



Employee Retention Ideas that are Working

# Advanced Employment Retention Ideas

- FISH PHILOSOPHY AE VERSION
- BE THE BRIDGE-Communication
- Cell Phone Plan and Reimbursement
- Individualized Training
- Insurance/Simple IRA
- Employee Car Note/Loaner Cars
- Flexible Scheduling (Students, Retirees, Parents, Multiple Jobs)

# Advanced Employment

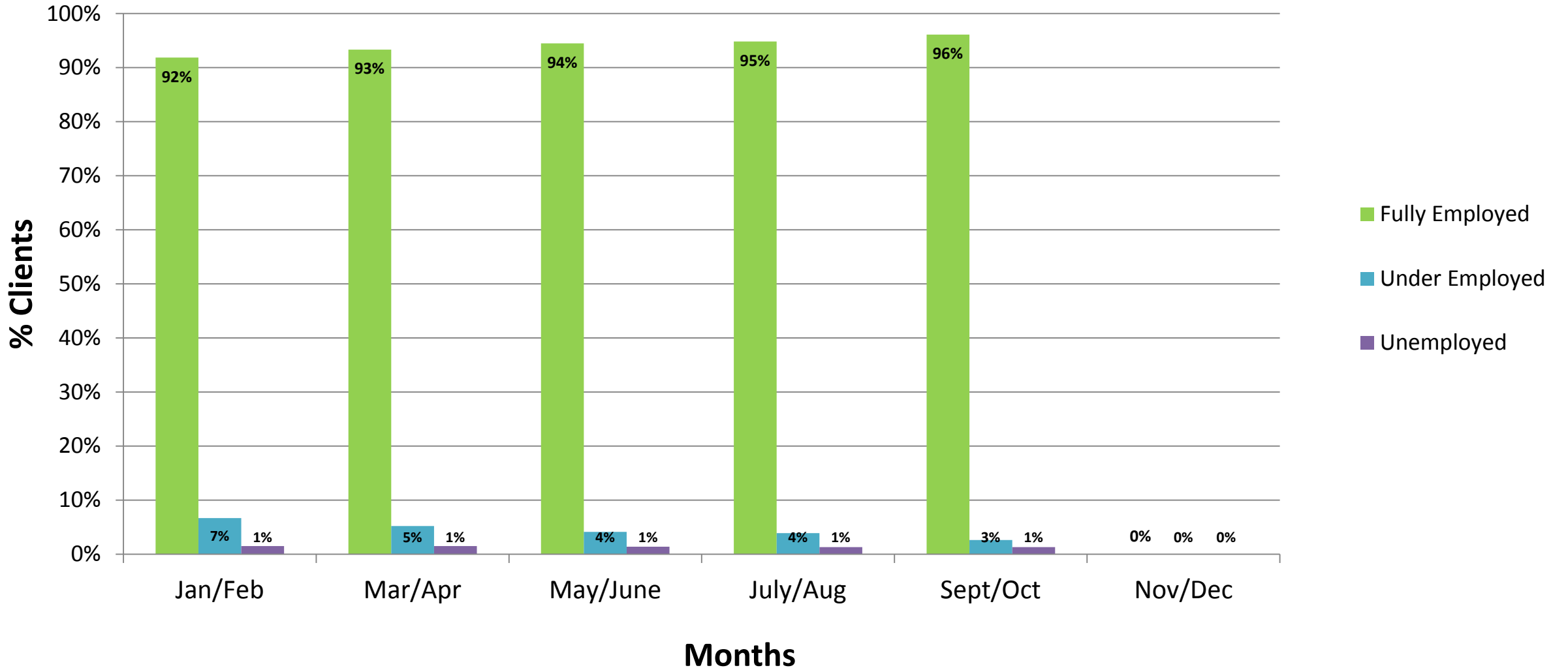
- Established in 1992
- Clients at Center of their plan
- NO Power Struggles
- 2 Customers
  - The Client/Parents/Guardian/Team
  - The Employer
- Staff Valuable Asset
  - Organization very flat
  - EVERYONE Coaches
- Communication Key – Be The Bridge
- Paid Employment is the Goal
- Currently support 154 Individuals working in over 100 businesses. 96% of individuals supported are employed making between \$7.25 - \$14.00/hour.

# Organizational Structure

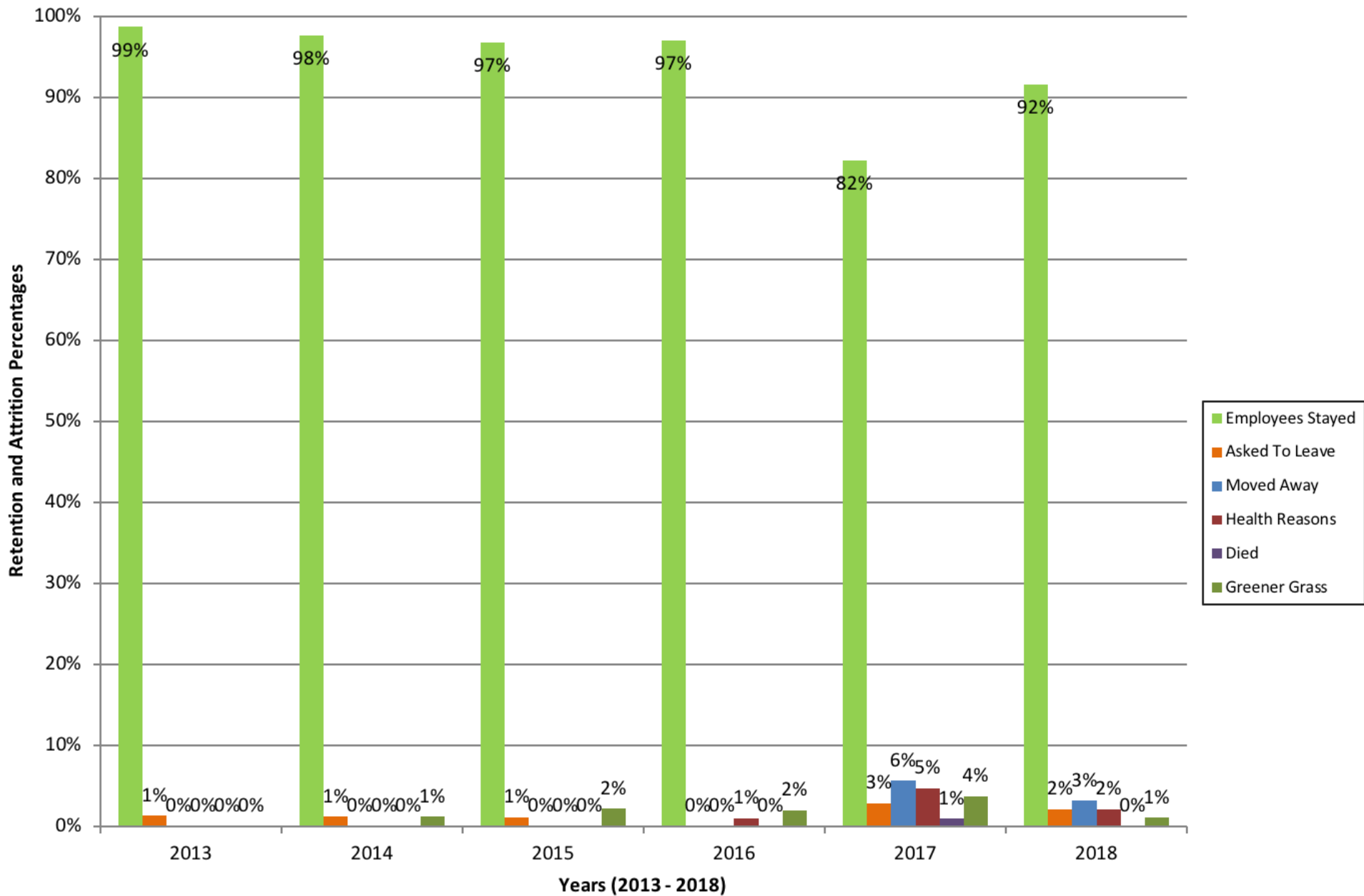


# 2018 Advanced Employment

## % Client Employment



## 2013-2018 Advanced Employment Staff Retention/Turnover





- CHOOSE YOUR ATTITUDE
  - PLAY
  - BE HERE
- MAKE THEIR DAY

WAY TO GO  
CHELSEA  
YOU'RE SO COOL

GREAT JOB  
MIKE

BRENDA  
You are awesome

Thank you Rosie  
for all you do



## **BE THE BRIDGE**

*“Problems become Possibilities  
when the right people come  
together”*

# Communication Is Key

1. Each Staff starts off with a Binder of Information- All Contacts, Emergency Information, Resource Guide for all AE Operations, Policy and Procedures.
2. Orientation: Two 2 hour sessions First week and Third week to go over Resource Guide and Impressions
3. Cell phones—Mini Computer---Text, Instant Message, Instagram, Snapchat, Email, video modeling
4. Schedule Phone- ANYTHING Schedule related goes there. The Scheduler knows all for the current DAY to DAY information. One Stop for the Schedule Information
5. Supervisor’s Door is Always Open (Even when it’s Shut)
  - I’m in Here, Just Hiding
  - KNOCK if you REALLY REALLY are Desperate
6. Wide Parameters of Hours to talk 7am – 7pm Mon –Fri and beyond if needed.

# Cell Phones For Work And Personal

1. Company Phone Plan- US Cellular with Business Rep through Quality Cellular
  - a) Port Number to AE plan
  - b) Free Phone to start up to \$100.00 (pay difference in payroll)
  - c) Nationwide Calling - Unlimited Talk, Text
  - d) Data 2GB – 6GB depending on personal need

Cost to Employee: DATA PHONE \$40.00 per month split between 2 payrolls

NON DATA PHONE \$ 20.00 per month split between 2 payrolls

2. Employee's Personal Plan
  - a) Reimburse Employee on Expenses once a month up to \$40.00/ month
  - b) \$20.00 phone on Mom and Dad's Plan gets reimbursed \$20.00
  - c) \$100.00 phone bill gets reimbursed \$40.00

# Individualized Training

1. The goal is to have at least 5 coaches who know each business site we support Individuals.
2. ALL Staff are trained to work with individuals at their jobs by seasoned coaches who have been coaching with the individual(s) a long time.
3. The New Staff follows the coach and client for many shifts and with different coaches if possible, so they can see different approaches.
4. New Staff are encouraged to ask a lot of questions and let the training coaches know when they feel like they can take the lead.
5. After the New staff takes the lead, they continue to be scheduled with coaches. These coaches follow the new staff until they feel they are ready to go solo. The new staff let the scheduler know. Some take a week some take three weeks....all at their own pace.

# Insurances/SIMPLE IRA

1. Life Insurance paid 100% by AE – Benefit is equal to Annual Salary
  - Voluntary Life Available at Employee cost
2. Long Term Disability paid 100% by AE
3. Health Insurance with Quartz
  - 3 plans (1 with no deductibles)
4. Dental Insurance with Principal
  - Vision Coverage Available
5. AFLAC-
  - Short term Disability, Cancer Care, Critical Care, Accident
6. Simple IRA with American Funds
  - After 1 year of Employment making at least \$5,000 a year
  - AE Matches up to 3%
  - AE Contributes 2% of Employee Salary

# Employee Car Note

## No Interest

1. Ask Chris W. in Person with details of need. (Designated Person who knows the running balance)
2. Get Estimates for repair (1-3 to find better deals)
3. AE pays vendor Directly (99% of the time- Sometimes need to make check to staff after the fact reimbursing them)
4. AE gets copy of the receipt.
5. Staff and Spouse (if Applicable) sign a note for the amount loaned, the amount that will be deducted from each payroll, and when the deductions will begin.

# Employee Car Note

## Part 2

1. While getting estimate for repair...Question: Is the car worth the repair?
2. Better to look for another car where \$2,000 will help to purchase?
3. Does AE have a car to sell.

# Advanced Employment Fleet Cars

- AE insures these cars
- AE puts Gas in these cars and maintains them
- No Cost to staff
- Staff follow simple rules...
  1. Request the car from the Scheduler
  2. Drive responsibly
  3. No texting and driving
  4. No drinking and driving
  5. No smoking in the cars
  6. DO NOT Claim mileage while driving AE cars
  7. Tell Scheduler if there are any issues with the car.

# Current Staff & Flexible Scheduling

## Current Staff

- 6 are under Graduate and Graduate students
- 10 are grandparents/ 16 are parents of young children and 6 of them are single parents
- 7 are Retirees
- 27 have a second jobs

## Scheduling

1. Students need flexible schedules that can change with each semester class times
2. Parents/Grandparents need flexibility to be helpers with sickness, childcare issues and Daycare schedules
3. Retirees need to be able to be off 2 weeks here and 4 weeks there – job share works great here!
4. Staff with second jobs need to know they will be off in time to get to the next place they need to be.



# Benefits & Optional Perks

## Part 1

### **DAY ONE - Ongoing**

- Starting Wage \$13.50/ hour
- Flexible Scheduling for Students/ Family: Monday-Friday 7am-5pm Varies per person
- Paid Mileage (Paid Every Other Week; Opposite week of Payroll)
- Cell Phone – Nationwide Calling /Unlimited Texts/ Unlimited calling/Large Data Plan for \$40.00 per month.  
OR Reimbursement for Cell phone costs up to \$40.00 per month
- Access to Loaner car when personal car is being repaired or unavailable
- Paid Approved Over Time
- Individualized Training at your own pace
- Weekly Support/Informational Meetings
- Coaches and Team Meetings for Individual Consistency
- Open Door Policy to Supervisors and Support Staff

# Benefits & Optional Perks

## Part 2

### DAY ONE - Ongoing

- Specialized training as needed for participant's consistency
  - Managing threatening confrontations
  - Medicine administration
  - OSHA
  - Specific Disabilities Areas
  - Job Development Training
- Professional Development
  - Internships, Practicum for students
  - Language Training (In Process)
  - In House Library (CDs, DVDs, Books, Articles)
- Job Development Leads Incentive Bonus
- Birthday Bonus Paid
- Sam's or Costco Membership (Choice)
- Home Plate Club Mallard's Tickets (2 per staff minimum)

# Benefits & Optional Perks

## Part 3

### DAY ONE - Ongoing

- Summer Fest VIP Tickets (4 per staff)
- Madison Capitol Tickets (2 per staff minimum)
- Direct Care Professional Bonus (As AE financial stability allows) Based on Years of Service
- Thanksgiving Bonus (As AE financial stability allows)
- Year End Bonus (As AE financial stability allows) Based on Years of Service, Evaluation, Fundraiser Help - # of Hours Volunteer Annually
- 4 Times / year- Quarterly Birthday/Anniversary Gathering for All Staff to Celebrate that Quarter staff (At Employer/Partner Restaurants)
- 0% interest loan for car repairs or purchase up to \$500.00 (Minimum \$35.00 Payroll deduction until fulfilled)

# Benefits & Optional Perks

## Part 4

### **60+ DAYS - All of the Above Plus**

#### **Staff at 20 Hours or more**

- Dental/Vision Insurance Benefits (50-75% paid by AE)
- Life Insurance (Annual Salary Amount-100% paid by AE)
- Volunteer Life Coverage (Self, Family)
- Long Term Disability Benefit (100% Paid by AE)
- AFLAC Coverage

# Benefits & Optional Perks

## Part 5

### **60+ DAYS - All of the Above Plus**

#### **Staff at 20 Hours or more**

- Year Prorated Vacation upfront for use PT (20-30 hrs/week)– 1 wk+ Increases each year
- Sick Accumulate 1/2 Day/month up to 240 hrs. carry over year to year
- 3 Days of Bereavement Leave
- 10 Paid Holidays
- Paid Scheduled Time when AE Closed on inclement Weather Days
- Double Time Paid on inclement Weather Days and Holidays if participant works

# Benefits & Optional Perks

## Part 6

### 60+ DAYS - All of the Above Plus

#### Staff at 30 Hours or more

- **All 20 Hour Benefits from Above**
- Health Insurance Benefits (50-75% paid by AE) Quartz NO Deductibles
- Vacation upfront for use FT (40 hrs/week)– 2 wk+ Increases each year
- Sick Accumulate 1 Day/month up to 240 hrs carry over year to year

# Benefits & Optional Perks

## Part 7

### **6+ Months - All of the Above Plus**

- 0% interest loan for car repairs or purchase up to \$2000.00 /\$3,000 (Payroll deduction)

### **1 Year ongoing- All of the Above Plus**

- \$100.00 towards cell phone upgrade on Company Plan
- Anniversary Bonus Paid based on years worked

### **2 Years ongoing - All of the above Plus**

- Eligible for Simple IRA with American Funds with the first 2% contributed by AE and the Employee Matched up to 3%.

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