

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 request for a visit.

As part of the Stronger Family Job Retention column of the WV Bridge Model, the Worker must complete 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. The 30-day follow-up contact may be made by a face-to-face contact which may be held at the client's home, work site, at a location agreed upon by the client and the Worker or by phone. The Worker will decide if the 30-day job retention follow-up is done face-to-face or by phone. If after three attempts the Worker is unable to reach the client by phone, a full case recording must be made. The 90-day job retention contact will be accomplished by a letter which the Worker requests in RAPIDS.

Job retention interviews 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. The results of the interviews are recorded on form DFA-WVW-JR-1. The form must be completed at the 30-day job retention interview and may be simply reviewed at the 90-day retention period. At the Supervisor's discretion, a new form may be used for each interview.