



## RETENTION SERVICES

Department: Office of Economic & Workforce Development

Effective Date: July 1, 2012

Policy/Procedure #: WIA108-A

Supersedes: July 1, 2008

### Overview

Participants exited for reasons other than institutionalized, reservists recalled, death, family care or health/medical for more than 90 days, the provider will be responsible for assisting participant in securing employment to obtain positive outcome and completing all required documentation.

### Retention Services

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

**Following up is also require to those participants who have exited without placement and continue to assist participant in securing employment to obtain positive outcome during the 1<sup>st</sup> quarter follow-up period.**

Staff must maintain contact with the participant and/or employer during the one year follow up period according to the following schedule:

- 30 days after the start of employment
- 60 days after the start of employment
- 1<sup>st</sup> Quarter period after exit Follow-Up Form Required (approximately 90 days after exit)
- 2<sup>nd</sup> Quarter period after exit Follow-Up Form Required
- 3<sup>rd</sup> Quarter period after exit Follow-Up Form Required
- 4<sup>th</sup> Quarter period after exit Follow-Up Form Required

Must complete follow-up form in WorkForceCentral (WFC) and upload required documents.

### Follow Up Reporting

Staff is required to follow up with participants and/or employers and each quarter after the participant has exited and verify when required (see *Employment & Education Verification*). Follow Up services must

be reported each quarter using the 1<sup>st</sup> – 4<sup>th</sup> Quarter Follow Up and recorded in WorkForceCentral (WFC) and using the following schedule indicated below:

IF PARTICIPANT EXITS DURING THIS PERIOD...	THEN THIS PERIOD IS THE 1 <sup>ST</sup> 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.

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 the employer with backfilling the vacated position. Staff will also contact the participant to provide additional assistance.

### **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.

### **Inquiries**

Inquiries should be addressed to the OEWD Program Operations Director at 415-701-4848 or [workforce.development@sfgov.org](mailto:workforce.development@sfgov.org).

*OEWD and its service providers shall follow this policy. This policy will remain in effect from the date of issue until such time that a revision is required.*