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## 2024 CAASE Award Submission

## CAASE Awards Submission

**Submission Category:**

Community Impact Program (open to any community-based program)

**Submission Title:**

AMR Opportunity for All

**Contact Name:**

Jeremy Shumaker

**Organization:**

American Medical Response

**Email:****Preferred**

jshumaker@gmr.net

**Address:****Organization****Phone:****Work Phone****Number of Annual Service Requests:**

220,000

**Number of Ambulances:**

185

**Business Type (check all that apply):**

Privately Held Corporation

**Project Participants (Names, Job Titles & Email Addresses of individuals involved in the project):**

Jeremy Shumaker, Associate Vice President of Operations, jeremy.shumaker@gmr.net

David Salcido, Operations Manager, david.olguin@gmr.net

**Situational Analysis (Background of Project):**

According to the department of labor, unemployment rates for neurodiverse adults in the United States are between 30-40%, which is eight times higher than the rate for non-disabled people and three times higher than the rate for people with physical disabilities. A 2021 study published in the National Library of Medicine found that adults with an autism diagnosis have an unemployment rate of around 40%, but some private estimates suggest that 85% of adults with autism are unemployed. AMR employs more than 1,100 employees in Riverside County alone and so it is uniquely positioned to be able to offer the necessary support to provide jobs for individuals who may not have previously had the opportunity.

**Project Goals:**

The goal of the Opportunity For All program was to provide jobs for individuals who are neurodiverse and that would benefit from access to employment and the additional support services that can help them be successful.

**Planning & Implementation (describe process from the planning phase, including research, through implementation phase. Include the overall length of your project in weeks/months):**

AMR partnered with an organization called the Phenix Gateway, a local non profit in the Riverside area that provides 11 weeks of training and mentorship to individuals aspiring to join the workforce. Participants in the program follow a thorough curriculum which incorporates on the job training with community partners like AMR. The students receive instruction on standard hiring procedures, resume development, effective interviewing skills, and the do and don'ts of professional attire. Students are also provided with financial literacy training and job placement assistance. Graduates hired with AMR are provided with a flexible orientation and onboarding process and are provided with a job coach who works with the employee for their first several weeks.

**Results (Did you achieve your goals? How did you measure results?):**

Through this partnership, AMR has hosted dozens of Gateway students to tour our facilities and has been able to offer several graduates a full time position with AMR working as a Vehicle Service Technician. These employees have been wildly successful. None have ever called off, none have ever been late to work. They are all genuinely happy to be at work each and every day. Prior to obtaining full time employment, most of these individuals were entirely dependent on their families for all of their needs. Now, they have a full time job making well above minimum wage, they also have full benefits.

**Impact (What impact has this project had on your service? Information can be given as narrative.****However, if possible, please provide qualitative and quantitative information.):**

The impact on the employees themselves is really immeasurable. They experience a great deal of pride knowing that they can be self sufficient. Their families are proud of them and have said they feel a weight has been lifted. For the operation itself, the overall mood of the department and the employees who work with these individuals has improved dramatically.

**Budget (Did you have a budget? Budget numbers can be provided as a percentage of overall operating or departmental budget.):**

All positions were previously budgeted positions so there was no impact to the budget. All additional training was provided by the Department of Rehab and other state departments. The only impact to the budget was in the extended on boarding process which is minimal.

Supporting Documents #1:  
Supporting Documents #2:  
Supporting Documents #3:  
Supporting Documents #4:  
Supporting Documents #5:  
Supporting Documents #6:  
Comments:  
CAASE Awards Submission Fee:  
CAASE Awards Submission - \$100.00

General Section

