

Southwest Region Workforce Investment Board

POLICY: Employment Retention Services

APPROVAL DATE: Approved 4.20.2017

PURPOSE: The purpose of this policy is to provide guidance regarding retention services.

- OMJ recognizes that job retention services are crucial in helping our customers to obtain and retain employment. It is also vital to their efforts to advance on the job, maintain a living wage, and minimize their need for public assistance.
- Career Coaches will emphasize retention from the first interaction with the job seeker. Retention will begin at the intake with an explanation of the Career Coach's role throughout the process.
- The objective of the Career Coaches will be to identify potential barriers to employment, as well as retention. This process will begin at intake with the development of the Individual Employment Plan (IEP). The focus on retention service will intensify as the job seeker becomes employed. Career Coach's will contact a newly employed job seeker on a regular basis to continually assess the customers' potential retention barriers, as well as opportunities for career growth. These issues may include:
 - Transportation
 - Child care
 - Family/work balance
 - Work attire/uniforms
 - Work boots/shoes
 - Tools
 - Training needed to perform current duties and achieve long term goals
 - Employer/employee expectations
- **Followup Services:** In order to ensure timely support of newly employed customers, Career Coaches will attempt to contact the customer at least once a week during their first month of employment. Within the first 30 days of employment, Career Coaches will meet the customer in person or by phone to complete the "Employment Retention Inventory". If barriers are identified, the Career Coach will work with the customer to resolve the issue. The Career Coach will then attempt contact with the customer at 60 and 90 days after employment. The time frame is as follows:
 - First 30 days of employment – documented customer contact every 7 days
 - One month post-employment – completion of the "Employment Retention Survey"
 - 60 days post-employment – documented customer contact
 - 90 days post-employment – documented customer contact