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Phoenix Business and Workforce Development Board (approval authority)	<i>Date Approved:</i> 04/14/20	<i>Subject # & Title:</i> .406 – Follow-up and Job Retention	

I. APPLICABILITY/SCOPE

This policy applies to the program services delivered through the U.S. Department of Labor Strengthening Working Families Initiative (SWFI) grant and applies to all staff and contractors who are part of service delivery

II. PURPOSE

The purpose of this policy is to establish the guidelines and criteria to be used in follow-up and job retention services for participants of the SWFI program administered by ARIZONA@WORK City of Phoenix and its contractors.

III. BACKGROUND


The SWFI program requires that follow-up and job retention services be made available to participants who exit the program and have obtained unsubsidized employment, for up to 12 months. Not all participants who are employed will need, or want, follow-up services. The appropriate scope and intensity of follow-up services must be based on the needs of the individual participant to ensure job retention, wage gains and career progress.

IV. POLICY

Follow-up and job retention services are provided to clients, who have obtained unsubsidized employment and exit the SWFI program, to promote job retention, wage gains and career progress.

A. Provision of Services

1. Follow-up and job retention services vary and are determined on a case-by-case basis. These services may include:
 - a. Additional career planning and counseling;
 - b. Contact with the participant’s employer, including assistance with work-related problems that may arise;
 - c. Information pertaining to additional educational opportunities; and
 - d. Referral to supportive services available in the participant’s community.
2. Follow-up and job retention services must be made available up to 12 months. To align the provision with the timing of performance measure reporting for employment, staff will contact participants at least quarterly for real-time outcomes, with the final contact to ensure employment in the 4th quarter after exit. Follow-up services do not extend the date of exit in performance reporting.
3. SWFI program clients may decline follow-up and retention services if they so choose.
4. The participant’s case file notes must contain documentation substantiating that follow-up and job retention services were offered and the outcome. Staff should employ different methods of contact

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in the event one method is not successful. These two-way exchanges include, but are not limited to, a letter, an email, social media, telephone or face-to-face conversation.

5. Not all participants will respond to staff offering follow-up and job retention services. A minimum of three attempts must be made to contact the individual to offer follow-up and job retention services (combination of email, phone, letter, social media, etc.). After three attempts with no response, staff will case note that the participant has opted out of receiving follow-up and job retention services by not responding.
6. Re-enrollment into the SWFI program is required when it becomes necessary during the follow-up period to utilize services beyond those available in follow-up and job retention services. This includes supportive services, which may not be provided after the participant exits the program.

V. POLICY MANAGEMENT REQUIREMENTS

This policy will be reviewed on an annual basis by the SWFI Project Manager and submitted to the Division Deputy Director and Human Services Director for review and approval. Administrative revisions to the policy may be made by the Phoenix Business and Workforce Development (PBWD) Board Executive Director, with notice to the PBWD Board’s Executive Leadership Committee. All other substantive revisions will go to the PBWD Board’s Executive Leadership Committee for review and recommendation to the PBWD Board for approval.