



# Coaching on Retention Tracking, Retention Services, and Alumni Services

*Economic Mobility - Program Scaling and Expansion*



# Economic Mobility Program Scaling and Expansion



 **Optional Coaching Sessions**



# 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**





# Introductions



*Shannon Keith  
Facilitator  
Senior Manager,  
Consulting, FareStart*



*Jamie Stark  
Manager  
Relationship Manager*



*Katie Orovecz  
Sr. Manager  
Capacity Building*



# Session Agenda & Objectives

## **AGENDA:**

- 1) Recap & Reflection
- 2) Break Out Discussion #1:  
Retention Tracking & Services
- 3) Break Out Discussion #2: Alumni  
Services & Engagement



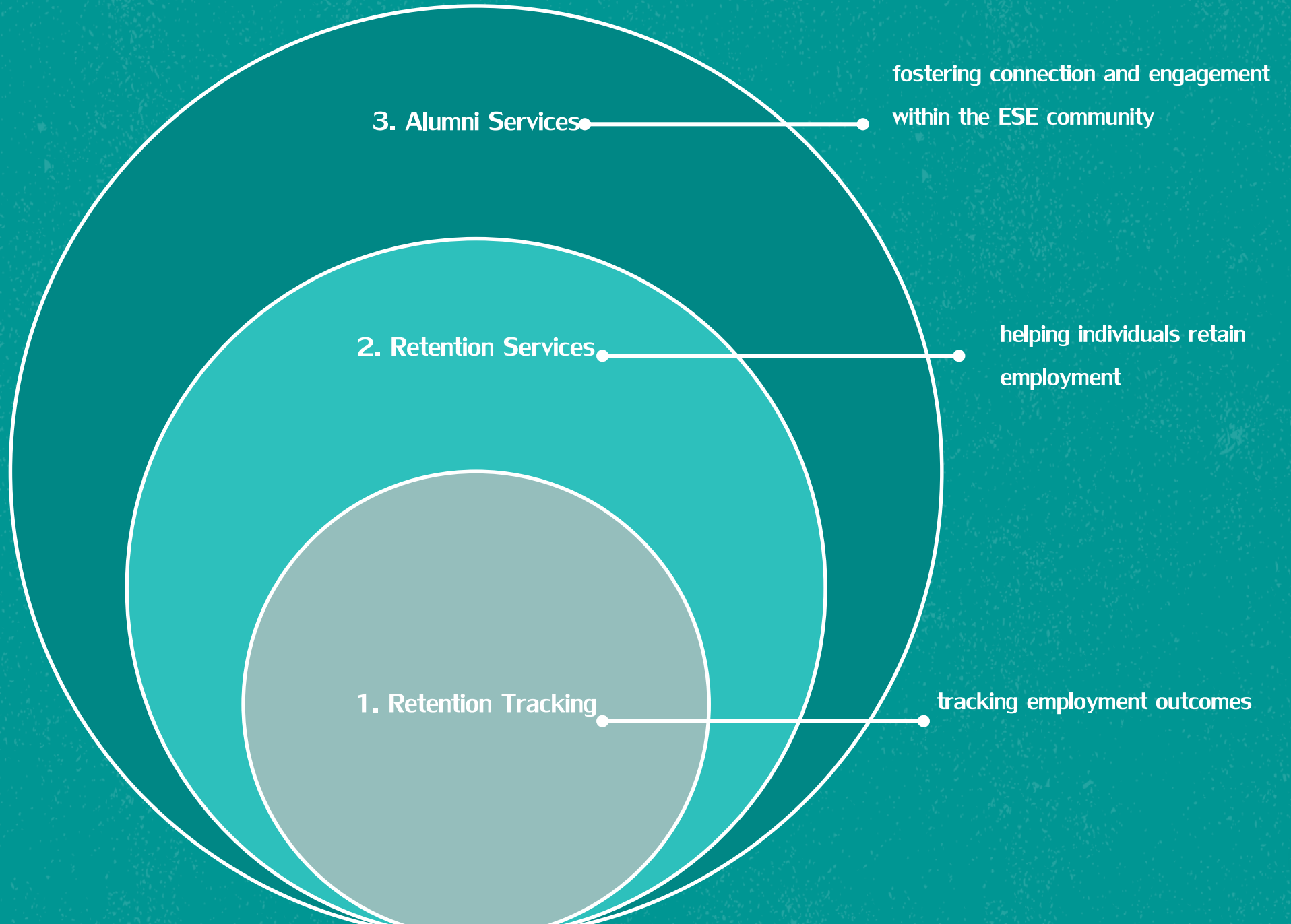
## **OBJECTIVES:**

- Review on promising practices for retention and alumni services
- Reflection and implementation planning

*In the chat please fill out the rest of this sentence:*

*One thing I hope to get out of today's session is...*

# Recap





*In the chat please fill respond with 1-5:*

*How do you feel about your goals and plans for retention and alumni services?*

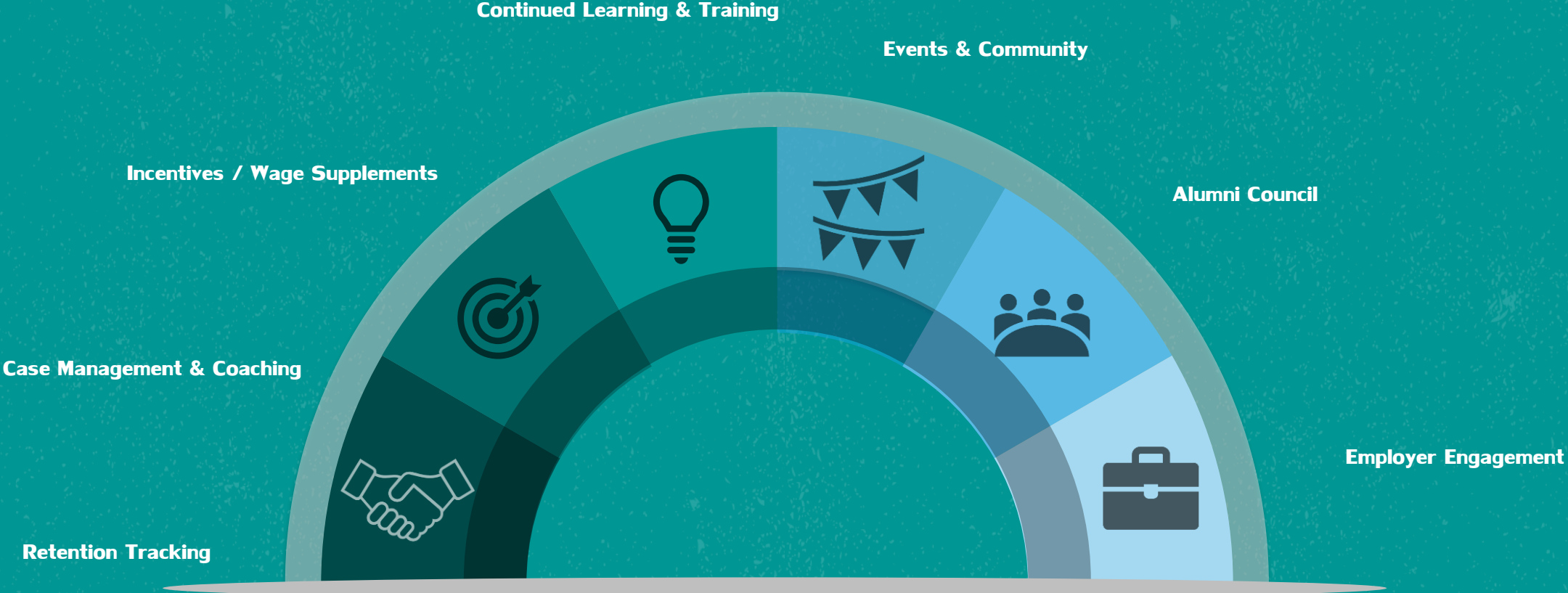
*1 – not great*

*5 – feeling really good about it*





# Promising Practices Reflection



# Promising Practices Reflection



- How can we collect data to assess our program efficacy and inform our services?

# Promising Practices Reflection

Case Management & Coaching



- How and when are our touchpoints post-program?
- How can we help alumni find new and better jobs and minimize employment gaps?



# Promising Practices Reflection

Incentives / Wage Supplements



- Do we provide financial incentives for employment retention?



# Promising Practices Reflection

## Continued Learning & Training



- How could we provide alumni with opportunities for continued professional development or advanced training?

# Break Out Group #1



- What is one retention-building practice you want to prioritize in the upcoming year?
- How and why?

# Promising Practices Reflection

## Events & Community



- How can we build community with our alumni?



# Promising Practices Reflection



- How can we center participant/alumni voice in our strategic planning and alumni services?



# Promising Practices Reflection



- How could we engage with employers to improve employment acquisition and retention?

# Break Out Group #2



- How could you build community with your alumni?
- What are the biggest barriers or risks to retention and alumni services? How could you overcome them?



# 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?

- Make progress on commitments from last slide!
- **Next session will be virtual and is on Thursday February 13<sup>th</sup> from 11am-12:30pm PST**



# REDF

An investment that works.

Thank you!

