

Color Definitions & Contact Intervals



PURPLE

Client is >90 Days from 'Earliest Availability'
Interval = Not to Exceed **90** Days .



GREEN

Client is Actively Seeking Employment
Interval = Not to Exceed **30** Days



BLUE

Submitted & Confirmed HHUSA Hire
Interval = **Automated**



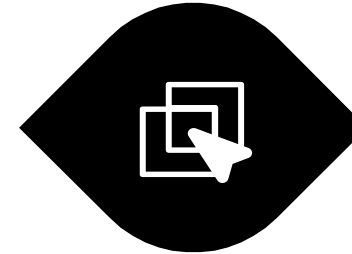
RED

Processing with Contact Owner
Interval = **1** Week



GREY

Client is Unresponsive but has been Assessed
Interval: w/ Resume = Not to Exceed **180** Days
w/o Resume = Contact Owner's discretion



BLACK

Client has Never been Assessed
Interval = **None**

Confirmed Hire Definition



“A **Confirmed Hire** is when a **Veteran or Spouse** received support from Hire Heroes USA that **significantly advanced** their job search resulting in **employment** in a position that matches their **desires or skills**”

Highly Probable ‘YES’

Workshop or VCF Participant
Confirmed Use of HHUSA Resume
HHUSA Job Board Match
CRF Recipient

Highly Probable ‘NO’

HHUSA Resume Not Complete --- Turn **GREY**
Part-Time if Seeking Full-Time --- Continue **GREEN**
No Positive Contact or Positive Impact

Most Likely ‘YES’

Received Federal or Volunteer Assistance
Received Job Sourcing Assistance
Transition Specialist Provided Significant Assistance:
- Tailoring, LinkedIn, Interview, Value Proposition

Most Likely ‘WAIT & RESUBMIT’

Training Towards a Job
Offer Extended but Not Yet Accepted

*** This list is not all inclusive, the Hire Section Summary notes should reflect HHUSA’s impact on client’s hire.*

When in doubt : submit and let the approval chain deny a Confirmed Hire

Positive Contact & Positive Impact



Before submitting a hire, the Contact Owner **must** ensure that the **client is aware** of the next steps in the **Hire Confirmation Process** and that they are being noted as **hired with HHUSA assistance**.

Positive Contact

Positive contact is defined as any contact successfully made from the Contact Owner to the Client or the Client to the Contact Owner. In the case that the client provides a response, this communication must be synced to the client's record.

Positive contact is not just interaction with the client but verification that services were use beneficial.

Positive Impact

Positive impact is defined as any attempt to validate a hire without positive contact or the client's direct acknowledgment that the services provided were helpful. .

Client's record must demonstrate impact through services rendered and positive contact beyond the initial assessment.

Hires denied by the approval chain will be sent back to the Contact Owner for review

Multiple Hires



Multiple Hires must be submitted by **completing all requirements** of Positive Contact or Positive Impact.



Requirements

- Positive contact between hire submissions ***and*** provision of new Hire Heroes USA services between hires.
 - ***Will likely count*** --- A BLUE client who requests additional assistance of any sort that is visible in the client's record.
 - ***Won't likely count*** --- A BLUE client who has updated their employment status; however, the record indicates no service since initial hire (i.e., LinkedIn update does not justify a multiple hire alone --- new services must be rendered).
- Start Date interval of > 6 months between hires, exceptions may apply and must be noted in the Hire Section Summary.

Grey to Blue Requirements



Area Managers will **NOT** approve hires without positive contact; instead, will wait 7 days to receive client feedback. Records updated with Positive Contact may be approved immediately.



Requirements

- Attempt to contact client 1st by phone, then any form of secondary communication.
- Send personalized 'Congratulations Email' referencing at minimum the *Company & Position*.
 - Both 'Call Attempt' and 'Congrats Email' are required to begin 7 day waiting period.
- Turn record BLUE and submit for approval.
- 7-Day Review box is checked and submitted for approval.
- If no feedback within the 7-Day Review period, Area Managers may submit for approval.
 - These records must meet at minimum the requirements of Positive Impact.

CRF Clients



Career Readiness Funds should **NOT** be advertised to every client. Only those clients Contact Owners have identified as in need of special assistance should be recommend for funds.



Requirements

- Contact Owners are required to maintain communication with all recipients of CRF funds to ensure the funds have been received, utilized, and to document the impact of those funds.
- CRF clients should be contacted within 7 days from 'Date Funds Received.'
 - If contact is not made, Contact Owners will follow-up on a weekly basis.
- Contact Owners should update the CRF Impact field with any feedback related to impact.

Grey / Black Justification



Declined Services

Services 'declined' during initial contact
No assessment completed

Unresponsive to Follow Up

Applies only to unresponsive **GREEN** / **PURPLE**
- See Rule of 3

No Longer Seeking Services

Client elects to 'Opt Out' from contact
If client is not assessed – turn **BLACK**

No Proof of Service Provided

Unable to verify client's eligibility

Never Logged into HHELP

Never logged in to HHELP Services
Applies only to Virtual clients

No Initial Assessment

No IA complete after 3 attempts
- See Rule of 3

Employed w/o HHUSA Services

Employment not a result of HHUSA Services
If client is not assessed – turn **BLACK**

Client Reenlistment

Client continues military service > 12 months
May continue as **PURPLE** at Contact Owner's discretion

Other

Reason for selection should be noted
in the Chatter section of the client's record

Not Active

Complete at least 1 course – unresponsive
Applies only to Virtual clients