

C. JOB RETENTION FOLLOW-UP

NOTE: The client has the right to refuse to participate in the job retention follow-up process and is not required to respond to the Worker's letter.

A follow-up contact with the employed Work-Eligible Individual in the closed WV WORKS case at the 30-, 90-day intervals following AG closure or EAP starting date is required. The 30-day follow-up contact will be accomplished by a RAPIDS-generated letter. The 90-day job retention contact will be accomplished by a RAPIDS-generated letter.

Job retention letters are designed to monitor the client's progress towards self-sufficiency, current employment situation, and to discuss any barriers or challenges being experienced by the client that could result in job loss or fewer work hours. The goal is to prevent the loss of employment and to intervene should the client face any crisis. A new letter is sent at the 90-day retention period. At the Supervisor's discretion, a face-to-face or phone contact may be used for each interval.