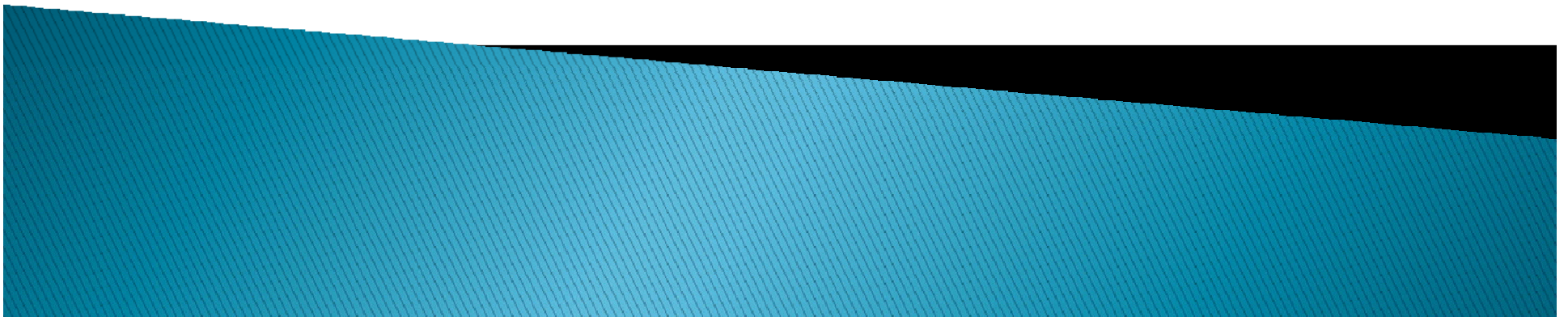




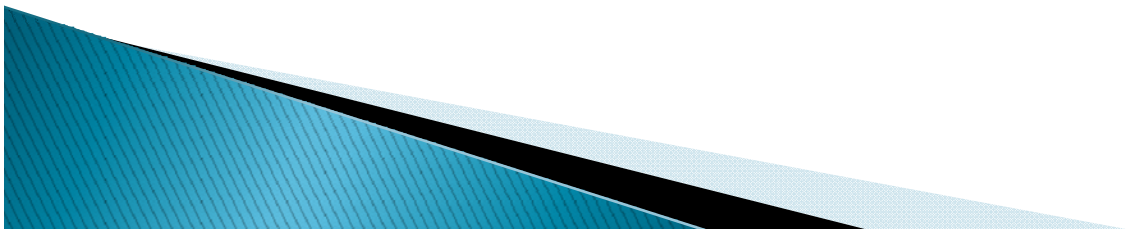
Launch

Employment Retention, Engagement and Being
Engaged, Mentoring and Pipeline Services



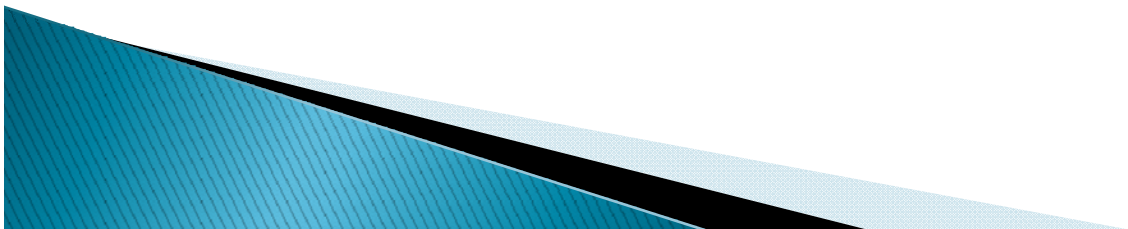
Today

- ▶ Opening
- ▶ Purpose and objectives
- ▶ Engagement and Being Engaged
- ▶ Employment Retention
- ▶ Break
- ▶ Mentoring
- ▶ Pipeline Services
- ▶ Summary
- ▶ Adjourn



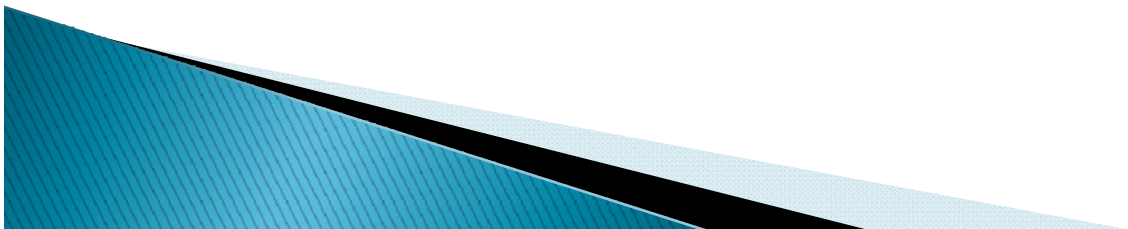
Purpose

- ▶ To present the Workforce Solutions expectations, and common language, for retention services, engagement, mentoring and pipeline services via operational definitions;
- ▶ To discuss with employment services teams, their plans to expand on the services description from the proposals or implementation plans.



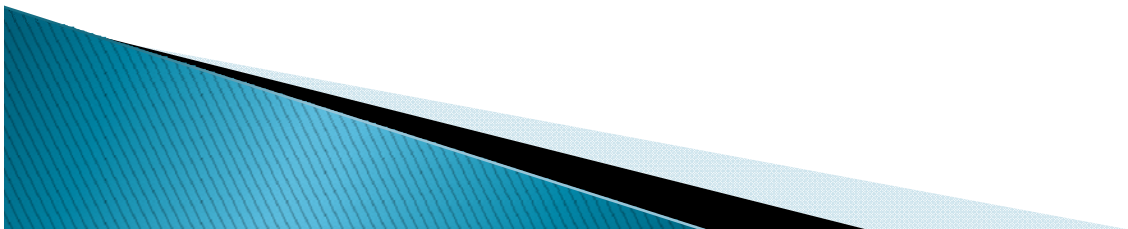
Objectives– attendees should be able to:

- ▶ Describe the distinction between engagement and being engaged and explain planned steps to acculturate these definitions in agency workplace;
- ▶ Define employment retention and job retention differences and explain plans to increase retention service emphasis;
- ▶ Describe agency plans to operationalize actions steps for mentoring program;
- ▶ Identify one new idea from discussions with the other agencies that your agency will explore.
- ▶ Identify for whom pipeline services are intended and describe the expanded specifics beyond your agency proposal;
- ▶ State one additional change (related to these topics) that you will foster in individual employment counselors career counseling approach to participants.



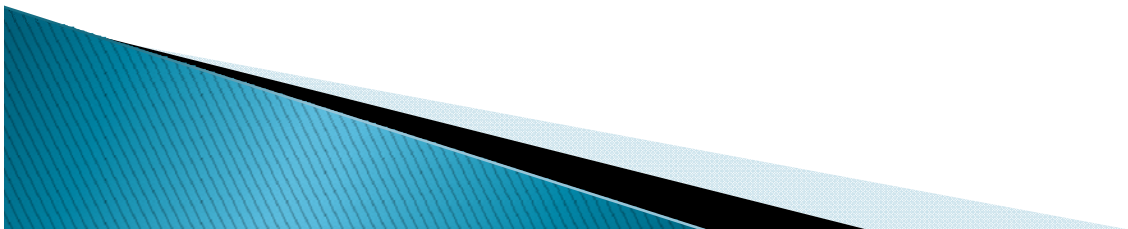
Engagement

- ▶ Term describes process steps taken by the employment counselor
- ▶ Term is about the employment counselor's support, reinforcement, or mandate of the participant's plan and activities
- ▶ ES Manual and WFS policies and procedures define engagement
- ▶ An expectation that EP be written for 3 to 40 hours of activity a week, including all FSS participants, as an investment in the participant's plan, is engagement.



Engagement

- ▶ Engagement can be measured
 - Opening or closing activities
 - Participation hours input
 - Active, reviewed EP
 - Documented contact
 - Case notes
- ▶ Engagement can be measured
 - Outcome targets for employment, retention, increased income, Self-Support Index
 - Outcome targets for new start of activities, EP, FSS engagement hours, coaching, assessment and LMI hours, education



Being Engaged

(Langston Hughes Poems As Voice of Dream)

▶ Ennui

Island

Dreams

▶

▶ It's such a

Wave of sorrow,
Do not drown me now:

Hold fast to dreams
For if dreams die
Life is a broken-winged
bird

▶ Bore

▶ Being always

I see the island
Still ahead somehow.

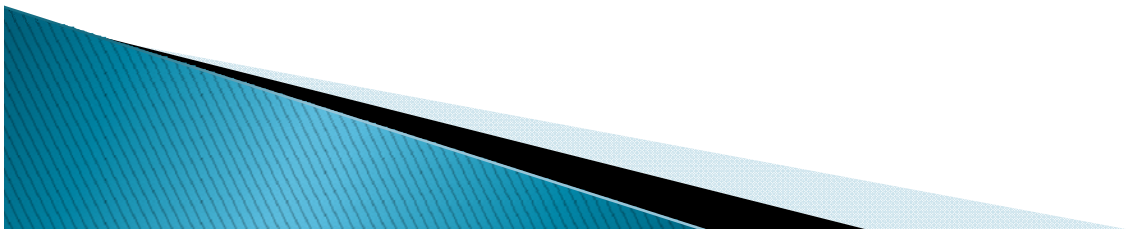
That cannot fly.

▶ Poor.

I see the island
And its sands are fair:

Hold fast to dreams
For when dreams go
Life is a barren field
Frozen with snow.

Wave of sorrow,
Take me there.



Being Engaged

(Langston Hughes Poems As Voice of Dream)

- ▶ Dream Dust



- ▶ Gather out of star-dust

- ▶ Earth-dust

- ▶ Cloud -dust,

- ▶ Storm-dust,

- ▶ And splinters of hail,

- ▶ One handful of dream-dust

- ▶ Not for sale.

The Dream Keeper

Bring me all of your dreams,

You dreamers,

Bring me all of your

Heart melodies

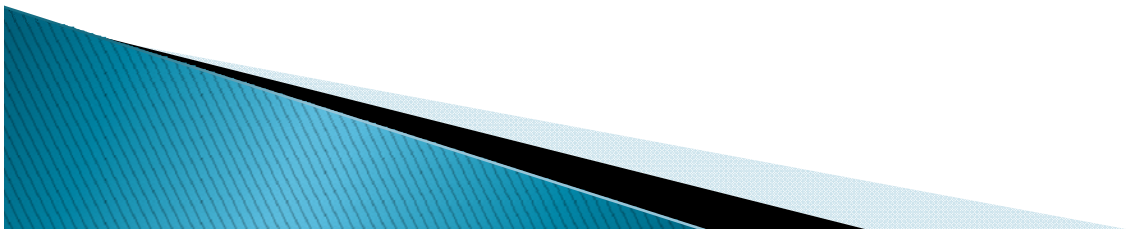
That I may wrap them

In a blue cloud-cloth

Away from the too-rough

fingers

Of the world.




Being Engaged

- ▶ Is about the dream
- ▶ The participant is the expert in own life
- ▶ Participant has an idea of what they wish their employment goals to achieve
- ▶ Participant is in motion and moving forward
- ▶ The dream is the promise, a pledge a dedication to their or children's future
- ▶ As participant works toward the dream, there is an opportunity for the engaged counselor to contribute to participant's progress



Employment Retention: Background

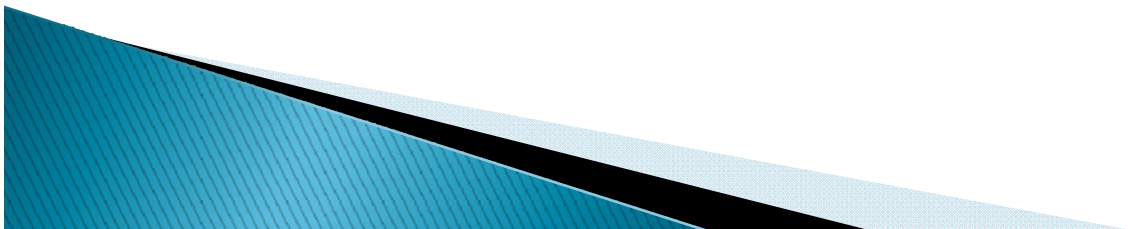
- Workforce Solutions has identified Employment Retention as a MFIP/DWP Employment Service outcome for Program Years 2014 through 2016.
 - Employment Retention must be provided during the first 90 days of employment to participants employed and still on MFIP/DWP and for participants having left MFIP/DWP employed.
 - Monthly reports indentifying employed participants will be sent to your Data Specialist.
 - Management may also use the data specialist reports as a tool to monitor WF1 case note entries, Support Services and other engagement activities.
 - ES Providers and Direct Services teams will be required to record Employment Retention Support Services in WF1 and invoice expenditures as a separate line item in your monthly invoice.
- 

Employment Retention

New Terminology: Employment Retention

Distinction between Job Retention and Employment Retention:

- **Job Retention** is often viewed as providing encouragement and financial support to participant during the first 90 days of employment.
- **Employment Retention** is a broad-based engagement strategy that begins during the initial stages of career coaching and planning and becomes more intensive immediately following job placement.

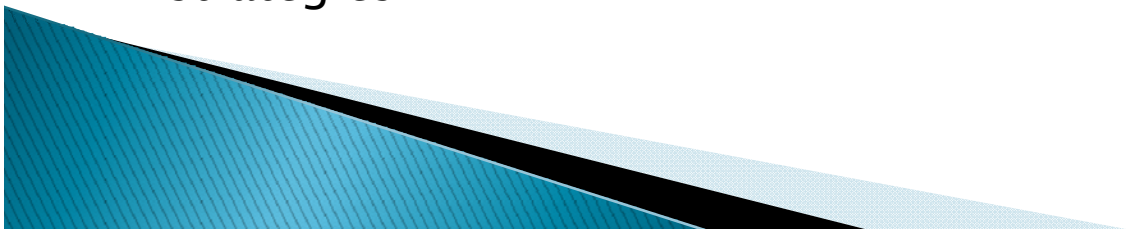


Employment Retention: Research

Research shows Employment Retention services and supports are most critical during the first 90 days of employment when individuals are at their highest risk of termination arising from a lack of:

- Reliable transportation
- Secure and safe childcare
- Workplace performance expectations
- Conformity with appropriate workplace language and behavior
- Conflict resolution skills
- Time management
- Family and community support systems

Research also suggest that planting the “**retention seed**” early in the engagement process is critical to the success of employment retention strategies.



Employment Retention: Moving Forward

- We're not asking you to change how your agency delivers Employment Retention services;
- We're asking you to “plant the retention seed” early in the engagement process and;
- Place greater **emphasizes** on Employment Retention services and outcomes throughout the engagement process;
- Begin career planning/coaching in the initial stages of MFIP /DWP services;
- Develop relationships with employers whenever possible;
- Employment Retention may be an important factor in reducing **racial disparities** in the length of time on MFIP and employment longevity;



Keys to Successful Employment Retention Services:

- Establish a strong and supportive rapport with participants;
- Maintain meaningful monthly contact, preferable in person or by phone;
- In some situations contact may need to be more often than monthly;
- Expanded hours of operation and locations to facilitate Employment Retention contacts, meetings and discussions;
- Provide coaching and support during monthly contact;
- Address support services needs immediately;
- Assist participant's in navigating through the stresses of new employment;



Keys to Successful Employment Retention Services: Continues

- Cultivate strong relationships to increase communication throughout the retention period and beyond;
- Providing advice on workplace protocol and connections to other resources to help maintain employment;
- Help participants deal with conflict resolution at the worksite, at home and in their social sphere;
- Provide advice and financial resources to assist participants in maintaining their employment;
- Provide career planning to ensure that participants earn credentials to qualify for higher wages and better employment opportunities;
- In the event of job loss, assist participant in learning from the experience and applying the lessons to new employment opportunities.



Employment Retention Done Right Results in:

- Planting the retention seed early in the engagement process;
- Development of career planning/coaching and career laddering strategies;
- Monitoring labor market trends to identify labor market needs;
- Identifying career paths to obtaining certificates and stackable credentials;
- Creating opportunities for skill development through non-traditional resources;
- On-going communication between the participant and counselor;
- Early intervention when workplace problems occur;
- Better use of Support Service dollars;
- Participants who are better prepared for employment;
- A smooth transition to employment that will lead to employment longevity and



Exiting MFIP /DWP Employed



Mentoring

- ▶ Supporting participant self sufficiency
- ▶ Voluntary-based
- ▶ Not everyone can benefit from it, approach based on individual need
- ▶ Need to have a subject or reason for which mentorship is structured around
- ▶ May be formal or informal
- ▶ May be individual service, group program, or community-based
- ▶ Often framed from a cultural lens



Mentoring

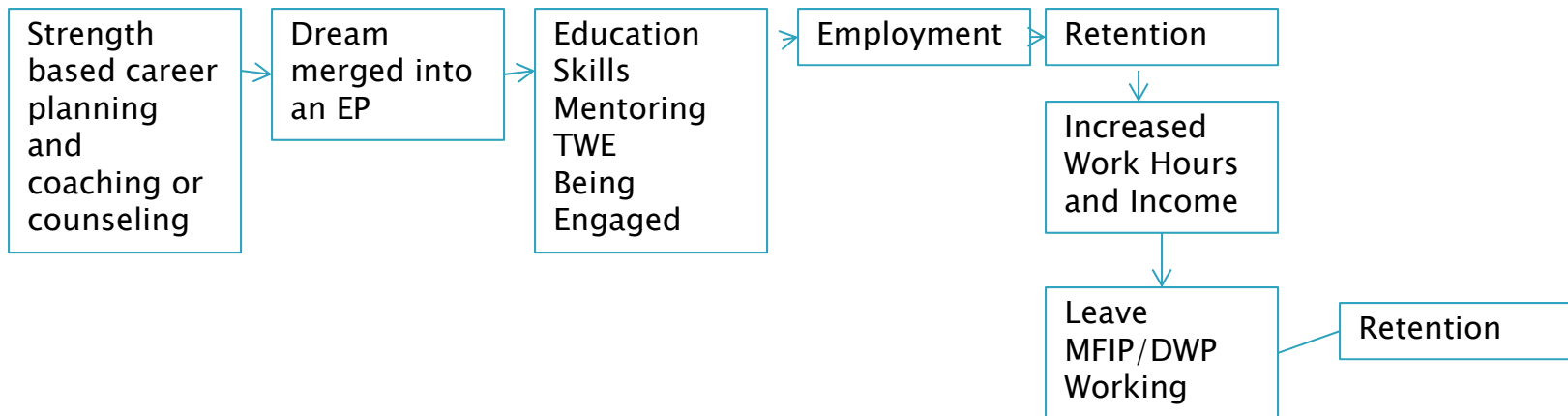
- ▶ Main idea is that more experienced and knowledgeable* people, or groups of people, provide support and expertise to those with less experience (e.g. on the job mentoring, school navigator, parenting classes)
- ▶ Varying examples from proposals
- ▶ Fully implement proposed mentoring programs by July 1

*more knowledgeable about a particular subject matter



Pipeline Services

- ▶ Movement
- ▶ Processes that systematically assist employed participants to incrementally increase work hours
- ▶ From here to here to here



Conclusion

- ▶ Career planning, career coaching, career counselling, education, credential and certificate acquisition, career case management, engagement, fostering being engaged, retention, pipeline, things that matter ALL overlap AND lead to outcomes and changes in the lives of participants.
- ▶ Stay tuned for discussions about the ways these items and racial disparity reduction, reduction of length of time on MFIP, increasing length of employment, the knowledge gained through evaluation, and of course more about things that matter, will fit together.
- ▶ Thank you for your attention and contribution.

