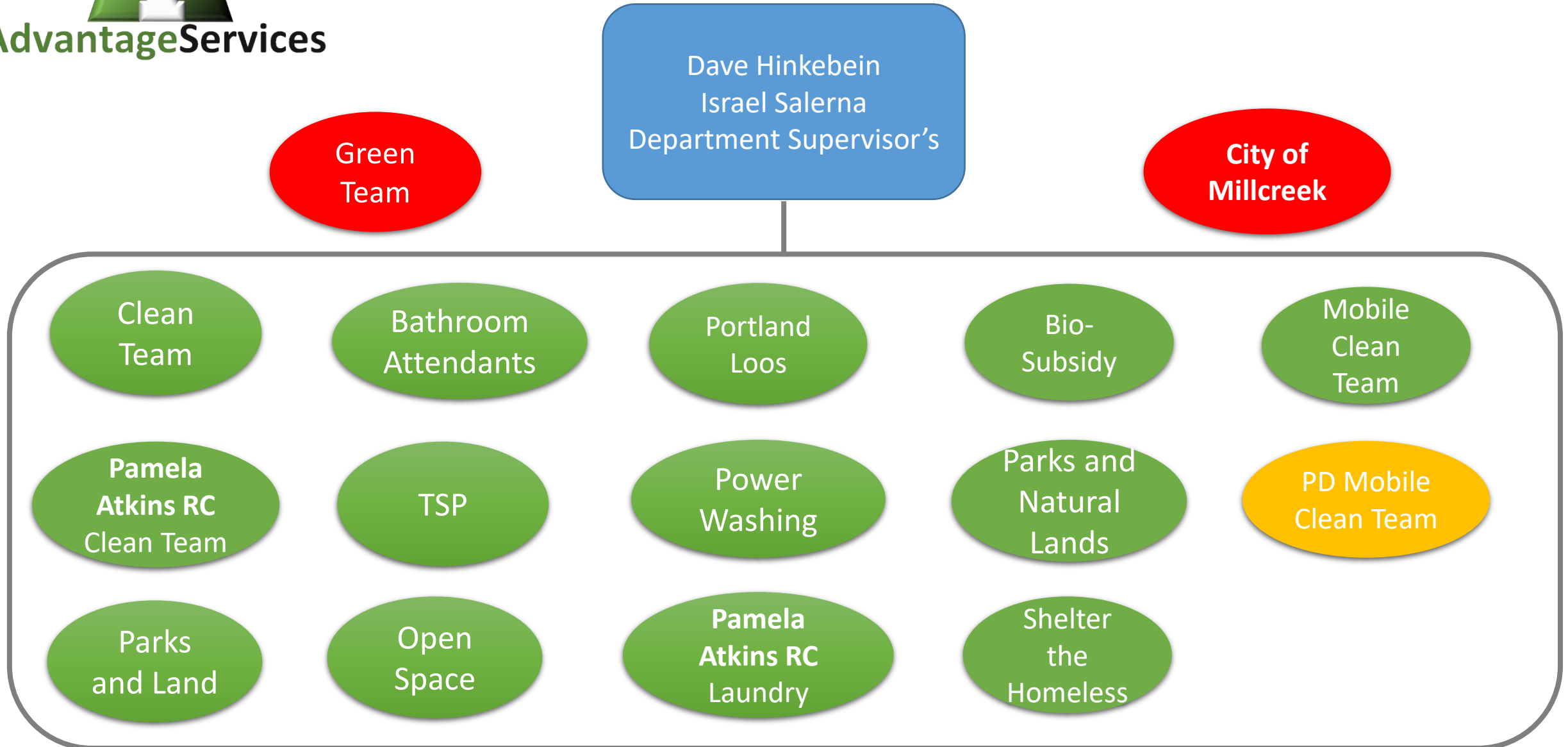
Danville

Diamond
Parking

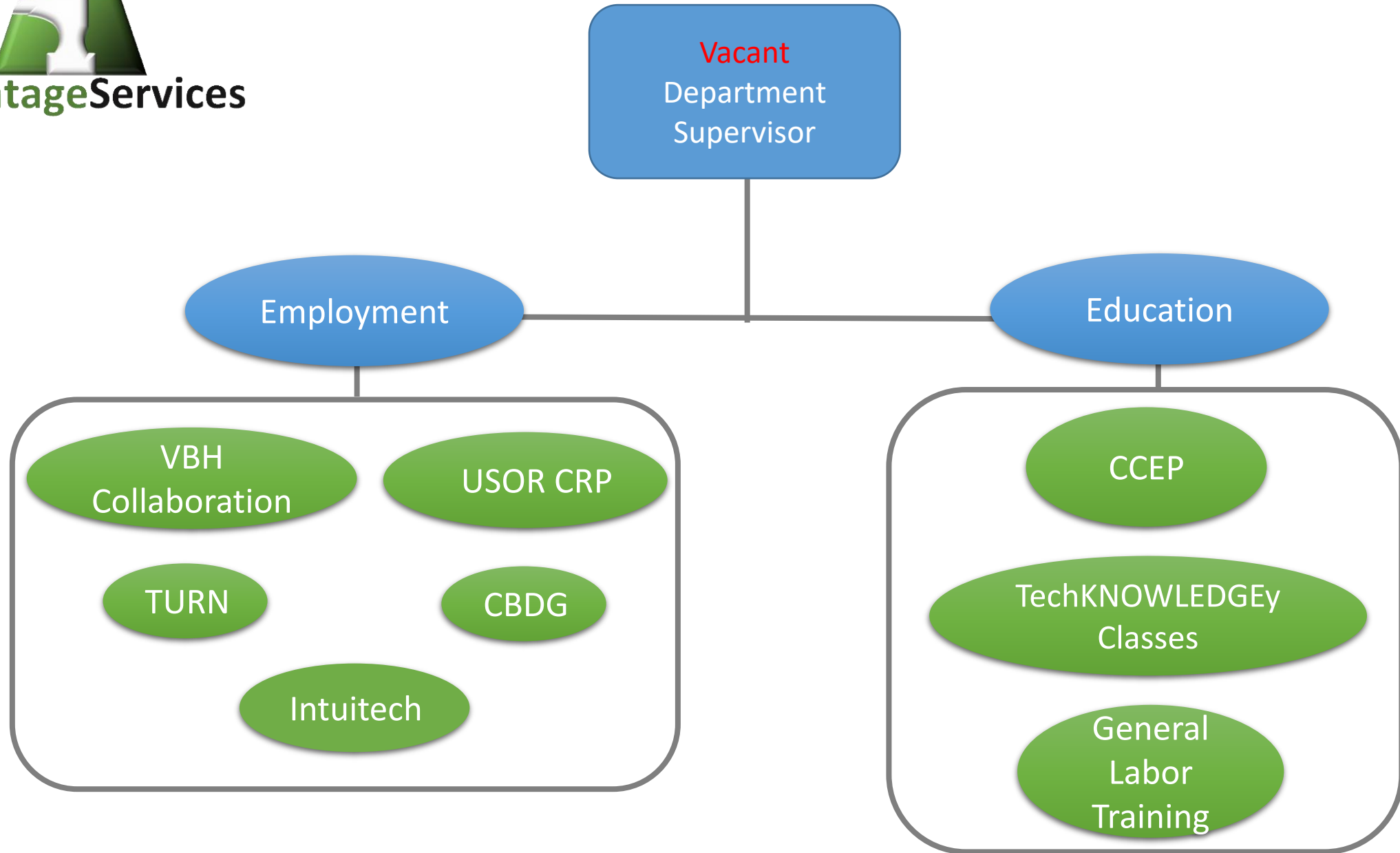
Road
Home

Shelter
the
Homeless

Dept. 30 - Homeless Programing

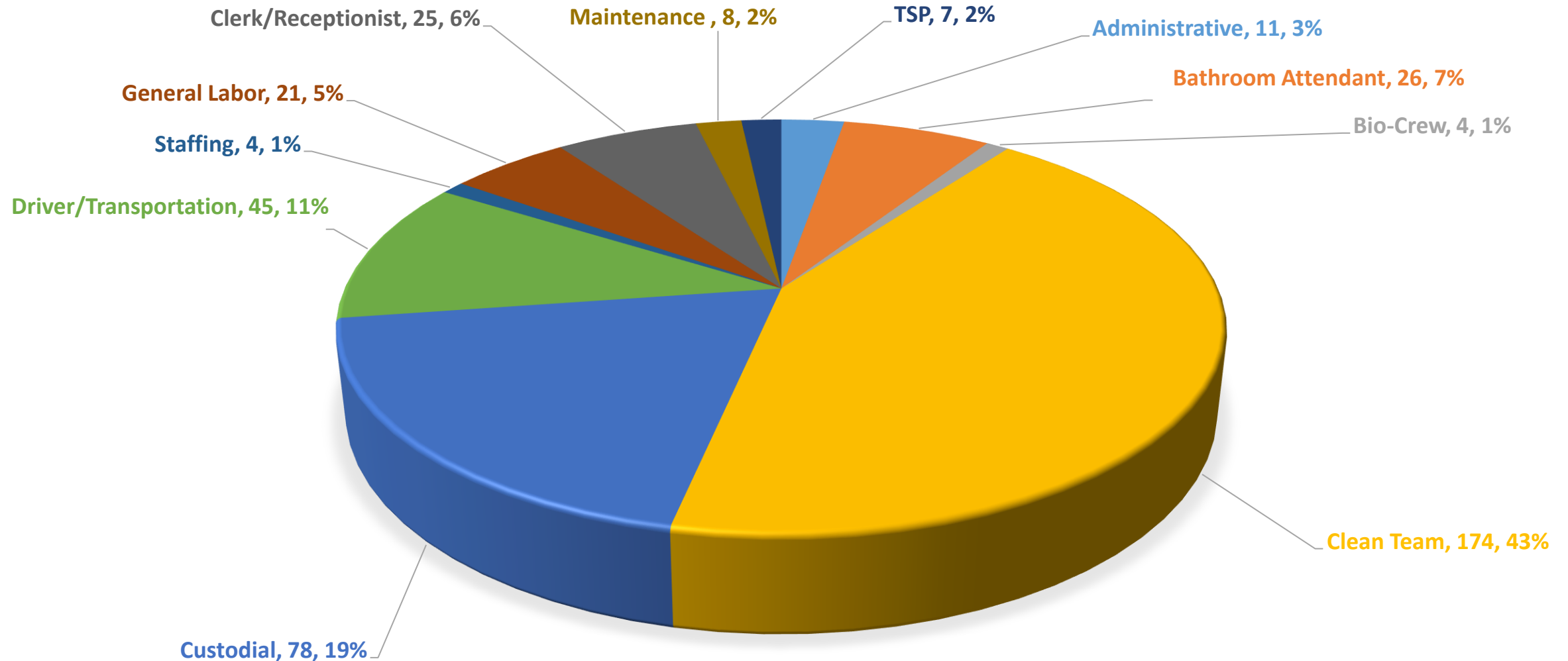


Dept. 50 Employment and Education



2023 Company Employee Demographics

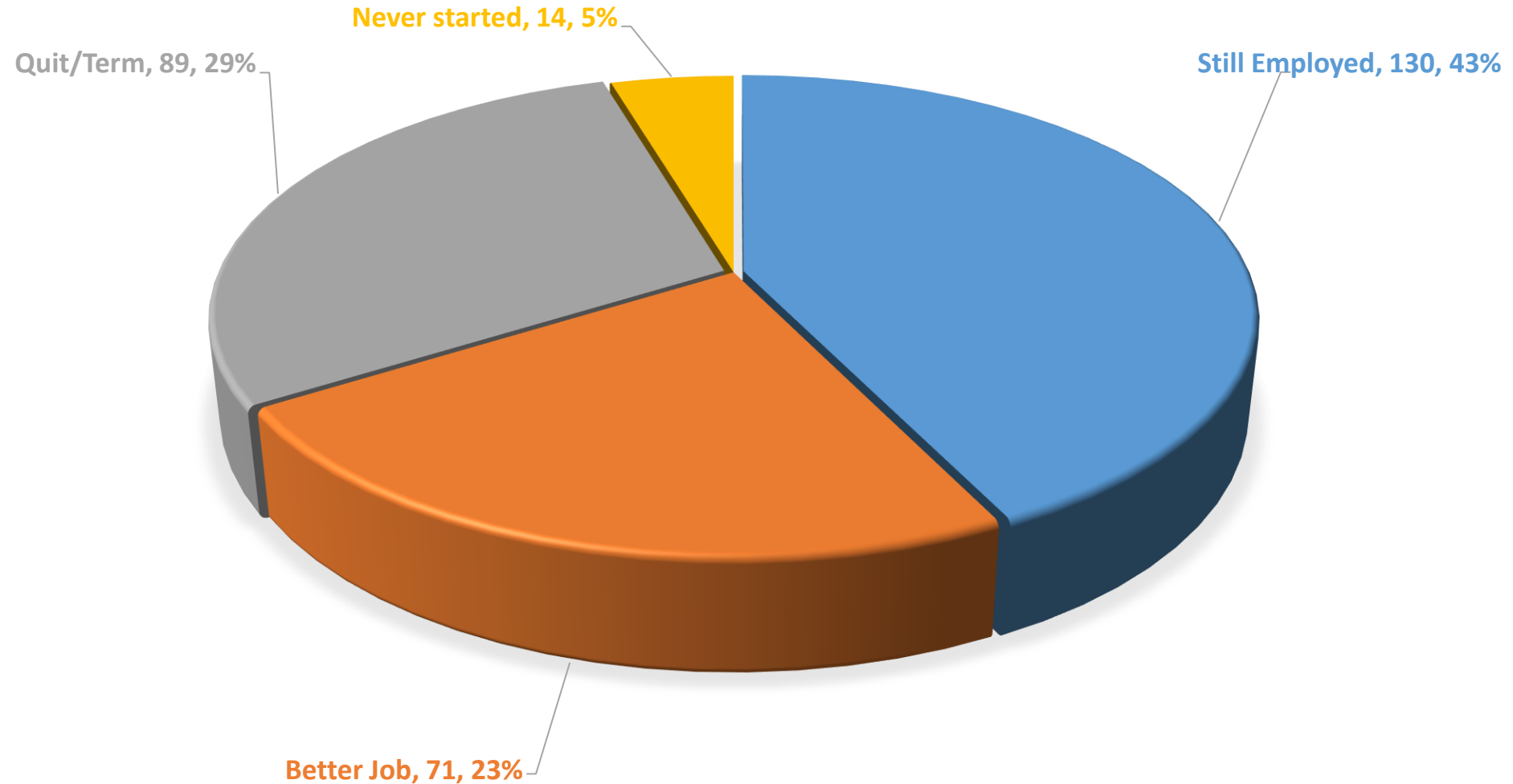
403 POSITIONS FILLED BY 304 UNDUPLICATED EMPLOYEES



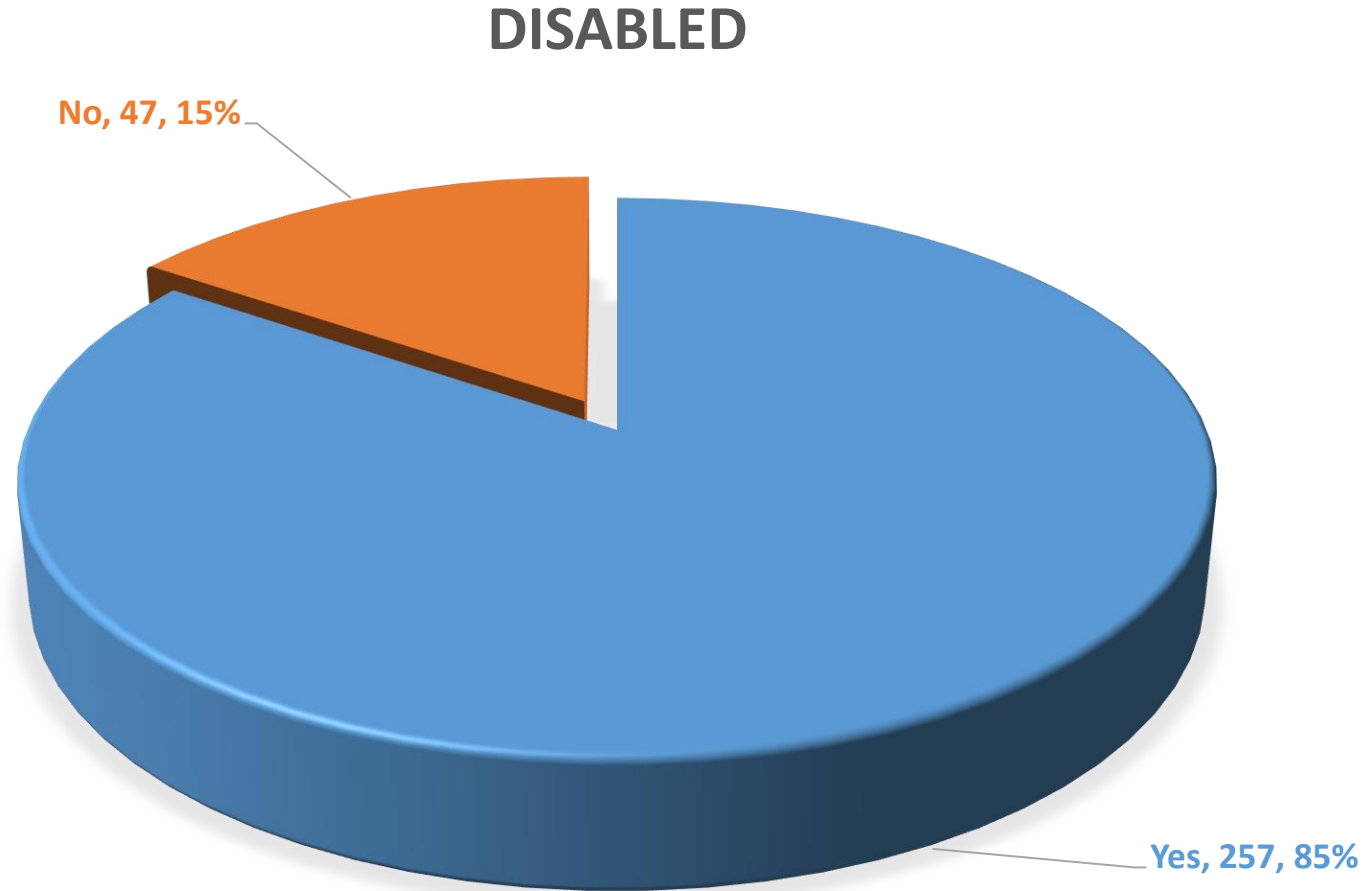
2023 Company Employee Demographics

Based off 304 Unduplicated Employees

EMPLOYMENT STATUS

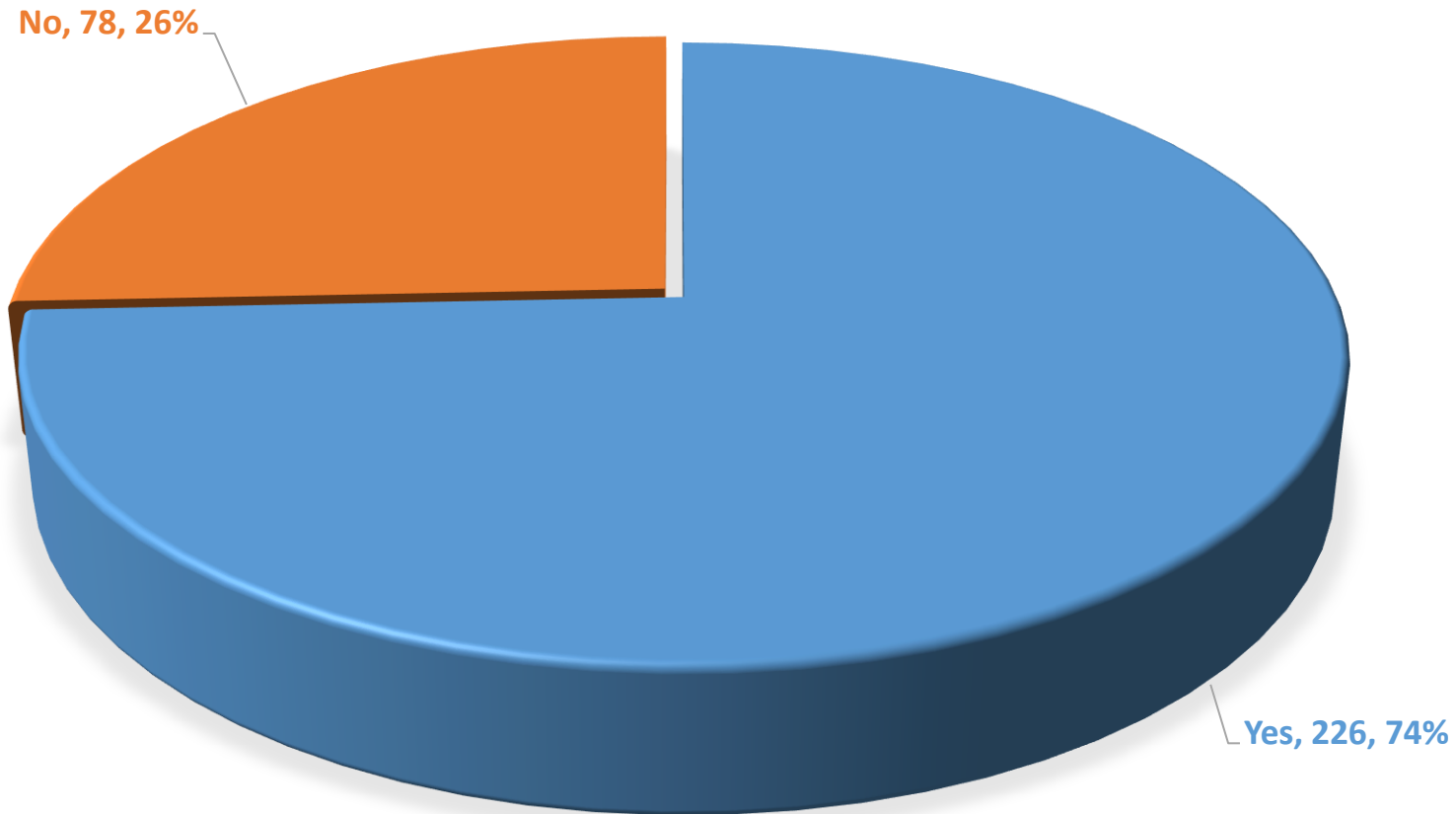


2023 Company Employee Demographics



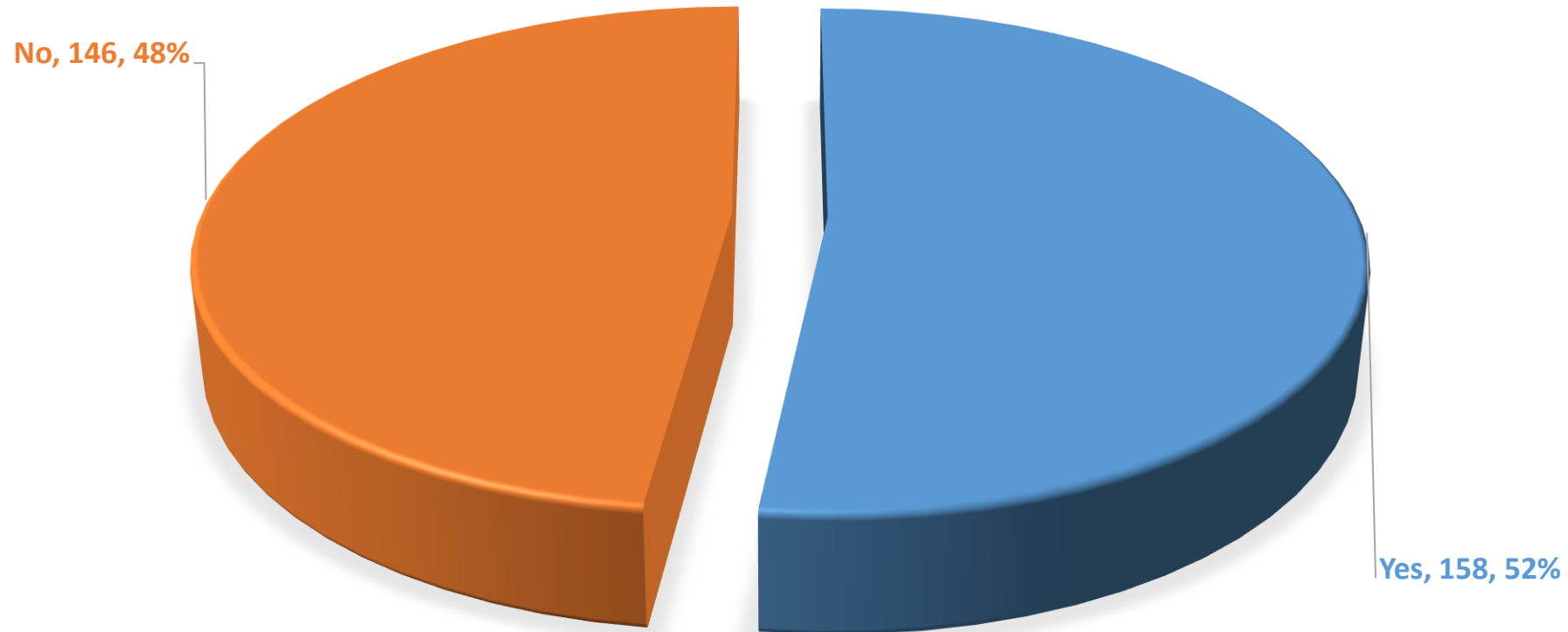
2023 Company Employee Demographics

FORMERLY HOMELESS



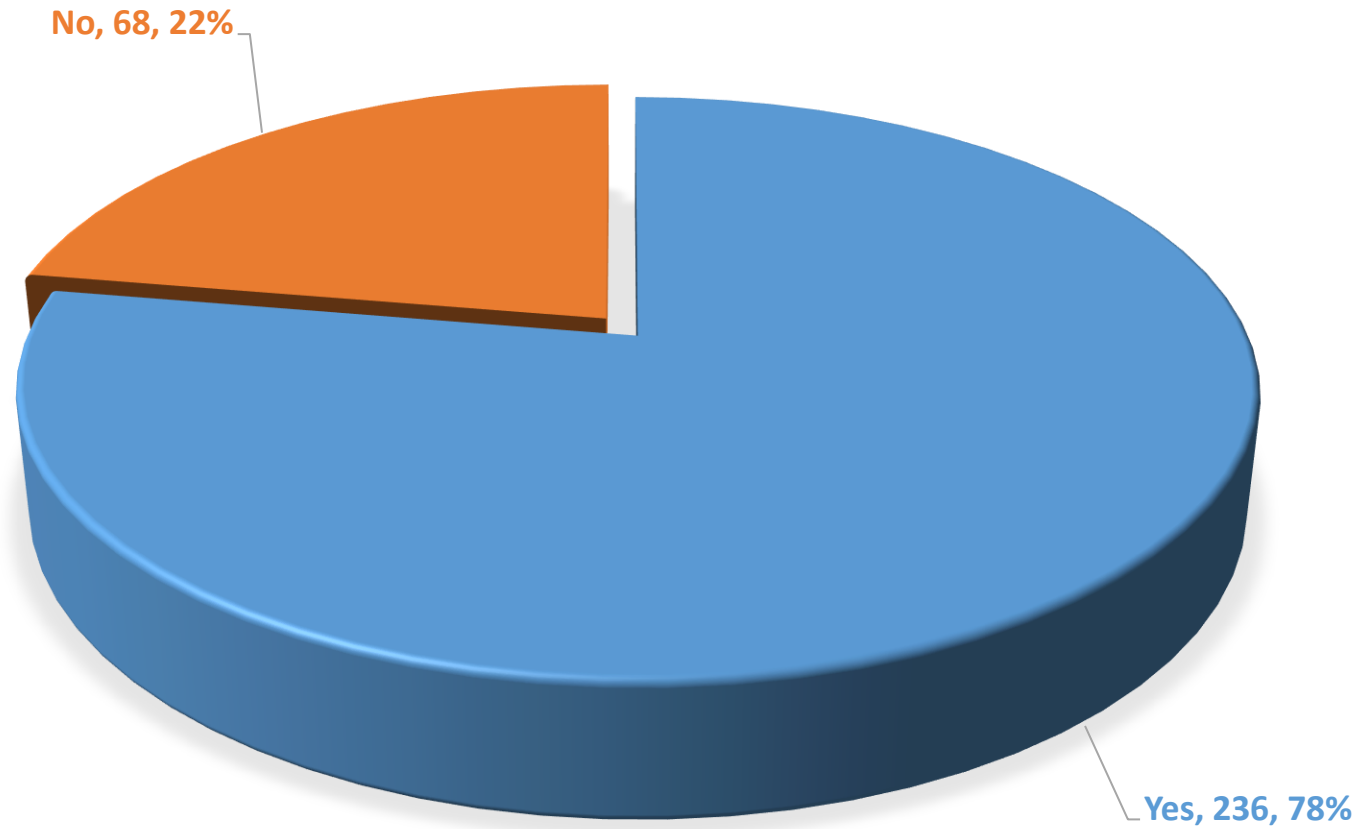
2023 Company Employee Demographics

CURRENTLY HOMELESS



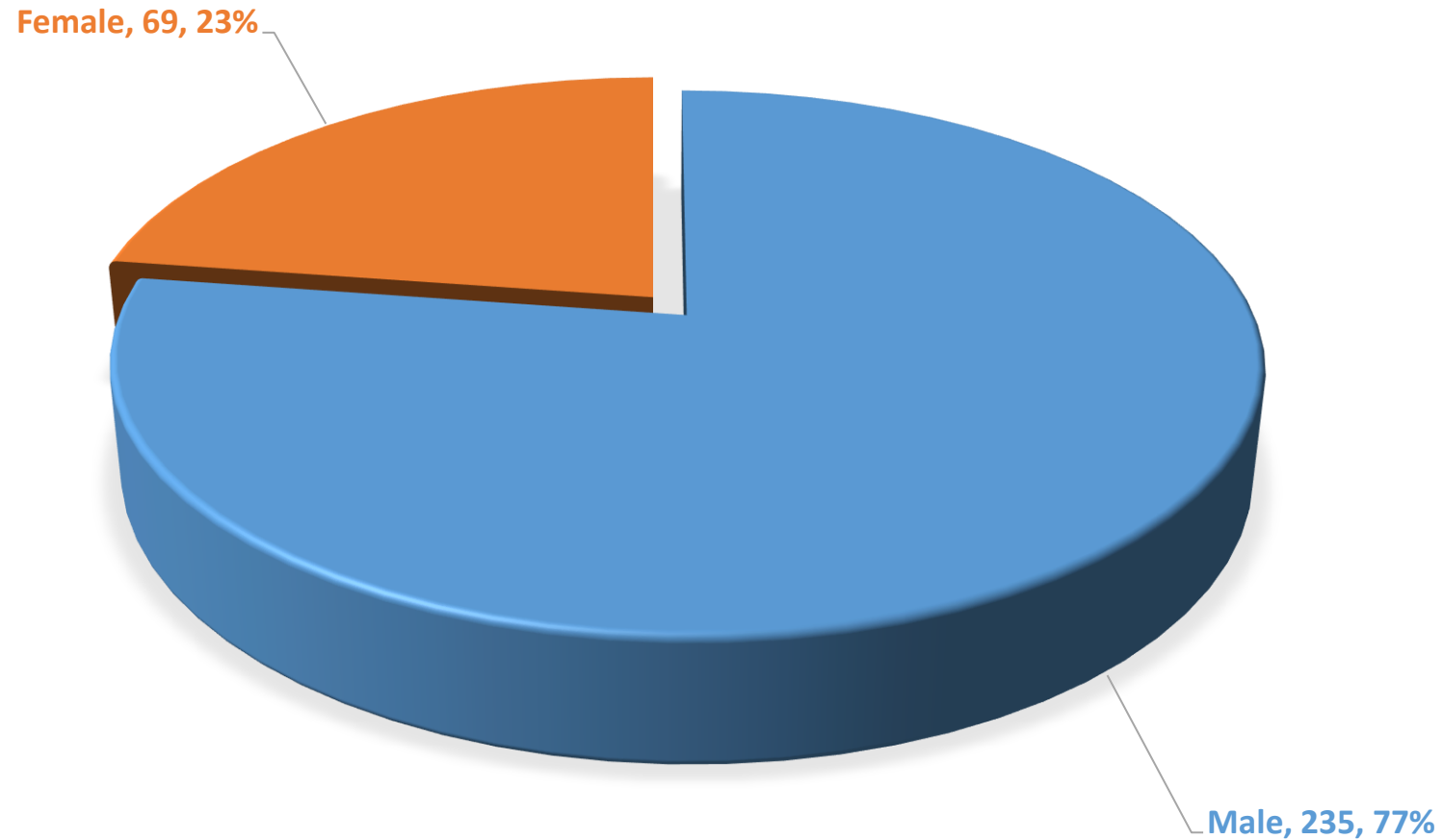
2023 Company Employee Demographics

CRIMINAL HISTORY

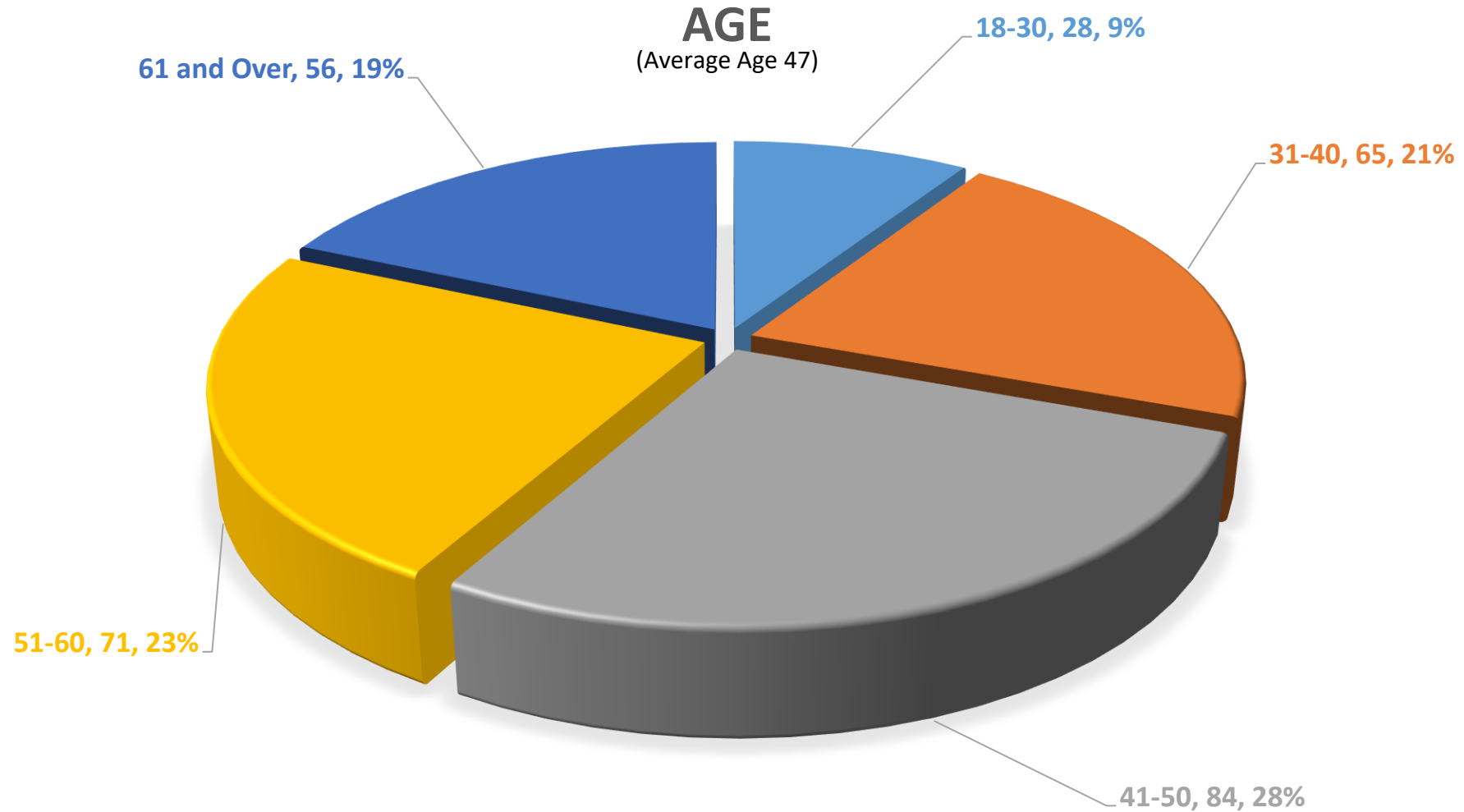


2023 Company Employee Demographics

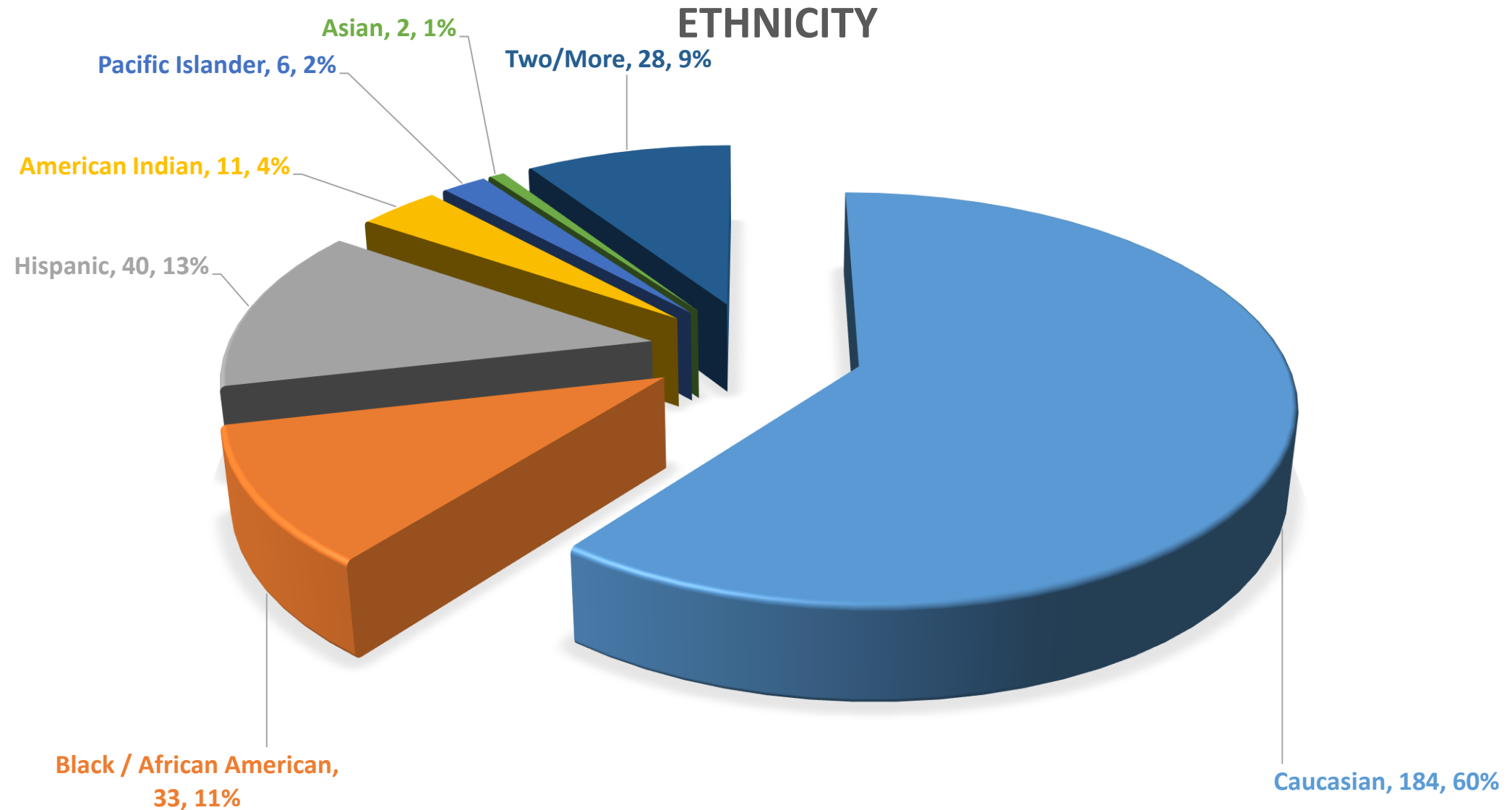
GENDER



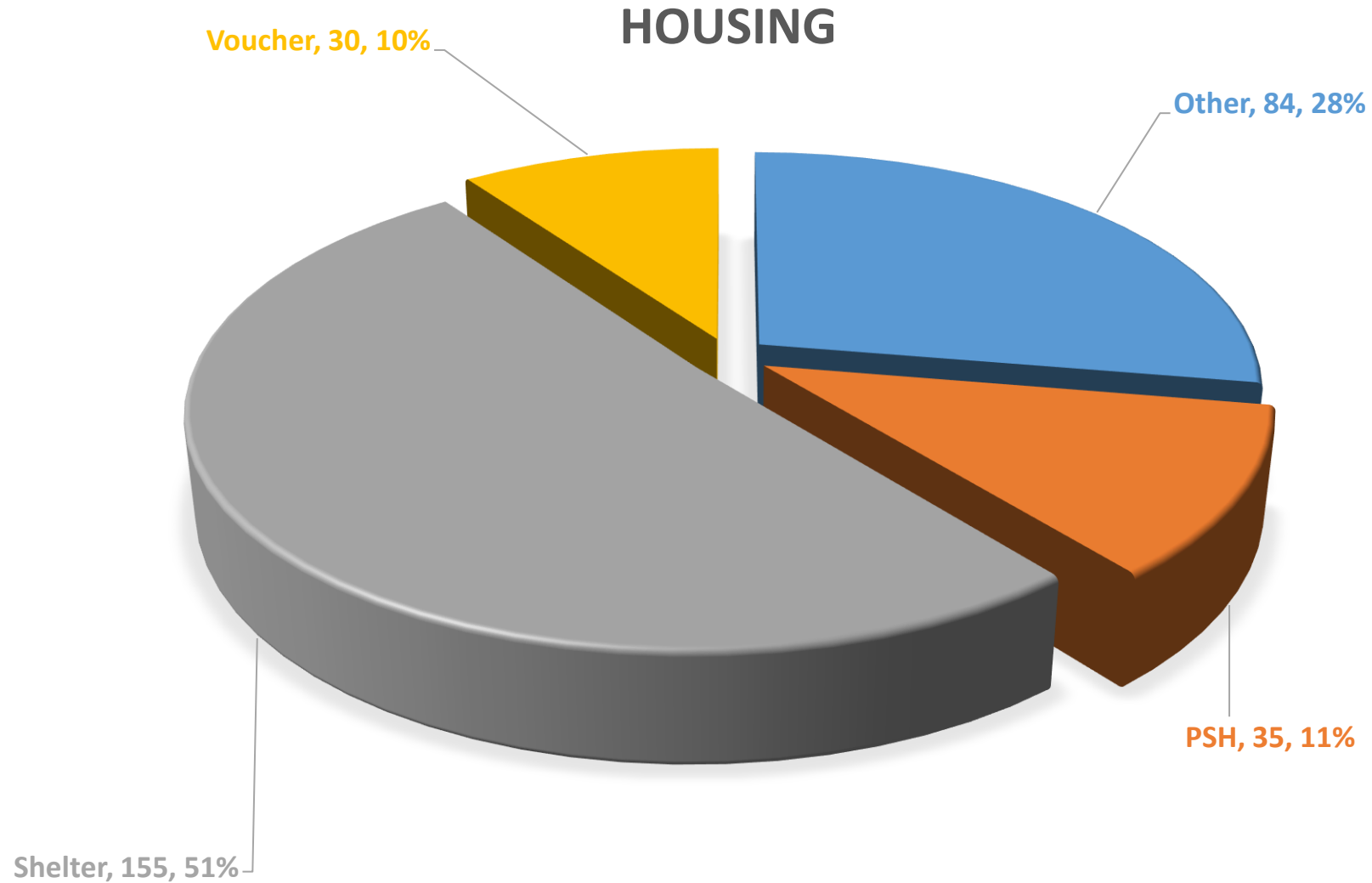
2022 Company Employee Demographics



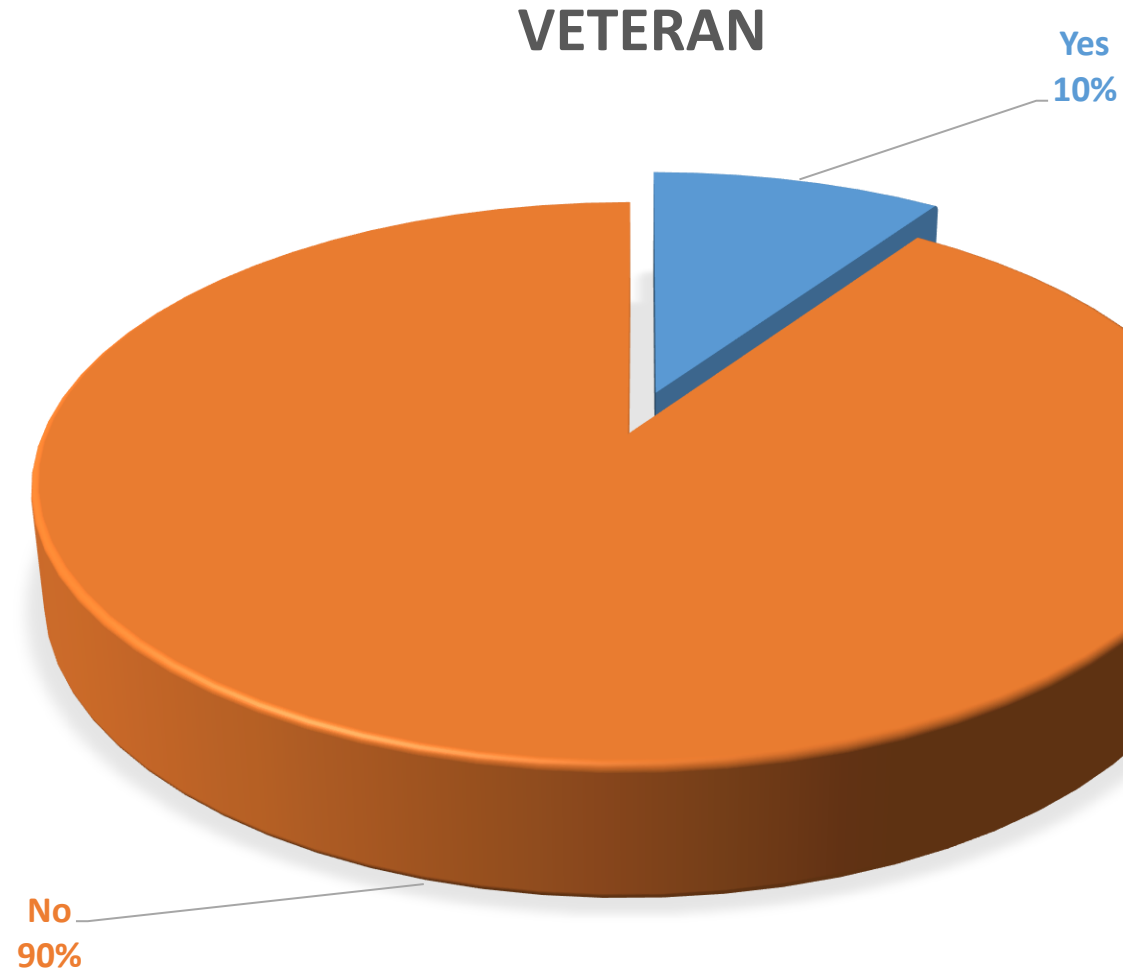
2023 Company Employee Demographics



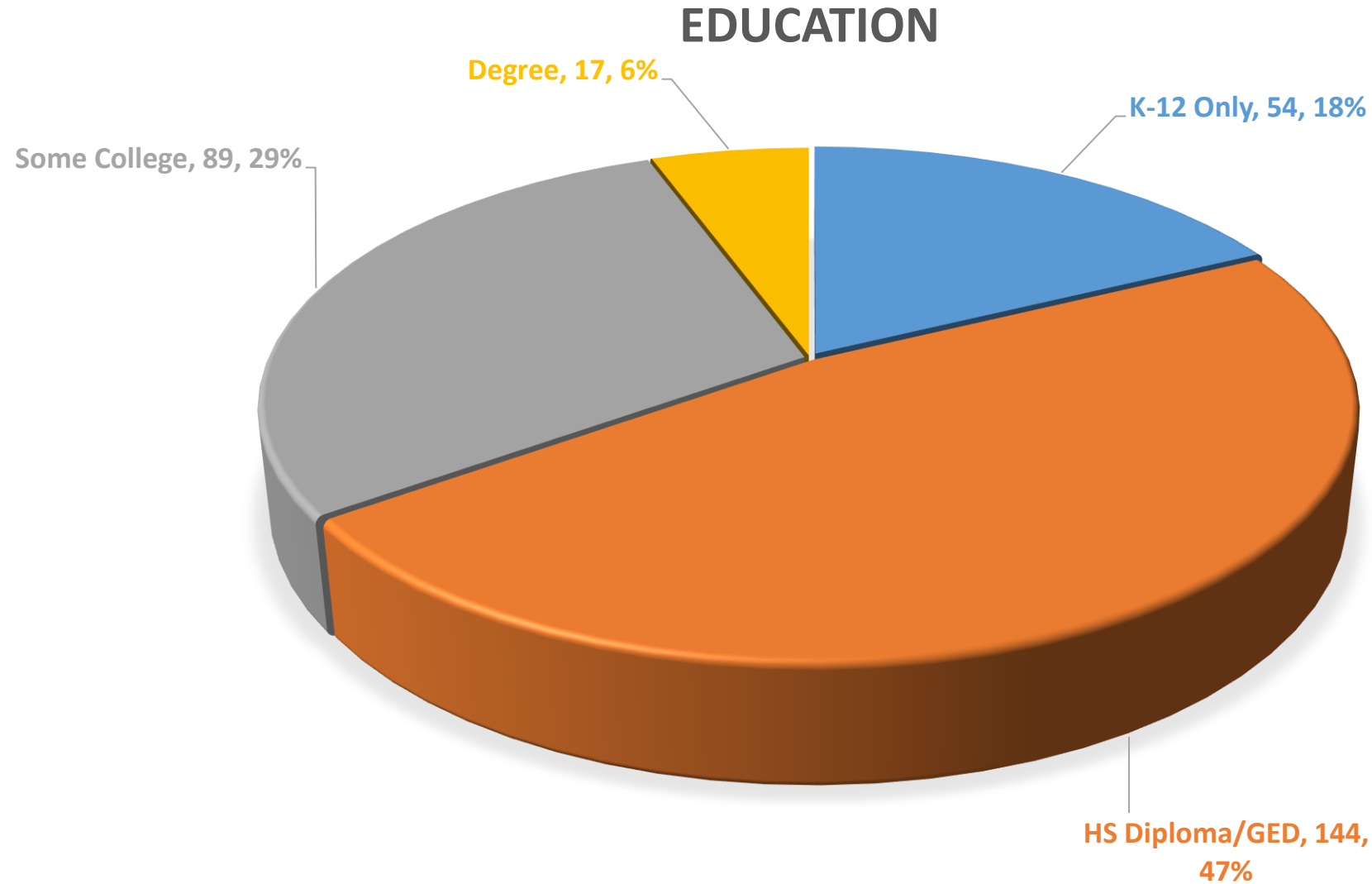
2023 Company Employee Demographics



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