WEBINAR:
Job Retention Approaches

Thursday
AUGUST 6, 2015
Logistics

- **Asking questions during the webinar**
  - All participant phone lines are muted
  - You’ll be unable to ask questions by phone
  - Please type your question in the on screen chat box
  - There will be two opportunities during the webinar to ask questions

- **Post webinar survey**
  - Survey from Antonio Addessi, Program Assistant TA and Training (NCHV)
Asking Questions During the Training

- Submit questions in the chat box on the webinar
- E-mail questions to Cindy Borden at cborden@nchv.org
- Submit questions through the post-training survey
**Job Retention: What is it?**

- Can mean how long a Veteran has stayed at a particular job.
- Could mean how long a Veteran has been attached to the labor force.
- Important issue because turnover can be expensive to employer, have long-term implications for Veteran’s career path.
- Holding onto a job is not always a bad thing—job mobility can be Voluntary (moving to another job, taking a leave) vs. Involuntary (due to layoffs, death, retirement).
The likelihood of holding onto a job/staying with an employer can be influenced by:

- The shape of the overall economy
- The nature of the job and the employer (i.e. varies with occupation, industry, type of employment, size of firm, unionization etc.)
- Education, training
- Gender, marital status, children
- Age, tenure
- Job satisfaction, organizational attachment
- Personality traits, quit intentions
- Disability characteristics
- Employment Program Incentives/Disincentives
Job Retention differs by Industry (ex. Hospitality, Trucking industry = high rates of turnover, and the jobs we locate tend to be over-represented in these industries)

Industry can be a causal factor of disability (higher risks) and correlational (jobs we locate tend to be clustered within low-paying industries and occupations such as retail and food services)

Career Progression is limited for people in low-skill employment
RESEARCH ON RETENTION

- Based on a longitudinal study with a national sample (N=687)
- Study lasted for 48 months

- 80% of respondents worked continuously over 24 month period
- 70% worked 35 hours or more per week
- 17% worked between 20 and 34 hours per week
- 13% worked between 10 and 19 hours per week
- 31% (N= 213) did not experience any work interruptions over 4 years
Those that encountered interruptions in employment
- Exacerbated psychiatric conditions (24%)
- Laid Off (12%)
- Job ended (11%)
- Medical Condition (8%)
- Family/ personal situation (5%)
- Attending school (3%)
- Maternity Leave (2%)
- Retirement (0.6%)
Research Findings

- Increased capacity to sustain employment over 4 years is associated with:
  - A higher level of education and training
  - Experiencing fewer mood fluctuations
  - Having a job requiring creativity
  - Having a job doing a variety of things
ADDITIONAL FINDINGS

- Consistent use of psychotropic medication (49%)
- Support of a spouse/partner (34%)
- Support of psychiatrist/therapist (33%)
- Support of boss/supervisor (27%)
- Support of co-workers (26%)
- Support of friends (26%)
- Spiritual involvement (21%)
- Support of parents/family members (17%)
- Support of other consumers (17%)
- Support through a vocational program (2%)
- Employee assistance program (1%)
PRIMARY REASONS FOR JOB RETENTION

• Interest in and satisfaction with what I do (73%)
• Opportunities for professional development (43%)
• The control I have over my work (30%)
• The money I make (27%)
• Flexibility I have at work (25%)
• Relationships I have developed at work (23%)
  • Recognition I get for the work I do (18%)
• The benefits I get (16%)
  • The organizational culture and values (15%)
• The understanding I get at work about my psychiatric condition (7%)
• The convenient location of my job (6%)
Learning from Research

Interest in and satisfaction with what I do (73%)

- https://www.mynextmove.org/explore/ip
- https://www.mynextmove.org/
- https://careerzone.ny.gov/views/careerzone/index.jsf
- http://acp-usa.org/resources/career-assessment-questionnaire
## Sample Job Support Plan

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<tr>
<th>Objectives</th>
<th>Methods</th>
<th>Dates</th>
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<tr>
<td>Kimberly will work 25 hours per week portioning food according to diets, and serving residents in the nursing home.</td>
<td>Kimberly will have a follow-up call with the benefits planner to talk about how much he will be earning. Employment specialist to provide rides to work for the first two weeks. Employment specialist and Javier to meet weekly to discuss the job. Employment specialist and Kimberly to have brief meetings with his employer (for extra feedback) weekly for the first month and monthly thereafter. Employment specialist, Kimberly, Kimberly’s mother, and Vocational Rehabilitation counselor, will meet to talk about the job and Kimberly’s long-term plans for working</td>
<td>April 28 at 10:30&lt;br&gt;March 1- March 15&lt;br&gt;March 15- August 30&lt;br&gt;March 1- March 30 &amp; April 1-August 30&lt;br&gt;March 7 &amp; then every other month</td>
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<td>Kimberly will move into a nurse’s assistant position.</td>
<td>Employment specialist and Kimberly will talk to her boss about her desire to transfer to a nurses’ assistant position after she has worked for six months. Employment specialist and/or Kimberly will talk to human resources at the nursing home about her desire to change positions. If it does not appear hopeful that Kimberly will obtain a nursing assistant job with her employer, she and her employment specialist will develop a plan to apply for those positions elsewhere.</td>
<td>August 30&lt;br&gt;By Sept 15&lt;br&gt;By December 15</td>
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Learning from Research

Support of a spouse/partner (34%)
The control I have over my work (30%)

Challenges are what make life interesting. Overcoming them is what makes it meaningful.
The money I make
(27%)
LEARNING FROM RESEARCH

Flexibility I have at work (25%)
Support of boss/supervisor (27%)
Learning from Research

Relationships I have developed at work (23%)
KEEPING UP THE GOOD WORK –
AN E-LEARNING COURSE IN JOB RETENTION FOR HVRP VETERANS

WWW.NVTAC.ORG/KEEPINGUPTHEGOODWORK
Retention rate at three (3) quarters following placement with a performance target for grantees to meet a minimum rate of retention of 65 percent.
Experience Says:

- Access to supportive services significantly increases likelihood of keeping jobs
- Jobs that match job seeker preferences and abilities likely to impact retention
- Placement into jobs with employer provided benefits is likely to lead to higher rates of retention
- Keeping connected with veterans post placement is important
www.nvtac.org/keepingupthegoodwork
Module 1: An Introduction to the Course
Module 2: How People Keep Their Jobs
Module 3: Why People Lose Their Jobs
Module 4: Managing Stress on the Job
Module 5: Using Supports for Long-Term Success and Stability
Module 6: Summary and Conclusion
What Should Rhonda Do?

A. Quit!
   Firmly tell the boss that this new task isn't in the original job description - so it shouldn't be part of the job.

B. Just suck it up and do it.

C. Talk to the boss (or HVRP employment specialist) about her concerns.
What Would YOU Do?
Situation #1

Incorrect

This is one option for sure, but may not be the best choice. Let's discuss all of the choices and learn why.

Continue

Leave an anonymous note
TRUE OR FALSE?

Technical skills, like computer skills, are more important than soft skills, like attitude and enthusiasm.
Module 3 Objectives

- Identify your own personal issues and triggers that could contribute to job loss
- Recognize that all job loss is not personal
- Establish a support plan
- Figure out if your skills and personality are a good match for your current job
- Identify if your current job is the right job for you - and if not, create a plan for moving on
Take Out Your Notebook

Previous job loss:

• Was the loss due to something you could have controlled?

• If so, what steps are you going to take to change behaviors moving forward?
Your Certificate of Completion

- Congratulations! You have completed all six modules of the job retention course!
- If you would like a Certificate of Completion, click here, print the certificate and take it to your employment specialist for certification.

Best wishes in keeping up the good work!
For assistance with Keeping Up the Good Work you can contact me:
Patricia Tucker, MA, MBA
Senior Program Manager
Advocates for Human Potential