



## Who We Are

### About Us

The purpose of the Job Retention Program is to assist participants, in an effective way by teaching them the essential skills necessary for retaining employment.

### Contact Us

Economic Services Division  
Employment Services Supervisors  
Office: 980-314-6857 or 980-314-6856  
Customer Connection: 704-336-3000  
Fax: 866-228-4903



## Program Benefits

- Decrease the number of Work First participants who reapply and/or lengthen participants' periods of employment.
- Provide support and guidance to employed participants who have transitioned out of Employment Services.
- Facilitate budget planning and the most effective use of newly earned income.
- Move participants from a stage of dependency to self-sufficiency and sustainability.



### WORK FIRST EMPLOYMENT SERVICES JOB RETENTION PROGRAM

301 Billingsley Road  
Charlotte, North Carolina 28211



## WORK FIRST EMPLOYMENT SERVICES JOB RETENTION PROGRAM

*Equipping Individuals with  
Sustaining Employment*

## Seminar Benefits

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- Improve job retention skills
- Improve communication skills
- Gain a heightened self-awareness and identify what skills you bring to the employer
- Increase participants knowledge on the importance of maintaining a good relationship with your employer



## Referral Process

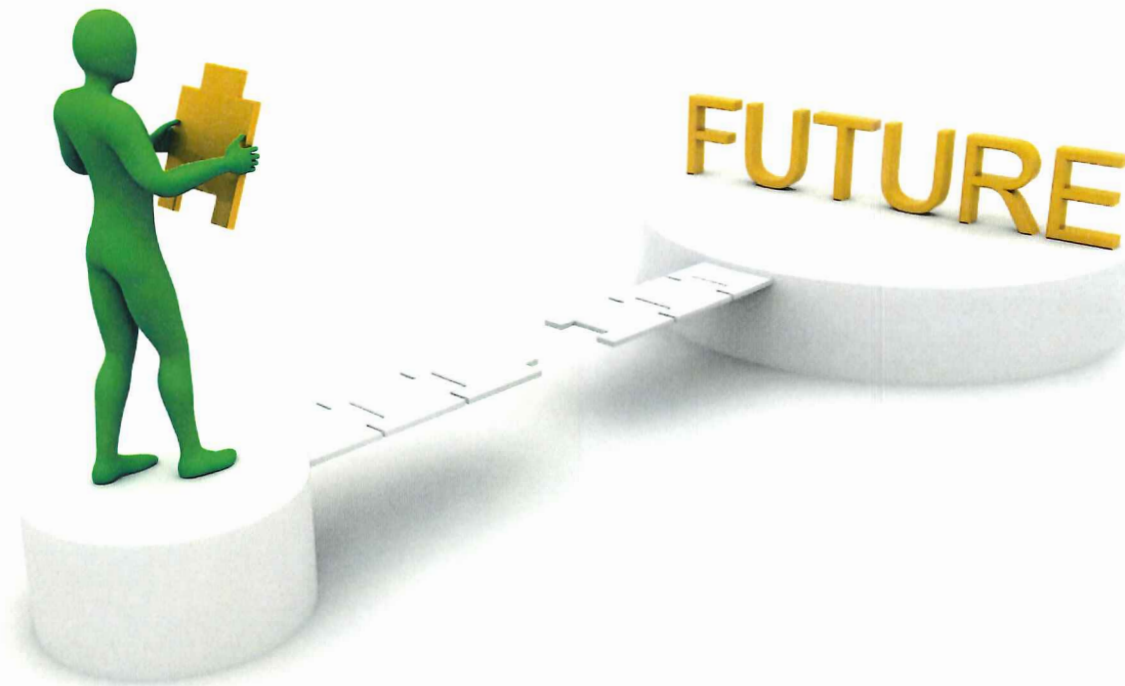
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Contact the Job Retention Social Workers directly for any assistance as you transition to self-sufficiency.

You may also be referred by your permanent Social Worker to participate in the Retention Seminar.

*Two things define you. Your patience when you have nothing and your attitude when you have everything.*

— Author unknown



## Our Purpose

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A great number of participants secure employment; however, maintaining that employment becomes challenging with the stress of work, children and balancing it all.

The purpose of the Job Retention program is to:

- Present Work First participants with essential skills necessary for maintaining employment.
- Encourage Work First participants to create and live within a feasible budget
- Develop supports and enhance networking, communication and problem solving skills

## Strategy for Success!

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- Social Workers can work with employed participants up to 4 months after their Work First case has closed
- Provide continued support and guidance to enhance job stability and retention.
- Provide transportation assistance via bus passes
- Serve as a job coach and/or mentor
- Proactively troubleshoot situations that may arise in the workplace
- Attend mandatory meetings and/or appointments on participant's behalf. This could include, but not limited to, attending court hearings, school IEP meetings, group reviews at DSS, Child and Family Treatment meetings etc...