

## CWS AT A GLANCE

- CWS is an initiative of the Agency of Human Services specifically designed to serve Vermonters who need more intensive job placement services including:
  - Intensive case management
  - Direct access to employers willing to offer Progressive Employment opportunities
  - Short-term and extended job coaching
  - Assistance with accommodations such as flex schedules and workplace modifications
  - Coaching and support during the job search
- CWS has brought together a wide range of employment programs that had historically competed with each other in any given community. By working together, CWS employment teams are able to reach more businesses and find more opportunities for Vermonters who find it difficult to access the labor market in their communities.
- CWS uses Salesforce, a Customer Relations Management software to track employer outreach activities and capture:
  - Open opportunities for paid employment
  - Businesses willing to support candidates through training, work experiences, practice interviews and other options
  - Individual contacts in each business so that we have an ongoing relationship with the key decision makers in any given business
- CWS has a cadre of Business Account Managers who act as a bridge to the business community for the various CWS employment programs serving a range of Vermont candidates:
  - Vermonters with disabilities
  - Veterans
  - New Americans/Refugees
  - TANF participants
  - Housing program participants
  - Farmers in transition
- In a recent survey of 231 businesses who have worked with CWS:
  - 72% indicated that CWS and the Business Account Managers had improved the level of coordination between community employment programs
  - 7 out of 10 reported that CWS had increased their access to qualified candidates
  - 87% indicated they were satisfied with services provided by CWS
  - 91% said they would recommend CWS to other businesses
- CWS is not intended to duplicate VDOL services. If a Vermont candidate doesn't need the more intensive services outlined above, they are encouraged to access the VDOL One-Stops. In many cases, individuals can benefit from services provided jointly by VDOL and CWS