CGET TRAINING:  
JOB RETENTION & FOLLOW-UP STRATEGIES  
APRIL 22, 2015
Overall Approach and Strategy

Outreach 10 points
Assessment & Intake 10 points
Job-Driven Employment & Training 15 points
Follow-up 10 points
What are the reasons people stay at work?

- I enjoy the work I do
- My job fits well with the other areas of my life
- The benefits
- The pay
- I feel connected to the organization
- My co-workers
- My job gives me the opportunity to make a difference
- My manager
- There aren’t any other job opportunities for me
TOP 10 REASONS EMPLOYEES GET FIRED

1. Damaging Company Property
2. Drug or Alcohol Possession at Work
3. Falsifying Company Records
4. Insubordination
5. Misconduct
6. Poor Performance
7. Stealing
8. Using Company Property for Personal Business
9. Taking Too Much Time Off
10. Violating Company Policy
“Nine out of ten respondents identified the opportunity to use their skills and abilities as the most important aspect of civilian employment. Several aspects of career development, benefits, work environment, and employee relationship with management were also identified as important retention considerations.”
Follow-up Services

- Describe how they will conduct follow-up and retention services.
- Procedures to track a participant’s continued progress for as long as three quarters after a participant is placed into employment.
Reflect an understanding of the key elements in job retention

- How People Lose their Jobs
- Why People Keep their Jobs
- Tips for Managing Stress on the Job
- Using Supports for Job Retention
POTENTIAL FACTORS THAT HELP PERPETUATE EMPLOYMENT

- Provision of ongoing support services
- People who hold on to their job report intrinsic rewards
- Job satisfaction through better matches
- Attachment to better paying, ‘benefited’ jobs and or ones with potential
- Teach skills, “soft” skills, retention strategies, etc.
DOES THE APPLICANT DESCRIBE

- Challenges and solutions to job loss & keeping
- Placements into jobs that match veteran preferences, needs, abilities
- Job retention classes
- Methods to remain in contact with the veteran
How Does Applicant Describe Post Placement Supports

- Plan supports ahead of time to head off problems after placement
- Drug use triggers and how to deal with them
- Plan for doctor’s appointments and medication needs
- Maintaining enrollment in health care program
- Who will provide which supports (housing staff, family, employer)
- Budgeting and money management (disability income, food stamps, etc.)
- Consistent day care and transportation
CREATIVE APPROACHES

- Peer-to-peer coaching
- Mentoring
- Alumni programs
- Transportation and clothing vouchers
- Communication to employed veterans
  - Text messages
  - Email blasts
- Incentives
- Create and maintain a job retention culture
A Job Retention Course for Veterans

1. An Introduction to the Course
2. How People Keep Their Jobs
3. Why People Lose Their Jobs
4. Managing Stress on the Job
5. Using a Support System
6. Conclusion
At three (3) quarters following placement

Divide the number of participants who entered employment (or those exiters who earned wages in the quarter after their placement quarter) by those exiters who also earned wages in all three quarters after their placement quarter.
STATE UNEMPLOYMENT INSURANCE (UI) DATA

- In most cases, grantees do not have direct access to UI data.
- States control and limit access.
- Grantees may partner with an entity that has access AJCs, State VR.
- DVOPS have access and may provide grantees with information.
- UI data often lags several months and may not offer timely data.
FOLLOW-UP AFTER THE PERFORMANCE PERIOD

- All associated costs for obtaining and retaining participant information
- Services required for the three quarters after the active program year performance period ends
- Includes any costs of using state unemployment insurance data to substantiate an applicant’s follow-up results, if applicable.
<table>
<thead>
<tr>
<th>Program Element</th>
<th>What to Look For</th>
</tr>
</thead>
</table>
| JOB RETENTION & FOLLOW-UP          | - Plan for keeping in contact with the veteran after job placement  
- Applicant writes about how they will maintain contact with employers  
- Incentives are used to maintain engagement  
- A job retention plan is developed with each employed veteran that includes other community resources that benefit the veteran, eg. How to coordinate support with housing case managers.  
- Methods for retention are noted and include face-to-face support as well as phone, email, etc.  
- Uses creative strategies  
- Includes follow up after grant period |
QUESTIONS?