

C. ~~J~~OB 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. The form must be completed at the 30-day **interval for the customer to receive the bonus**. 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**.

The 30-day job retention **letter** must include, but is not limited to the following: current employment situation, status and progress; concerns such as transportation, child care, ability to pay current living expenses, possible emergencies, health, family's health, other family situations, etc. The Worker must also insure that necessary support services, vision and dental services, and other agency services are being provided as necessary and appropriate. The Worker must provide client with information regarding other agency and community services available to address any identified needs. A 30-day Self-sufficient Achievement Bonus of \$100 is issued after completion of the 30-day follow-up **form**.

If the client calls or responds in writing to the **30- or 90-day** follow-up letter indicating he needs additional assistance or services, the Worker must contact the client to address these issues.

RAPIDS recordings must be completed by the Worker. In addition, any pertinent information not shown on the form must be recorded. A 90-day Self-Sufficient Achievement Bonus of \$150 is issued after completion of the 90-day follow-up and DFA-WVW-JR-1.

The Worker must not contact the employer if the client expressly asks that this not be done. This prohibition does not apply when the Worker needs to determine the reason a client was terminated from a job or verify employment information such as pay rate, hours scheduled, start date, etc. to determine eligibility for DHHR programs. The Worker must still be careful not to jeopardize the client's job or adversely affect his work environment. A signed Release of Information is recommended.

The 90-day follow-up review must be made before the case is transferred to an Economic Service caseload. In addition, those cases due for SNAP redetermination in the 3<sup>rd</sup> month after case closure must have the redetermination completed prior to transferring the case to an Economic Service caseload.

**EXCEPTION:** WV WORKS cases which are eligible for continued support services payments must remain in the WV WORKS caseload.

**NOTE:** See Section 24.7,A,3 for an example of monthly participation hours for a paid work activity.