

WCG INTERNATIONAL LTD WEBSITE

From time-to-time you will read various articles either about WCG, our programs or the industry in general.

We at WCG have an open communications policy so don't hesitate to ask your management team about how we are doing.

Last week there were 5 articles about the release of a consultant's report in B.C. What did the report tell us?

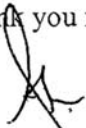
I think The Times Colonist heading said it best: "JobWave Changed Life For Man on Welfare".

The report also points out that people at WCG are "The Best" and run the most successful programs in British Columbia, Ontario and North America.

You should all be very proud of what you do and the people's lives you change every day. Each of you makes the difference that is our success.

As you would expect, we have announced a program that will keep us Number 1 in our industry. It is called "Better Than Best". We will continue to improve our customer service and programs with the help of each and every one of you. Give us your ideas so we can be even "Better Than The Best". Darlene and I, Tania, the Reds and the management team will be working with all of you over the next 60 days to continue to be Better Than All The Rest.

Thank you for all that you do.



Ian Ferguson
President & CEO

JobWave changed life for man on welfare

Program led to job, opportunity to support mom in nursing home

By JUDITH LAVOIE
Times Colonist staff

This year, Rob Umpherville bought himself a DVD player, went to the Rod Stewart concert and is looking forward to seeing Def Leppard live.

He's also helping to support his mother, who's in a nursing home.

"Now I'm able to pay back some of what she did for me," he says proudly. "She used to push me to get a job."

Life now is a far cry from his years living on a \$510-a-month welfare cheque, said Umpherville, 43, who credits his turnaround to the JobWave program.

"I was on welfare from 1997 until a year ago today, when I got this job," said Umpherville, who earns \$8.50 an hour as a janitor.

The Victoria-based JobWave program, run by WCG International Consultants Ltd., is the biggest of B.C.'s contractor-run job placement and job training programs aimed at those on income assistance, which cost the provincial government \$50 million a year.

That will drop to \$40 million annually over the next three years, and the Ministry of Employment and Income Assistance is looking at revamping

programs to ensure it's getting the biggest bang for its buck.

The ministry is asking for innovative ideas on how welfare-to-work programs should be structured, citing a study done by consultant Victoria Consulting Network last fall and updated last month.

The study says 40,000 people in job placement programs got jobs out of 120,000 referrals in the first three years.

But it also found about 40 per cent did not get jobs within a year, almost half of those trained for work failed to find a job and the work records of those who took part in programs, did not dramatically differ from those who did not.

Changes are expected to be in place by April 2006, said ministry spokesman Richard Chambers.

"We expect to spend less money and provide programs we hope will better

serve the needs of our clients," said Chambers, adding successful programs are likely to be expanded.

Since 2001, those on the welfare rolls have dropped by more than 40 per cent, but the number receiving disability payments has increased, and redesigned programs could reflect that change.

WCG president Ian Ferguson, who says JobWave is the most successful of the job placement programs, is concerned the consultant's statistics do not reflect JobWave's success.

He said the company, which has an 80 per cent success rate, has put 32,500 people back to work, and not just for short stints.

"We get paid if we can keep you back at work for 19 months," he said.

"If you do nothing, what happens is 65 per cent of the clients end up back on

welfare in six months. We knew we had to break that cycle."

Ferguson said a critical element of the program's success is the connection with small businesses through Chambers of Commerce. A call centre tracks jobs, then matches clients to them. Ferguson said 9,000 jobs are open in B.C., including 400 in Victoria.

Bruce Winter, CEO of the Greater Victoria Chamber of Commerce, said the program is good for the community and for small businesses.

"They have a good understanding of what small business wants and the regional needs," he said.

"As a community we want everyone to be a self-sufficient member of society and programs that can achieve those goals are good for all of us."

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