

# **Placement and Retention Management**

## **Performance/Accountability/Sustainability**

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### **The Terrific Trio!**

**Performance**

**Accountability**

**Sustainability**

All intricately linked to placement and retention.

Programs that are focused on performance must have strict accountability, and programs that perform well and are accountable get sustained.

# Placement and Retention Management Program Accountability

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Interrelated aspects of accountability:

- Programmatic
- Fiscal
- Job Readiness

It is a series of interrelated steps:

# **Placement and Retention Management Program Accountability**

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## **The Placement and Retention Management Process**

### **Step 1:**

#### **Create Performance Benchmarks**

- Convert contract objectives to monthly or other appropriate benchmarks
- Add process benchmarks all leading to exit and placement outcomes

# **Placement and Retention Management Program Accountability**

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## **The Placement and Retention Management Process**

### **Step 2:**

#### **Collect, Tabulate, & Analyze Program Data**

- Make sure staff report data needed for program benchmarks leading to successful exits
- Both cumulative and monthly
- Produce a “Planned vs. Actual Report”

# Placement and Retention Management

## Program Accountability

### The Placement and Retention Management Process

#### Step 3:

#### Institute a Performance Review Process

- Review planned vs. actual

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## **The Placement and Retention Management Process**

### **Step 4:**

#### **Implement a Corrective Action Process**

- Based on deviations from plan, instruct staff to develop/take corrective actions. Is all staff aware of when exits can happen and are they prepared for placement and follow-up?

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## **The Placement and Retention Management Process**

### **Step 5:**

#### **Conduct Ongoing Monitoring and Feedback**

- Follow up to monitor corrective actions and results – do we need to modify the program design to prepare for successful exits?

# **Youth Build Data**

## **The Ten Commitments**

# Placement and Retention Management

## The Ten Commitments

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### **Thou Shalt: 1**

Make sure your goals and objectives are reasonable, obtainable, and actually related to what you are doing in your Youth Build program!

### **Thou Shalt: 2**

All staff would serve the program better if they knew your goals in terms of your operations and program data.

# Placement and Retention Management

## The Ten Commitments

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### **Thou Shalt: 3**

Make sure all program staff know how goals are defined in terms of your operations and data.

### **Thou Shalt: 4**

Make sure your Youth Build program processes, information and reporting systems regularly and routinely capture all the data/outcomes needed to show how your program is progressing on DOL goals.

# Placement and Retention Management

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### **Thou Shalt: 5**

Break out your goals in terms of reasonable time frames. Include the follow up in the time frame and remember to identify partners or staff for this important phase of your program.

### **Thou Shalt: 6**

Assign program goals to specific program staff!

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### **Thou Shalt: 7**

Produce reports that clearly measure how your program is doing on its goals on a regular and routine basis!

### **Thou Shalt: 8**

Share program reports with staff on a regular and routine basis and regularly chart goal accomplishment.

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### **Thou Shalt: 9**

Use your goal and data review as part of a program improvement/enhancement process.

### **Thou Shalt: 10**

Celebrate and reward goal accomplishment and smite under-achievers!