

5. Employment Follow up and Retention

The Vocational Services Program is committed to providing services to assist participants with obtaining and retaining employment. Employment follow-up is conducted to assist participants during the transition of becoming self-sufficient.

5.1 Employment Information

When a participant becomes employed and reports the new employment to the Employment Counselor (EC), the EC must enter the employment information in the Vocational Services Appeals System (VSAS) [Emp & Training] tab once verification is received.

The required employment information is:

- Employer
- Job Title
- Start Date
- Hours per Week
- Pay Rate
- Supervisor Phone Number
 - VSAS requires company/supervisor phone number, but it is not required. Enter 000-000-0000 if number is not obtained.

IMPORTANT: Check CalWIN to verify if the employment information has been entered. If the employment information has not been entered in CalWIN, the “Eligibility Worker/Vocational Services Communication” form (GA 53) must be completed and submitted to clerical staff to create a Task Management Tool (TMT) to notify EW of the new employment and to take appropriate action.

5.1.1 Employment Verification

Acceptable employment verification includes:

- Employment Verification (SCD 549A)
- Pay check stubs

- Periodic report such as SAR 7 Eligibility Status Report.
- Letter from employer (on employer letterhead)
- Email from employer
- Time cards
- Employment Offer Letter (If questionable, contact employer)
- The Work Number

5.2 Employment Incentive

When a participant becomes employed and provides acceptable employment verification, the Vocational Services Program grants a one-time monetary incentive in the amount equivalent to a monthly bus pass.

5.3 Employment Retention Follow-up

Employment follow-up occurs at the following intervals:

- 30 days
- 60 days
- 90 days

All information obtained from the employment follow-up is recorded in VSAS [Emp & Training] tab.

5.3.1 Collecting Employment Retention Follow-up Information

The Vocational Service Program Supervisor receives a listing of participants who have been discontinued due to employment and assigns cases on a weekly basis to all Employment Counselors to conduct Employment Follow-up. The EC must make every attempt to conduct employment follow-up timely during each follow-up interval. The Employment follow-up must be conducted as follows:

- Make contact to confirm participant is still employed in the follow-up month.

- Update the Employment Status in VSAS [Emp & Training] tab to: Unknown, Employed, Non Employed).
- Enter case comments in VSAS [Narrative] tab and CalWIN **Maintain Case Comments** window.

Below is a list of actions that may be taken based on the employment status of the participant:

Status	Action
Employed	Select if client is still employed at time of contact.
Not Employed	This status should be used when the participant is no longer employed. <ul style="list-style-type: none"> • Inform client they may re-apply for General Assistance. • Inform client of community resources as applicable.
Unknown	Before entering Status of Unknown, check all available resources to determine employment status.

- Document the outcome of the contact in VSAS [Narrative] tab and in CalWIN **Collect Case Comments** window.

5.3.2 Methods of Collecting Employment Follow-Up

The information necessary to complete the employment follow-up can be obtained by any of the following methods:

- Contacting the participant,
- Current pay check stubs, if submitted by participant,
- The Work Number, and
- Information from CalWIN or IDM.

Note:

Make at least three attempts to reach the client before entering status of Unknown.

