**Job Options, Inc. Secures New Opportunities with ISSA CIMS and CIMS-GB Certifications**

**Opportunity**

Since 1987, Job Options, Inc. (JOI) has been providing housekeeping, custodial, administrative support, and other services to government and commercial markets while offering meaningful employment for people with disabilities under the Ability One Program.

“We are proud to provide stable and rewarding jobs for people with disabilities,” said JOI Assistant Division Manager Leland Bonaparte. “No matter what their disability is, it gives them a sense of pride and purpose, and our customers view our employees as friends and coworkers.”

In an effort to distinguish itself as a unique and qualified service provider to customers and prospects, JOI opted to pursue formal certification to solidify its dedication to higher standards of cleanliness and sustainability.

**Solution**

ISSA’s [Cleaning Industry Management Standard](https://www.issa.com/certification-standards/cleaning-industry-management-standard-cims) (CIMS) certification and CIMS [Green Building](https://www.issa.com/certification-standards/cleaning-industry-management-standard-cims/cims-green-building) (CIMS-GB) certification offer participants knowledge and skills that enable them to deliver superior and sustainable cleaning practices to customers. These certification programs assure customers that an organization has put staff through extensive training and is committed to implementing environmentally friendly chemicals, tools, consumables and more. Some facility managers even use CIMS and CIMS-GB to vet cleaning service providers in an increasingly crowded marketplace.

JOI recognized the depth of knowledge and cutting-edge procedures ISSA could bring to its employees and its cleaning and housekeeping services. To strengthen its offerings and secure new contract opportunities, JOI decided to commit to CIMS and CIMS-GB. Third-party certification would assure customers that employees were properly trained to clean their facilities.

“These certifications show customers that we stand by our work and we take pride in what we do,” added Bonaparte. “The processes and procedures our staff learned have truly set us up for continued success.”

**Results**

Since achieving CIMS and CIMS-GB certifications with honors in 2017, JOI has realized the following benefits:

* **Staff are set up for success.** Employees gained a better understanding of their job functions and the equipment and chemicals they use to complete these tasks. They learned how to maintain and implement the right equipment for the best results. Additionally, achieving CIMS and CIMS-GB certifications gave JOI confidence that employees had been trained properly and could maintain consistent levels of cleanliness and customer satisfaction across all sites.
* **New contract opportunities became available.** CIMS and CIMS-GB validated JOI’s commitment to cleaning effectively and sustainably, which created opportunities to work with the United States military. According to Bonaparte, “When the customer, in our case the government, sees that we use green chemicals, how we maintain our equipment and the processes we have in place, it makes a big difference.”
* **JOI is prepared for the new standard of clean.** The framework that CIMS and CIMS-GB put into place created a culture of following the right procedures. Thus, knowing that it had taken the time to train employees properly gave JOI confidence as an employer throughout the COVID-19 pandemic. The pandemic also led to heightened public concerns for cleanliness. This has made certification much more meaningful to customers.

Bonaparte actively recommends the CIMS and CIMS-GB programs because of the continued success and benefits the certifications bring JOI and its employees. “At the annual ISSA Show North America, I was encouraging another company to pursue CIMS,” said Bonaparte. “We had a long conversation about the benefits of having this certification, as it leads to new contracts and additional opportunities for cleaning service providers.”