



Retention Tracking, Retention Services, and Alumni Services

Economic Mobility - Program Scaling and Expansion



Upcoming Optional Workshops

A Framework for Bolstering Economic Power for ESE Employees

Jan 23rd at 11am-noon PST

<https://bit.ly/EconomicPower>
CARISE



SNAP E&T Intro For ESEs

1. SNAP E&T Intro & Cohort Overview

Jan 15 11am-noon PST

2. ESE Alignment with SNAP E&T

Jan 22 11am-noon PST

3. Becoming a SNAP E&T Provider & Cohort Application Details

Jan 29 at 11am-noon PST

<https://bit.ly/SNAPCohort>

Integrating Direct Deposit to Build Employee Wellness By Community Financial Resources

Feb 6th at 11am-noon PST

<https://bit.ly/CommunityFinancialResources>



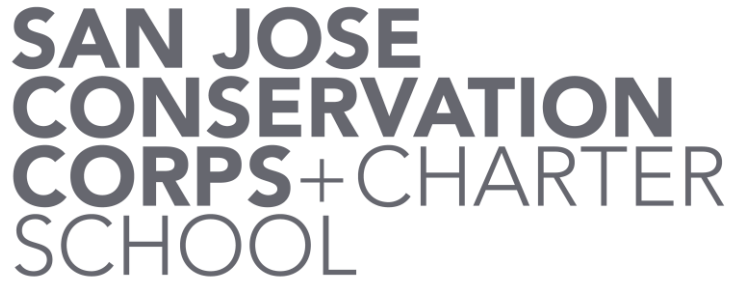
Economic Mobility Program Scaling and Expansion



◆ **Optional Coaching Sessions**



Reminder of your cohort!



Introductions



Shannon Keith
Facilitator
Senior Manager,
Consulting, FareStart



Jamie Stark
Manager
Relationship Manager

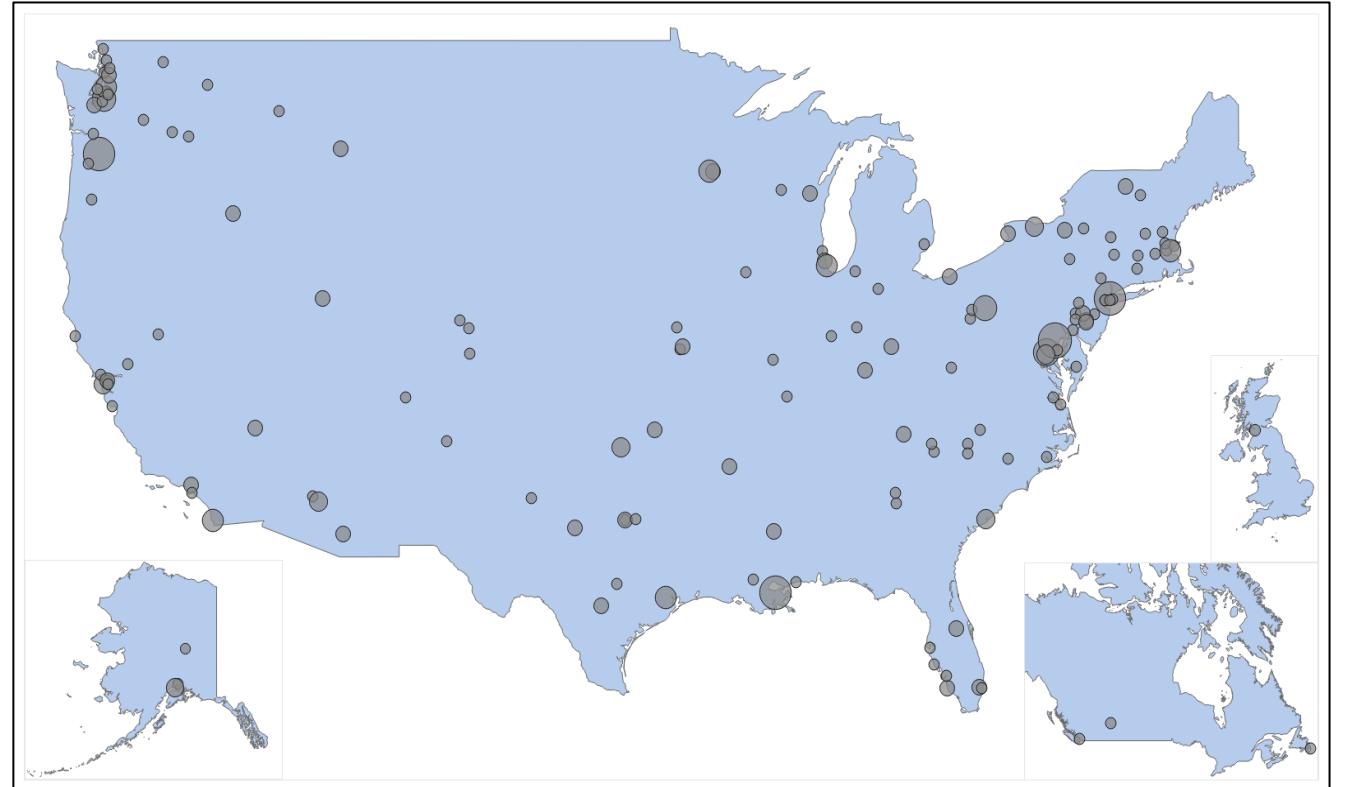


Katie Orovecz
Sr. Manager
Capacity Building



About FareStart Consulting

FareStart Consulting has collaborated with over **300** nonprofit organizations and their employment partners in over **158** communities and in **46** states across the country.



Session Agenda & Objectives

AGENDA:

- 1) Definitions & Overview
- 2) Promising Practices: Retention Tracking & Services
Break Out Discussion
- 3) Promising Practices: Alumni & Employer Engagement
Fish Bowl Discussion

OBJECTIVES:

- Review promising practices for retention and alumni services
- Share ideas and lessons learned for improving employment retention and support for alumni

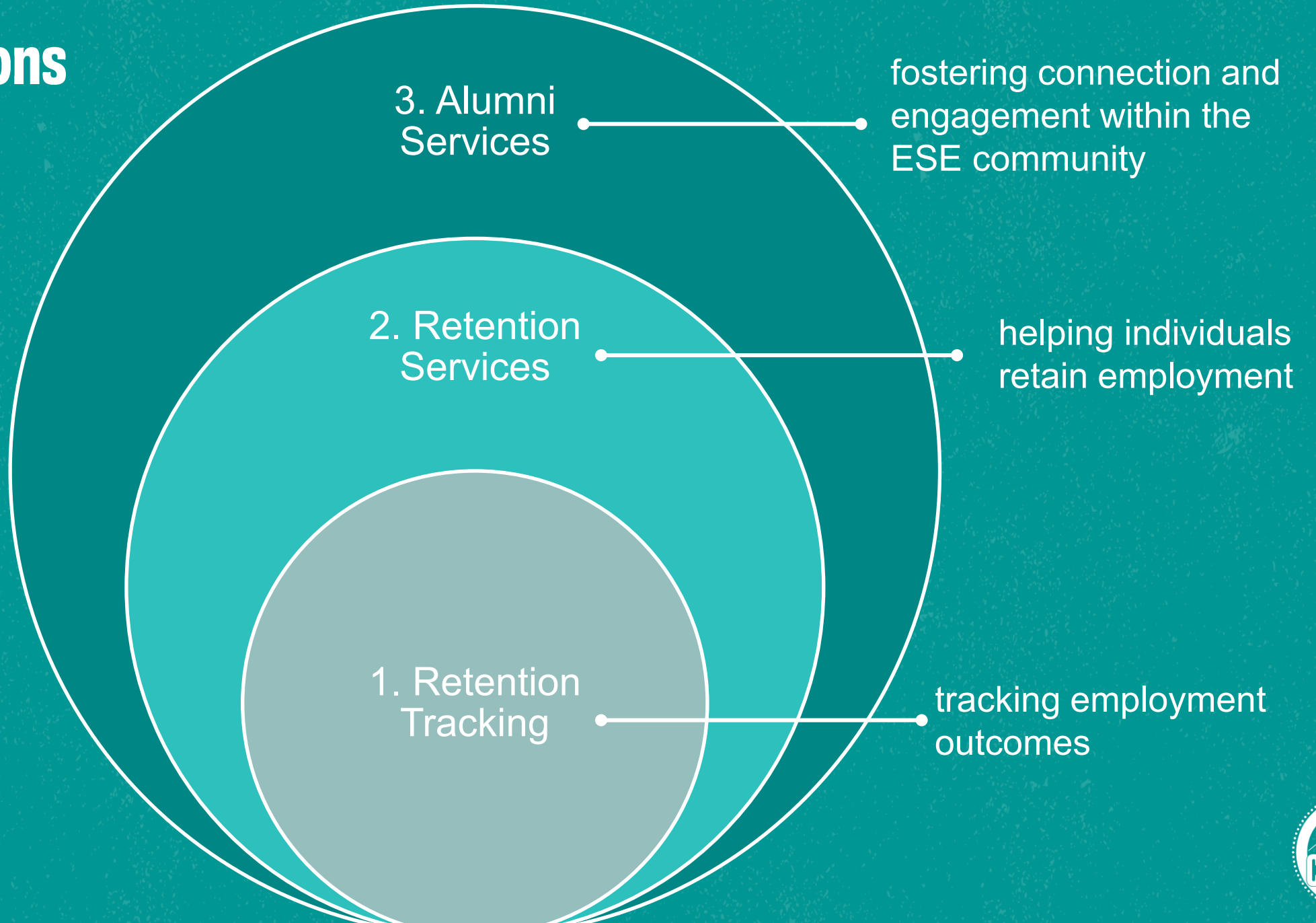
Community Standards

- **Stay engaged**
- **Listen to understand**
- **Take space, make space**
- **Nobody knows everything, but together we know a lot**
- **Challenge assumptions**
- **Expect and accept non-closure**
- **Center Participant Workers**
- **Embrace Diversity in All of its Forms**
- **Create a Safer Space for Sharing / Refrain from Attribution**

Ice Breaker: Imagine you had no idea what an ESE was, what type of information would you want to know to assess whether an ESE was a worthwhile investment?



Definitions

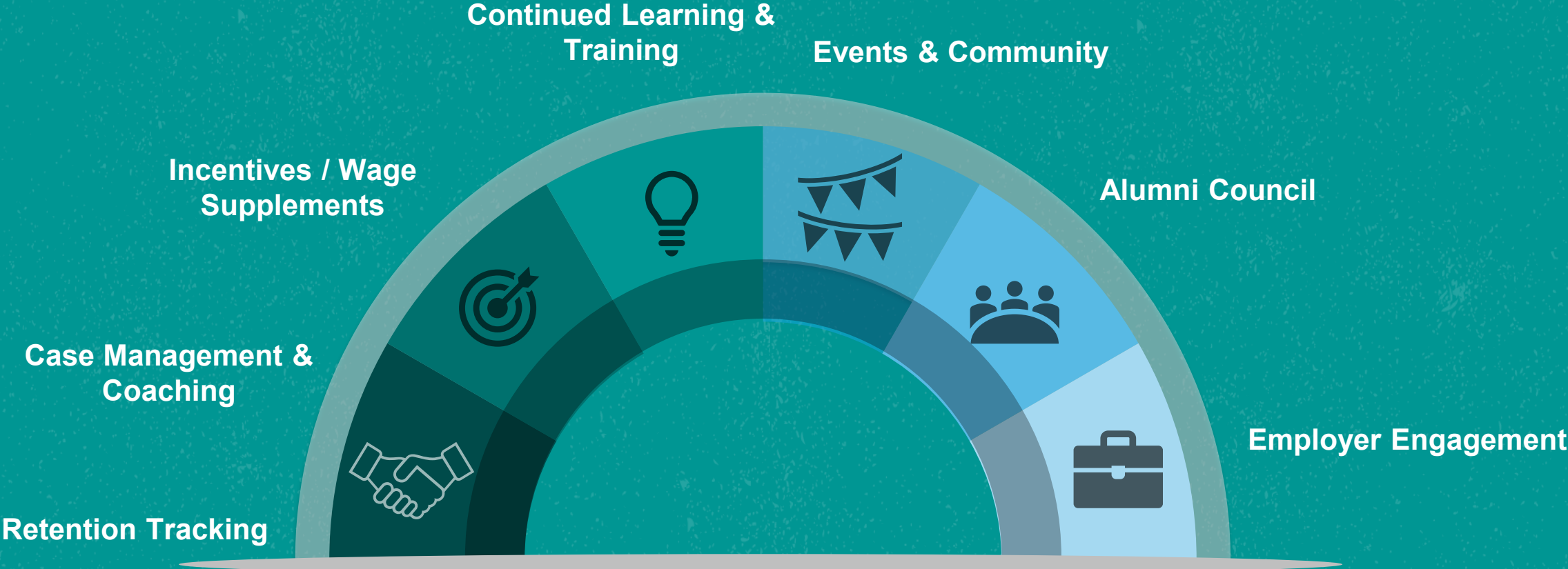




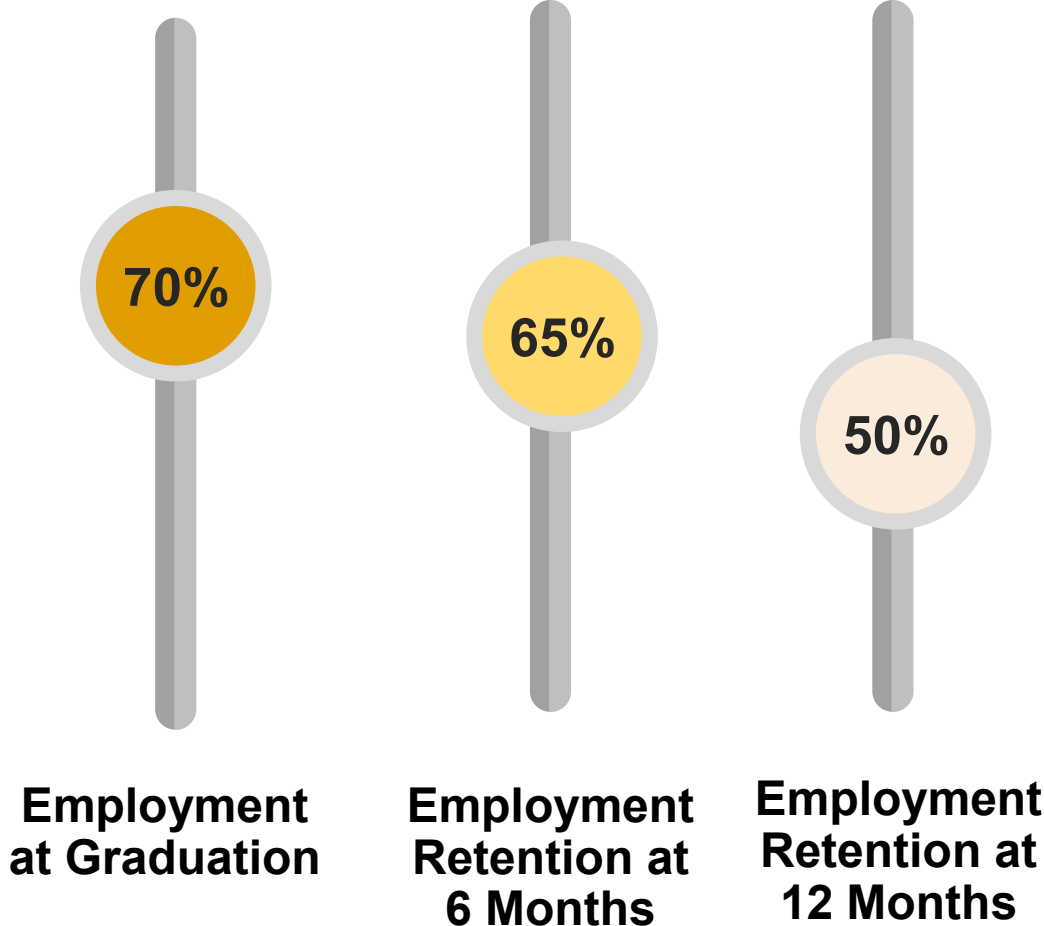
Survey

- How would you rate your ESE's work in each of these areas? (Mentimeter scales)

Promising Practices



Retention Tracking Benchmarks



*Based on national data from employment social enterprises in foodservice/hospitality industry



Case Management & Coaching



Cadence

3+ participant contacts per month for 6+ months were associated with positive outcomes like working more months, working full time, and higher earnings.¹



Dedicated Staff

Roles like **Retention Specialists** focus on post-program communication, such as texting or calling graduates after first day on the job and end of the first week.



Creating Capacity

Dividing alumni service roles among caseworkers, sharing caseloads among coordinators, or leaning on partners for continued case management are **alternate models for supporting alumni**.

1. Evaluation of programs by Public/Private Ventures ([National Transitional Jobs Network Report](#))

Case Management: Rapid Reemployment



Rapid Reemployment

Probability of finding a job decreases as unemployment duration increases. **Moving fast and being prepared for multiple new jobs** can help improve outcomes.



Promising Results

6% higher employment rate by end of year two and **11% more total earnings** among those who received post-employment case management and support finding better jobs (rapid reemployment).¹



Purposeful Temporary Employment

Bridge opportunities to **help avoid employment gaps** and hone skills during job search. Can reserve specific discrete projects for times when alumni reappear or extend temp opportunities when surges in work occur.

1. [Results from the Post-Assistance Self-Sufficiency \(PASS\) Program in Riverside, California](#)

Incentives / Wage Supplements



Retention Tracking

Women's Bean Project extended its incentives for responding to staff outreach from one to two years after graduation. **Response rate increased from 20 to 80%.**¹



Wage Supplements

Texas ERA Program gave \$200/month conditional on fulltime employment for 12 months. Resulted in **increased employment and earnings** four years later.²



Language

Framing as a bonus or earning supplement in recognition of additional expenses incurred with starting a job can **support more relationship building** vs. transactional approach.

1. [REDF Alumni Services Promising Practices Report](#)
2. [MDRC How Effective Are Different Approaches Aiming to Increase Employment Retention and Advancement?](#)



Survey

- Does your organization provide financial incentives for retention?

Continued Learning & Training



Retention Driver

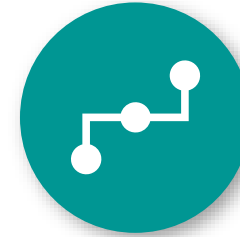
Low pay is one of the leading factors for turnover.

Continued skills development is needed to unlock economic mobility.



Professional Development Workshops

Training on advanced topics like negotiating pay, or inviting to all-staff learning events with guest speakers can bring alumni back and support continued growth.



Advanced Training Pathways

Manager certificates, apprenticeships, and other advanced training programs can lead graduates into better jobs.

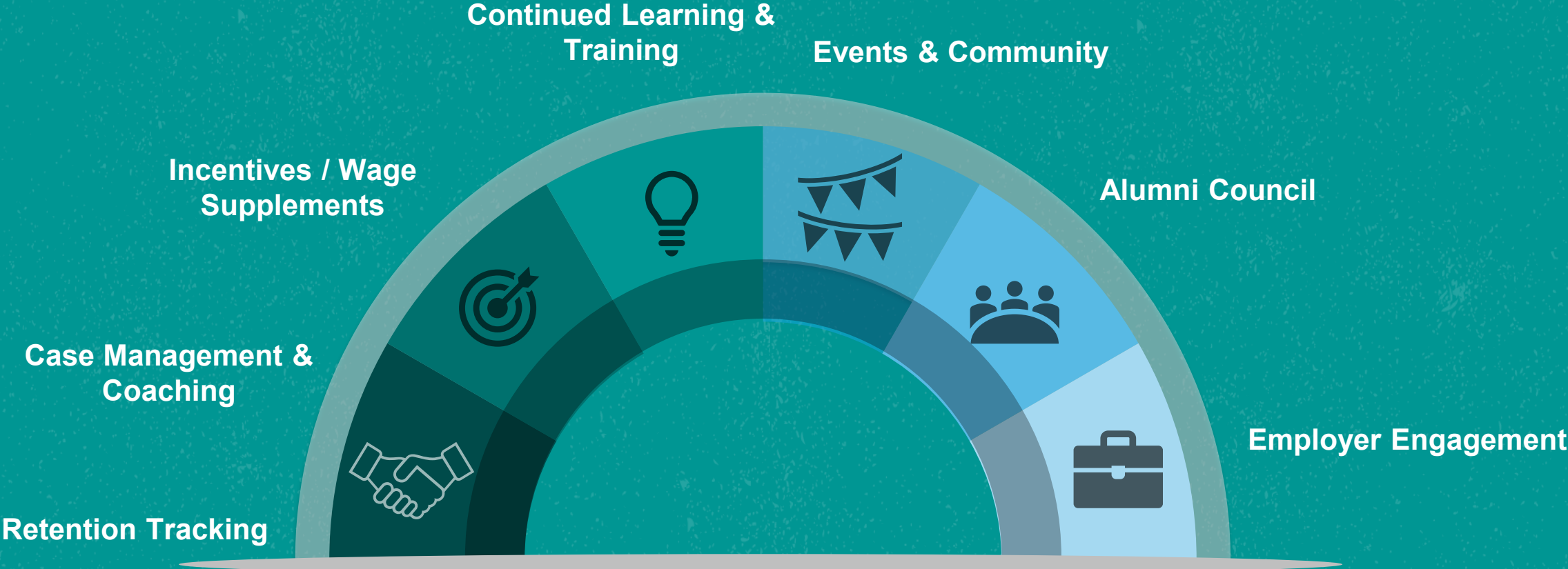
Break Out Group #1



- How does your organization approach retention tracking and retention services (and why)?
- What challenges have you faced doing retention tracking and retention services? How have you overcome them?



Promising Practices



Events & Community



In-Person Gatherings

Opportunities to socialize with peers and staff can help alumni stay connected.



Online Communities

Peer network for alumni to maintain connections and share news/opportunities organically.



Alumni Guest Speakers

Invite alumni back to share experience and advice.



Practice In Action: FareStart Community Meal

Please join the FareStart community at this quarterly all-ages event and enjoy a free family meal. Students, graduates, and staff are all invited to bring their friends and family to eat together, reconnect and celebrate our community.



Survey

- What types of events or community building activities have you done?



Alumni Advisory Council

Purpose: Center participant worker voice and lived experience in strategic planning, contribute to alumni services, cultivate alumni leadership experience



Who is eligible? How will you select members?

6-18 members, complete application, program graduate, other proven skills (communication, accountability, critical thinking, etc.)



What are your expectations for members?

12 months, attend 80%+ virtual/in-person meetings every 1-2 months, collaborate with staff and other council members, contribute ideas, promote events, etc.



How will we compensate members

Can range (\$600-\$2,000), aligned with milestone completion, up-front honorarium to support internet/tech needs

Typical structure



Employer Engagement



Problem Solving

Follow-up with both employers and workers focused on identifying and resolving issues before they result in turnover.



Alumni at Employers

Alumni can open doors with their employers, point transitioning workers to job openings at their company, provide information supporting job matching, and provide peer support to new hires.



Employer Practice Change

Educate employers on practices that can enable their staff to be more successful. (Ex: trauma-informed workplace training for employer staff/supervisors)

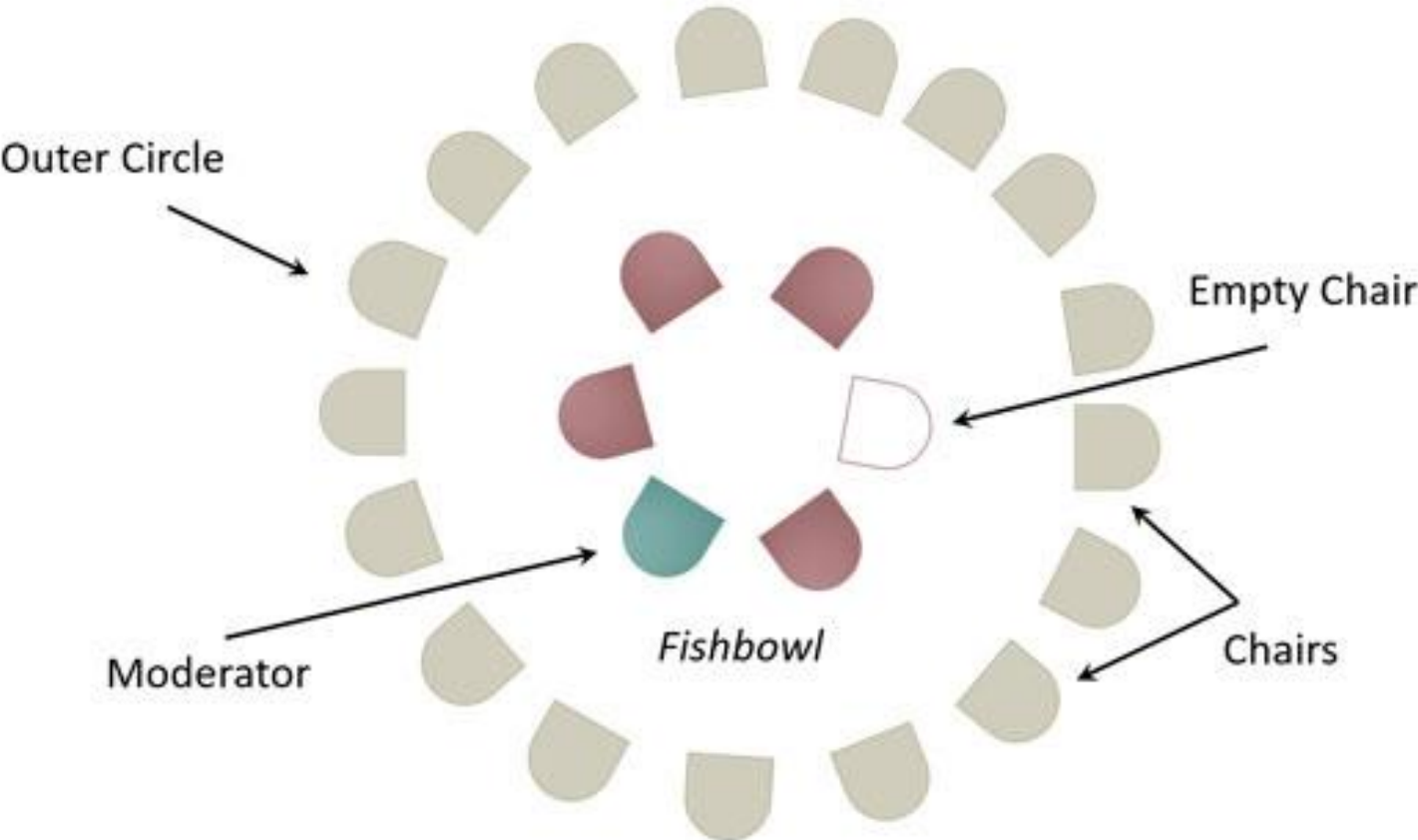


Survey

- How would you prioritize these retention and alumni service practices in your upcoming work?

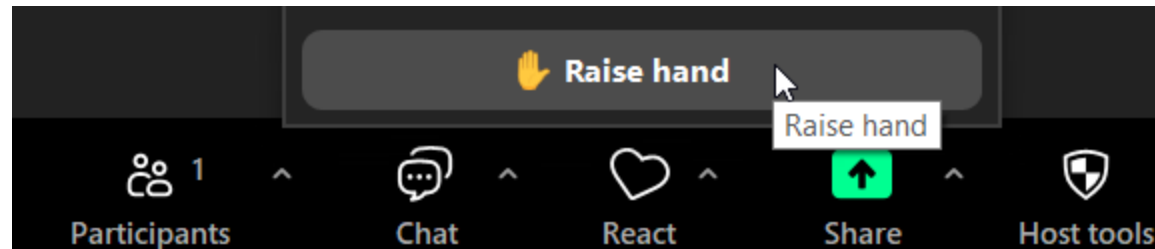


Fish Bowl Process



Fish Bowl Logistics

- “Raise hand” to join conversation with question or comment
- “Lower hand” to open up seat for someone else





Fish Bowl

How have you overcome a challenge related to retention and/or alumni support?

(What is a best practice that might benefit others?)



Commitments



Based on everything you learned today what is 1 to 2 commitments you can make?

For example:

- Have a meeting with a stakeholder about retention services
- Review data on retention tracking and identify opportunities
- Share best practices with another person at my ESE



Feedback Survey

Please take a few minutes to fill out our Survey on this session.

<https://bit.ly/EMTScaleAll>

This feedback helps us improve your experience and plan adjustments to make moving forward.



What's next?

- Additional resources will be posted on REDFWorkshop
- Coaching hours will be hosted on Thursday Jan 16th from 11am-12:30 PST
- Make progress on commitments from last slide!
- **Next session will be virtual and is on Thursday February 13th from 11am-12:30pm PST**



REDF

An investment that works.

Thank you!

