

# Support Workers' Job Retention



**FRONTLINE FOCUS**

THE CHICAGO JOBS COUNCIL  
TRAINING INSTITUTE

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**Frontline Focus Training Institute**



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# Did you know?

- For job seekers: receiving services for at least 6 months results in a job seeker working more months, working full time, and having higher annual earnings.
- 3 or more contacts with program staff per month is associated with an increase of \$1 per hour, working full time, and having health benefits.

# Retention

Retention is the process of keeping job seekers and workers motivated and engaged in program and employment opportunities. This is achieved by offering the supportive environment, resources, and services that can lead to self-sufficiency.

Retention starts on Day 1, and involves everyone who has contact with the job seekers.

# Engagement Techniques- Job Seeker Focus

\_\_\_ We create an environment in which *all* staff are encouraged to care about job seeker retention

\_\_\_ We always keep in mind job seekers' needs and aspirations

\_\_\_ Our staff personally connect with job seekers and work to build rapport

\_\_\_ We describe what job seekers can expect from us, not just what we expect from them

\_\_\_ We emphasize mutual accountability

\_\_\_ We assess the skills, interests, and barriers of job seekers

# Engagement Techniques- Feedback & Involvement

\_\_\_ We use feedback from our workers to continually improve what we do

\_\_\_ We ask our candidates and workers what would be good incentives for them

\_\_\_ We regularly survey our job seekers about the quality of our services

\_\_\_ We ask participants to refer potential new employers and JS

\_\_\_ We invited successful workers to speak to new JS

\_\_\_ We involve successful workers in program design & mentoring

# Pre-Placement Services and Processes

- \_\_ We require completion of job readiness training, including soft skills
- \_\_ We use a formal orientation to review our policies and procedures
- \_\_ We provide a safety orientation to ensure safe workplace practices
- \_\_ We use realistic job previews to help make good job matches
- \_\_ We help workers plan transportation and childcare when making placements
- \_\_ We make quality referrals when our agency can't provide appropriate or needed supports
- \_\_ We have a formal graduation ceremony to mark completion of training programs

# Post-Placement Services

\_\_ We recognize achievement milestones in the course of our workers' temp and temp-to-hire placements

\_\_ We probe to understand challenges and troubleshoot solutions

\_\_ We provide peer networking opportunities for our workers

\_\_ We offer certificate-earning skills training to help workers advance on the job

\_\_ We offer financial lit. training and counseling to help workers transition from public benefits or improve their financial stability

\_\_ We offer mentoring supports

\_\_ We facilitate a post-placement job club



# THANK YOU

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