

Skills for the Future of Work: Empower People to Self-Sufficiency

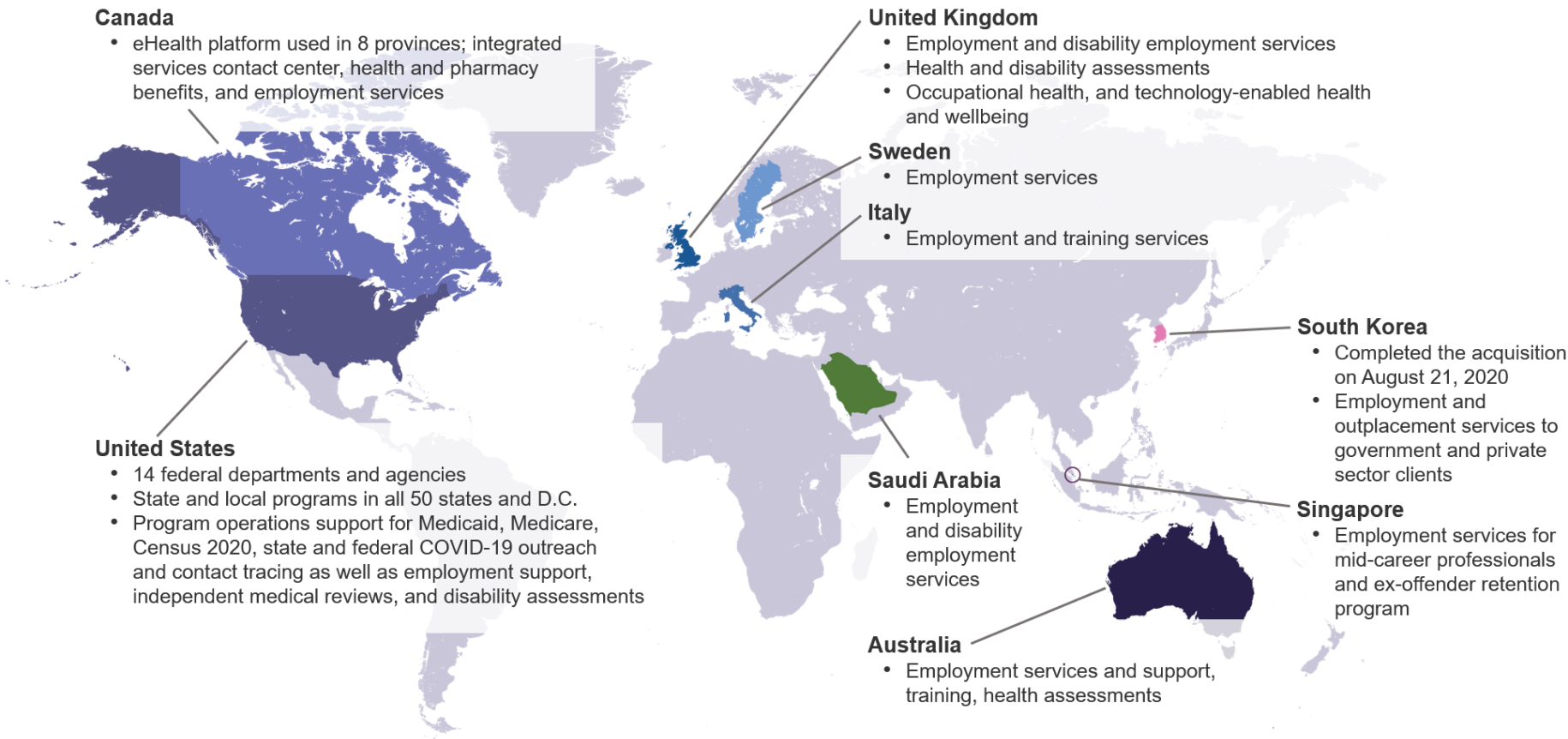
Maximus Case Study on Delivering Employment Support Services in Northern Italy during Covid-19 Pandemic

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MAXIMUS[®]

June 2021

Experience that Spans Borders & Cultures



Founded in

1975

Employees worldwide

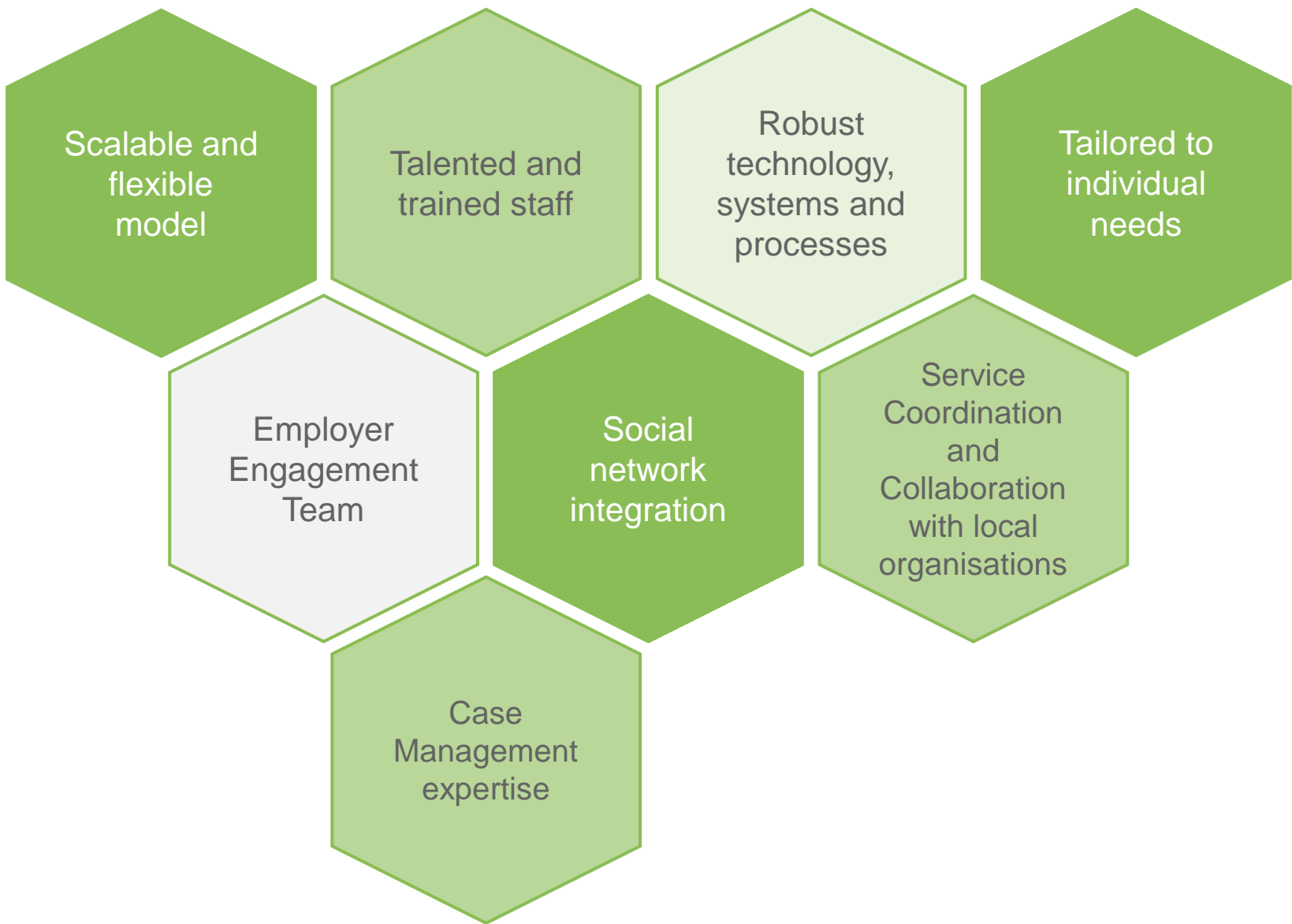
35K+

Annual revenue (FY20)

\$2.4B

Independent, publicly traded company (NYSE:MMS).

What Makes Maximus Approach Unique?



DID YOU KNOW

Maximus is a leading provider of case management.

Our intensive case management approach is an essential element in job seeker success, providing assessment and facilitating achievement in several areas including barriers removal, skill development, education, training, and career exploration.

- ✓ Collaborative, individualized, focused planning and problem solving for job seeker
- ✓ Innovative tools to enhance Case Manager/job seeker communication
- ✓ Multidisciplinary team to expand resources for job seeker
- ✓ Concentrated coaching with regular interaction prior to job placement

Maximus in Italy

People who really get it...
and get it done

- ✓ Accredited body in 2 Regions: Lombardy and Emilia Romagna
- ✓ 5 offices in Lombardy, 5 offices in Emilia-Romagna
- ✓ 50+ dedicated experts in employment programs
- ✓ 3 employment programs across those regions
 - **Garanzia Giovani** (Lombardy and Emilia Romagna)
 - **Dote unica lavoro** (Lombardy)
 - **Rete attiva per il lavoro** (Emilia-Romagna)
- ✓ Transferable Skills, Professional training and Vocational training
- ✓ Employer Engagement and Partnership teams

We help people transform their lives, we support employers in hiring and retaining the right candidates and drive economic growth.

Finding jobs, Changing lives, Moving a nation forward.



Employment Services Landscape in Italy (selected regions)

- Employment programs (Active Labor Market Policies) are designed and managed by **each Regional Government**
- Main source of funding comes from the European Social Fund (under Regional Operational Programs)
- Services can be delivered by either public and private operators (Lombardy) or by non-public, private operators (Emilia Romagna)
- The scope and size vary across regions
- Job seekers are **profiled** into 4 types (from easiest to help to the furthest from the labour market) at the point of registration with the service and assigned a personal budget
- Most programs operate under the user choice model

Provider landscape

- Staffing / recruitment agencies
- Vocational Training providers (main activity is training) and training associations
- Not-for-profit organisations who provide other services as their main area of expertise
- Public Employment Services
- **Maximus** (sole focus on delivering employment programs funded by the regional operational programs)

Maximus Journey in Italy

August 2019,

Maximus acquires a small provider (2 offices, 4 staff) in Lombardy and officially enters the Italian market

November 2019

Maximus is fully accredited provider in Lombardy.

- 3 offices
- 15 staff
- 2 programs: Dote Unica Lavoro and Youth Guarantee

In addition, Maximus learns about an opportunity to take over an underperforming operator in neighbouring region of Emilia Romagna.

Jan 20, 2020

Maximus opens its offices to welcome first job seekers in Milan and Varese (Lombardy)

- 15 staff
- 34 job seekers enrolled in first week

Emilia Romagna: Maximus receives go-ahead to finalise its entry into the region.

Maximus meets with Regional Authorities and Trade Unions and receives positive feedback on its plans to open operations in the Region.

March 2020

Italy enters **first Covid-19 lockdown**, with Lombardy being the epi-centre of the pandemic eruption

- 159 job seekers on our caseload
- 15 staff
- 3 offices

Maximus Leadership makes a decision to move all operations online and continue support job seekers and employers.

Maximus **enters Emilia Romagna**, taking over 6 staff from a failed operator, thus saving their employment and expanding Maximus team to:

- 21 staff in total
- 9 offices
- 2 regions

March 2020 – April 2021

- Global pandemic put many countries in a standstill, many lives and livelihoods lost
- Italy hit by 3 waves of COVID19
- Maximus never stops delivering services

May 2021

Employees / Offices

51 / 10

Job Seekers enrolled to date

1711

Job Seekers placed in employment

587

Service hours delivered

250k +



From Brick and Mortar to Online Services



One to one
support and
case
management



Always online,
accessible and
connected



Online webinars,
group training
sessions, virtual
job fairs and
self-learning



Wellbeing
check-ins


English @ Maximus
Venerdì 28 maggio ore 11.00



La partecipazione è gratuita

MAXIMUS

Maximus LAB - Il curriculum efficace
Giovedì 3 giugno ore 11.00



La partecipazione è gratuita

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Maximus Virtual Job Fair
Le competenze digitali nell'era della Digital Transformation
Giovedì 10 giugno ore 10.30



La partecipazione è gratuita

MAXIMUS

Maximus Webinar - Time Management
Venerdì 14 maggio ore 11.00



La partecipazione è gratuita

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Working in Partnership

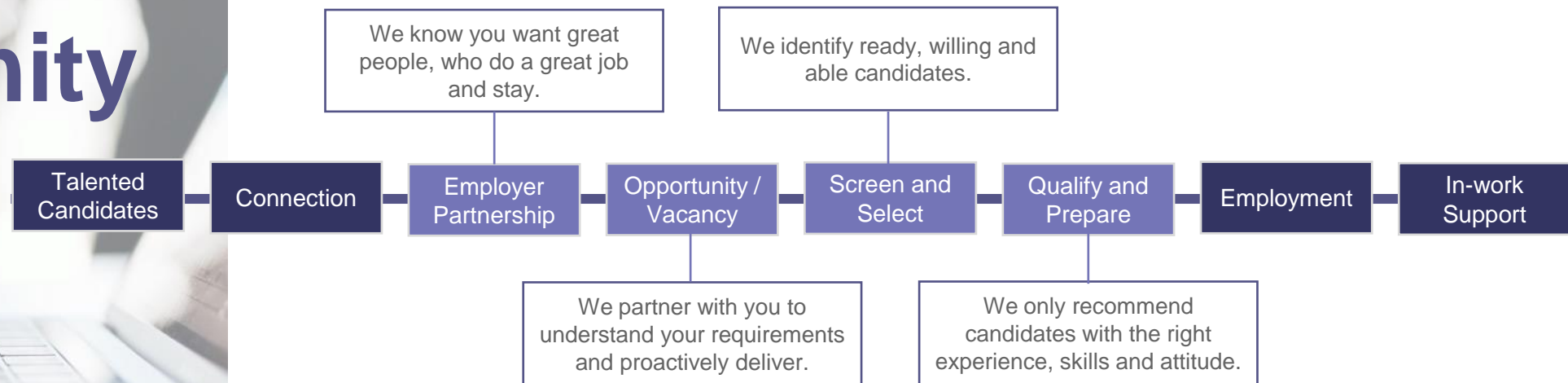


Partnership landscape

- Community organisations who interact with citizen seeking support such as food banks, support groups
- Citizen services such as local financial and tax advisors (CAF), citizen information and guidance, housing services
- Not-for-profit organisations who provide other services as their main area of expertise such as substance misuse support, domestic violence
- Specialist intervention organisations – providing vocational training
- Schools and universities to help their graduates access youth employment programs

Working with Employer Community

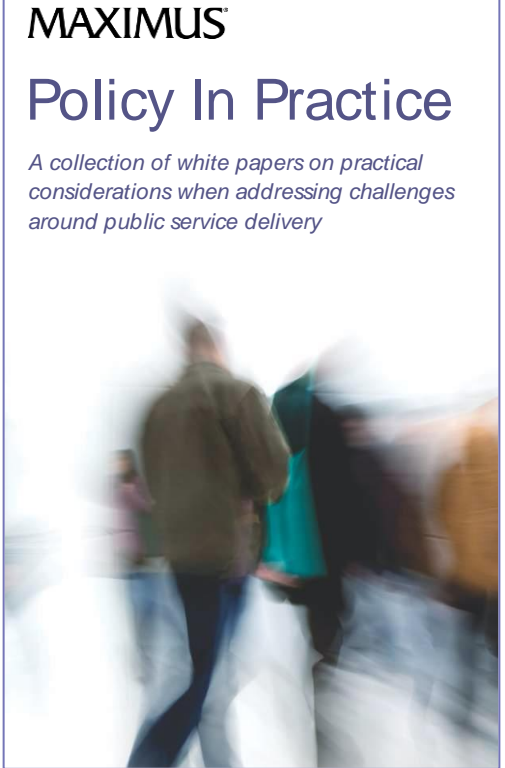
Maximus Employer Engagement Team works proactively with the employer community to create a **unique partnership** to support the job seekers into sustainable employment. We identify opportunities and are often seen as the “**go to**” source for employees. We do this by offering a suite of high-quality employer services that are **free of charge for employers**.



Maximus job seekers: SMART, SKILLED and HIRED

No More “Business as Usual” for Employment Services

- No single “grand re-opening” of businesses.
 - The nature of how business is conducted is changing.
 - The composition of the workforce will change.
 - Businesses may be faced with overwhelming numbers of applicants.
 - Emotional trauma may impact ability to obtain work, work relationships and productivity.
- Employment services will need to rely heavily on digital services as the primary mode of service delivery in the early recovery period and maintain using a blended model as we continue to recover.
 - Integrate “well-being” concepts into the employment service delivery model to assist people to move through normal emotional responses to crisis experiences.
 - Enhance / expand training content. Training content will need to reflect the changes
 - Programs will also need to serve as an information point / referral services for adjunct assistance.
 - People first-focus on adaptability, agility and re-skilling to ensure long-term benefits and sustainable labour force.



We've never wavered from
our single-minded mission

Helping Government Serve the People[®]

For more information please contact:

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