



EMPLOYMENT RETENTION AND FOLLOW UP

Department: Office of Economic & Workforce Development

Effective Date: July 1, 2008

Policy/Procedure #: WIA108-A

Supersedes: N/A

Overview

Following up with both employers and participants once employment has occurred is essential to ensuring that both customer groups are satisfied and provides Business Services staff with the opportunity to ensure service satisfaction and to provide additional assistance and support services as necessary.

Initial Follow Up

Within the first week of employment, Retention staff will contact both the participant and the employer to ensure both are satisfied and to offer assistance and/or support services regarding any expressed concerns.

Participants exited for reasons other than placement, death, institutionalized, reservists recalled, family care or health/medical for more than 90 days, the Retention and Follow-Up Provider will be responsible for assisting participant in securing employment during the 1st quarter period after exit to obtain a positive outcome and complete all required documentation.

Participant Follow Up

Once a placement has occurred, Retention staff must follow up with both employers and participants to verify employment retention and to identify and address any employment concerns. Employment Verifications will be completed by the Youth Provider, Core B Provider or Business Services staff at the time of placement. However, Retention staff must maintain contact with the participant and the employer during the one year follow up period according to the following schedule:

Retention staff will contact participants for follow up:

- Within first week of employment
- 30 days after the start of employment
- 60 days after the start of employment
- 90 days after the start of employment
- 1st Quarter period after exit (approximately 3-6 months after placement)
- 2nd Quarter period after exit
- 3rd Quarter period after exit
- 4th Quarter period after exit

If, at any time during the follow up process, it is discovered that:

- The employer or the participant is experiencing problems on the job: Staff will offer assistance (job coaching, referral to support services, etc.) until the issue(s) is resolved.
- A participant has terminated his/her employment: Staff will contact Business Services to request that they assist the employer with backfilling the vacated position. Retention staff will also contact the participant to refer them back to Business Services for additional assistance.

Employer Follow Up/Verification

Retention staff is required to follow up with employers and verify employment (verbally) each quarter after the participant has exited (see *Employment & Education Verification*). Employer follow up/verification will be conducted following the schedule indicated below:

| IF PARTICIPANT EXITS DURING THIS PERIOD... | THEN THIS PERIOD IS THE 1ST QUARTER TO FOLLOW UP ON | AND YOU MUST COMPLETE VERIFICATION WITHIN THESE DATES |
|---|---|--|
| January - March | April - June | July 1 – July 31 |
| April – June | July – September | October 1 – October 31 |
| July – September | October – December | January 1 – January 31 |
| October – December | January – March | April 1 – April 30 |

Employer Support Services

Employers often face challenges when dealing with new hires. Retention staff will provide assistance to employers when concerns such as employee absenteeism, timeliness, behavior, etc. are expressed. Support services may include job coaching and information and referral services.

Participant Support Services

Participants often face challenges when starting a new job and/or as employment continues. If participants express concerns at any time during the follow up period, staff will provide direct or referral services to address and resolve the issue(s) affecting employment. Issues that commonly arise include: housing, transportation, childcare, clothing and food.

Satisfaction Surveys

Retention staff is required to survey both employers and participants quarterly (see *Employer Satisfaction Surveys* and *Participant Satisfaction Surveys*)