Strategies for Effective Follow-Up (Post-Exit)

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Welcome!!!

- Face Forward II Grantees and Intermediaries
- Face Forward III Grantees and Intermediaries
- DOL FPOs and National Office Staff
- Face Forward TA Coaches
Session Overview

- Service Delivery Framework
- The Importance of Retention Efforts
- Defining a Successful “Exit”
- Determining When Follow-Up Begins
- Purpose of Follow-Up
- Examples of Follow-Up Services
- Documentation of Efforts & Activities
- Questions…
Service Delivery Framework

Intake and Enrollment → Assessment & Service Plan Development → SERVICE PLAN IMPLEMENTATION Navigation & Support → Program Completion EXIT → FOLLOW-UP
The Importance of Retention Efforts

**Retention and Follow-Up Go “Hand in Hand”**

- Retention and Follow-Up begin Day One
- Convey program expectations and provide clarity during Orientation
- Partner with clients and obtain “the right” contact information
- Maintain relationships with partner agencies
- Document program activities and outcomes
- Provide adequate follow-up to participants throughout active program period to ensure a successful Follow-Up Period
DO YOU SHARE EXPECTATIONS FOR THE FOLLOW-UP PERIOD DURING ORIENTATION?

- YES
- NO
- I WILL NOW
- THINKING ABOUT IT
- NOT CERTAIN
Defining the Successful “Exit”

- Met a major ISS Goal
Defining the Successful “Exit”

- Met a major ISS Goal
- Attained an MIS Outcome
  - Started School/College
  - Returned/Remained in School 12 months
  - Obtained Employment
  - Obtained GED
  - Graduated from HS
Defining the Successful “Exit”

- Met a major ISS Goal
- Attained an MIS Outcome
  - Started School/College
  - Returned/Remained in School 12 months
  - Obtained Employment
  - Obtained GED
  - Graduated from HS
- Completed Program
  - Cohort Graduation
  - Completed required length of time in program
WHAT IS YOUR CRITERIA FOR EXITING A PARTICIPANT?

- Met a major ISS Goal(s)
- Started School/College
- Returned/Remained in School 12 months
- Obtained FT Employment
- Obtained GED
- Graduated from HS
- Completed Program
- Cohort Graduation
- Completed required length of time in program
- Other (type in chat box)
Determining When Follow-Up Begins

Follow-Up Begins...After EXIT
Purpose of Follow-Up

➢ Job Retention for Older Youth
➢ School Retention for Younger Youth
Purpose of Follow-Up

- Job Retention for Older Youth
- School Retention for Younger Youth

Also:
- Tracks progress made by participants in employment and/or education after training
- Job Replacements
- Career Development
- Post-Secondary Support
- Assistance in securing better paying jobs
- Support to Employers and School Personnel
Examples of Follow-Up Services

• Maintain regular contact via phone, text or email

• Help to address work-related or school-related problems

• Assist in securing better paying jobs or career development

• Support in applying to college
Examples of Follow-Up Services

• Offer leadership development activities

• Provide referrals to supportive service agencies and other programs

• Conduct retention workshops

• Host career development activities
Examples of Follow-Up Services

- Hold alumni groups/job clubs
- Share information about job fairs
- Connect with service learning or community service activities
- Provide incentives for goal attainment
- Host achievement and recognition events
Examples of Follow-Up Services

- Maintain regular contact via phone, text or email
- Help to address work-related or school-related problems
- Assist in securing better paying jobs or career development
- Support in applying to college
- Offer leadership development activities
- Provide referrals to supportive service agencies and other programs
- Conduct retention workshops
- Host career development activities
- Facilitate mentoring Opportunities
- Hold alumni groups/job clubs
- Share information about job fairs
- Connect with service learning or community service activities
- Provide incentives for goal attainment
- Host achievement and recognition events
Documentation of Follow-Up Efforts and Activities

- Case Notes
- YO MIS
- Attendance Sheets
- Paystubs
- Certificates of Completion
- Employer Feedback Forms
- Mentor Reports
- Copy of GED Scores/HS Diploma
- Follow-Up Forms
PROGRAM DIRECTORS...WHAT KIND OF DOCUMENTATION DO YOU COLLECT TO VERIFY THAT FOLLOW-UP IS TAKING PLACE AFTER EXIT?

- Case Notes
- Attendance Sheets
- Paystubs
- Certificates of Completion
- Copy of GED Scores or HS Diploma
- Employer Feedback Forms
- Mentor Reports
- Follow-Up Forms
- Other
Documentation of Follow-Up Efforts and Activities (Tool)

PDF

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