WEBINAR: JOB RETENTION APPROACHES
THURSDAY NOVEMBER 20, 2014
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
  - Michael Holzer, TA Program Assistant (NCHV), mholzer@nchv.org
ASKING QUESTIONS DURING THE TRAINING

- Submit questions in the chat box on the webinar
- E-mail questions to Michael Holzer at mholzer@nchv.org
- Submit questions through the post-training survey
MAJOR TASKS OF THE TA CENTERS

1. Provide TA & Training to HVRPs
2. Identify Best Practices and Support Other Research
3. Respond to Inquiries
4. Disseminate Information to Stakeholders
5. Outreach to Employers
CHALLENGES IN RETENTION

- Veterans don’t stay in touch
- Veterans quit without warning
- Interpersonal problems on the job
- Mental Health and or Substance Abuse issues
**Keys to Job Retention:**

**Program Essentials**

- Starts at intake
- Clear Expectations
- Prevent and Plan
- Good placement equals successful job retention.
- Use employer partnership/social networks to track retention
- Celebrate employment success.
At HVRP orientation/intake describe your focus on long term employment success and that the HVRP will be following participants post placement for up to 270 days.

Have the veteran understand and agree that reporting their post placement retention is a program requirement.

Emphasize that they will be helping veterans who come after them as reporting on retention will enable the program to continue to receive funding.
Job Retention Starts at Intake

- Emphasize that the pre-placement work will include discussing possible workplace stressors and coping strategies for this.
Importance of Managing and Understanding Expectations Throughout Pre-Placement Services

- Employer
- Client
- Family
- HVRP Staff
How do we help manage expectations

- Understand and gather as much information as we can from employers, clients, family members and all staff working with the individual.
- Assist in balancing all of these expectations in order to retain their employment.
Understanding and managing expectations also leads to clients becoming responsible at their workplace which encourages the employer to remain responsible to maintaining a good work environment and keeping the veteran employed.
POSSIBLE EMPLOYER EXPECTATIONS

What do Employers Expect?

- Services provided to participants to address behavior impacting performance, attendance and other workers
- To have hard-working, motivated, and reliable employees
- Like knowing that HVRP staff are available to intervene if a problem arises
- HRVP staff can work with employers to plan effective interventions without impacting productivity
POSSIBLE VETERAN EXPECTATIONS

- Meaningful, real work opportunities matched to skills and career goals.
- Jobs in natural, mainstream, integrated work settings.
- Service coordination to support job retention.
- Close coordination with employer and HVRP program (If appropriate and requested).
- Focus on long-term career-planning.
The veteran will work in a job that will enable the family to be stably housed and live at a good standard.

That veteran can bring home the bacon and it’s enough to feed the family.
HVRP Staff Expectations

- That the veteran will communicate regularly with staff
- That the veteran will bring paystubs
- That the veteran and employer will let me know if there is a problem
MANAGING WORKPLACE STRESS

According to The American Institute of Stress (AIS)
- 25% report that their job is the primary stressor.
- 4 out of 5 workers feel some level of workplace stress.
- 40% of job turnover is due to stress.

It’s Natural to Feel Workplace Stress

Learning how to manage it is the key.
Managing Stress

- We all experience workplace stress and have “triggers’ that cause it.

- In working with the veteran we are seeking to identify only those “triggers” that may cause stress and behavioral reactions that may lead to job loss.
IDENTIFYING STRESSORS THAT MAY CAUSE BEHAVIORS LEADING TO JOB LOSS

- Important to identify all relevant stressors (job specific).
- Assist veteran to understand why certain work environments, tasks, people or activities may be stressors for them.
- Assist veteran to connect stressors to specific behaviors that may cause job loss and define new actions to take.
- Assist veteran to identify supports and how to use them to retain employment.
veteran makes a list of potential stressors (specific to their job), when during the workday they are most likely to occur and what behaviors they may produce.

- Create specific action steps
- Identify people and supports
- Discuss potential stressors with supervisor in advance
- Assist participant to remove potential triggers from the beginning
GOOD JOB PLACEMENT CAN REDUCE STRESS AND LEADS TO LONG TERM CAREER SUCCESS

- Meets the interests and aptitude of participant
- Work environment and tasks appeal to the participant
- Job consistent with the values of the participant
- Job is attractive in terms of type of work, location, hours of work, wage scale and co-workers
- Job offers good benefits that add to the quality of life of the participant: health insurance; time off; training and educational opportunities; paid leaves for family and personal; positive social interactions
- Job is an integral step in the career goal of the participant, and offers a sense of moving forward and personal growth
Job Retention and Post Placement Tracking: Some Techniques

While it is sometimes a challenge to keep placed veterans engaged in providing post placement information, beyond what was mentioned earlier, the following techniques can be used:

- Use partnership with employer (site visits, phone calls, etc.
- Using unemployment data (but need S.S. number)
- Connecting with family/friends/co-workers.
TRACKING TOOLS

- Use of social media
- E mail
- Snail mail
- Establishing peer support group(s) for employed veterans.
- Offering Incentives: Celebrating Success
  - Gift cards
  - Celebratory dinners at HVRP program at 90, 180, and 270 days
QUESTIONS