

Twelve Keys to Career Success

Proven methods to help job seekers achieve fulfilling careers and upward mobility

MAXIMUS is dedicated to helping job seekers across the spectrum of life experiences achieve career success. Our proven methods combine decades of experience with best practices and committed staff to deliver results that matter — helping job seekers achieve fulfilling careers and upward mobility.

The MAXIMUS Difference



New Mindset



New Opportunities



New Bridges



New Value

1 Individualized Career Plans. Using a career pathways model, we help job seekers create a vision of, and then a plan for, their path to a fulfilling career. By putting job seekers in control of their own careers and providing them with the necessary tools and guidance, the path forward becomes visible and achievable. This strategy more thoroughly matches job seekers with careers, resulting in substantially greater job satisfaction and better employees for businesses. It has also led to enhanced retention rates across our projects; a 35-percent increase on average.

2 Tiering Model. Every job seeker has strengths we can build on to obtain meaningful work. Just as importantly, not every job seeker needs the same intensity or elements of services. By offering a tiered model of services, we can provide the 40,000 job seekers we serve daily with a customized experience while delivering flexible, scalable, cost-effective service.

3 Motivational Interviewing. By empowering job seekers to visualize and share their goals for the future, we motivate them to turn those thoughts and ideas into actions as part of their career plan. Motivational interviewing helps individuals believe that change is possible, and that they are in control of their own destiny — ultimately resulting in enhanced engagement and participation throughout the job-search process.

4 Sector-based Approach. This targeted approach analyzes the needs of labor sectors and specific employers, and aligns job seekers' competencies and interests to those hiring businesses. Sector-based case management allows us to individualize the service approach for job seekers by focusing on the requirements of the trade while fulfilling the needs of industries looking for qualified candidates. Its effectiveness is evidenced by the fact that more than 50 percent of our full-time placements earn upwards of 125 percent of the minimum wage.

5 Technology Support and Services. We take full advantage of today's technologies to enhance and streamline the services provided to job seekers and employers. These include MPloy™, powered by SnagPad™ — our strategic job search portal — as well as Optimal Resume, MAXAdvantage, interactive voice response (IVR) and contact centers. In state fiscal year 2018, our use of MPloy enabled coaches to initiate 202,428 contacts with job seekers and receive 163,249 responses — achieving an impressive 81-percent response rate.

6 Nationwide Employer Connections. We have strong relationships with employers across the nation. Our commitment to take the time to understand their hiring needs and keep in regular contact means we are often the first to know about new job openings. Through the use of MAXAdvantage First Look Jobs, our proprietary employer network, we have first access to posted positions with employers before the openings are distributed to broader job boards like Monster or CareerBuilder. On average, we post more than 300,000 job openings for employers across the nation annually.

7 Community Connections and Collaboration. Our local teams go the extra mile to connect with the resources within the communities in which they live and work. Across the nation, we have established relationships with hundreds of local nonprofits and other community-based organizations — expanding job seekers' access to vital work and life supports that can make all the difference in failure or success.

8 Multi-generational Approach. For job seekers experiencing poverty, we deploy a multi-generational approach — a proven best practice that is widely accepted but rarely implemented due to its rigorous requirements. Considering the entire family's education and economic future makes a critical difference in long-term employment, family stability and ongoing success. Our work with residents in Washington, D.C., is a testament to the effectiveness of this approach, creating a multiplier effect that results in participation at higher levels with greater success in the education, employment and social capital arenas.

9 Job Retention Support. Retention services are essential to preventing the unnecessary loss of employment and improving stabilization of participants and their families. Our dedicated strategy includes a team of specialists that proactively maintains contact with individuals and employers to identify potential issues before they become problems that affect retention. Across all of our projects, we have achieved a 6-month average retention rate of more than 70 percent.

10 Employer-informed Apprenticeship Programs. We build apprenticeship programs that turn career-ready job seekers into valued employees. Using employer-approved curricula and a unique progress-proving portfolio, our apprentices are able to learn and clearly demonstrate mastery of new skills that matter in the workplace. In return, they earn wage increases that reflect growing value to the employer and build long-term loyalty. Annual surveys routinely find that approximately 60 to 70 percent of businesses with apprentices report that apprentices stay with their business longer than other recruits, increasing overall workforce retention.¹ Additionally, studies in the U.K. have found that apprentices significantly increase the overall productivity of businesses, on average \$14,577 annually² and as much as \$23,580.³

11 Person-centric Case Management. Each individual has a unique combination of views, life needs and circumstances, and workplace skills. Through the use of person-centric case management, we consider each individual's entire situation to develop a career plan that meets their unique needs. This includes providing mentoring and coaching by experienced professionals. More than 90 percent of our participants indicate we listen and treat them with respect.

12 Contextualized Assessments. Using industry-recognized tools, we assess personal strengths and interests, practical work-place skills, and individual situations. The results help job seekers hone in on specific occupations and their related skills for which they have the most interest and are best suited.

¹ https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/635615/bis-14-1207-Apprenticeships-Evaluation-Employers-December-2014.pdf
<https://www.djsresearch.co.uk/EducationMarketResearchInsightsAndFindings/article/Apprentices-more-loyal-than-other-recruits-survey-finds-02199>

² <https://cebr.com/reports/productivitymatters/>

³ <https://www.fenews.co.uk/fevoices/17255-apprentices-contribute-huge-productivity-impact-to-business>

