



RETENTION SERVICES

Department: Office of Economic & Workforce
Development

Effective Date:
May 1, 2013

Policy/Procedure #: 108-Y

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, enrolling in education or attaining a degree and completing all required documentation.

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.

Retention Services

Placement in employment or education and attainment of degree verifications will be completed by the youth provider according to the Procedure 106-Y, *Employment and Education Verification*. Once a placement has occurred, retention staff must follow up with both employers and participants to verify employment (or education) retention and identify and address any employment concerns.

Retention staff must maintain contact with the participant and the employer during the one year follow up period. Staff will provide Retention Services and contact participants for follow up according to the following schedule:

- Within first week of employment
- 30 days after the start of employment
- 60 days after the start of employment
- 1st Quarter period after exit—FORM REQUIRED (approx 90 days after placement)
- 2nd Quarter period after exit—FORM REQUIRED
- 3rd Quarter period after exit—FORM REQUIRED
- 4th Quarter period after exit—FORM REQUIRED

Follow Up Reporting

Retention staff is required to follow up with participants and employers 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 1st – 4th Quarter Follow Ups Forms and be conducted according to the schedule indicated below:

IF PARTICIPANT EXITS DURING THIS PERIOD...	THEN THIS PERIOD IS THE 1ST QUARTER TO FOLLOW UP ON	YOU MUST COMPLETE FOLLOW UP 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, et cetera 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 assist the employer with backfilling the vacated position. Retention staff will also contact the participant to provide additional employment services.

Participant Support Services

Participants often face challenges when starting a new job and/or as employment and education 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.

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.