

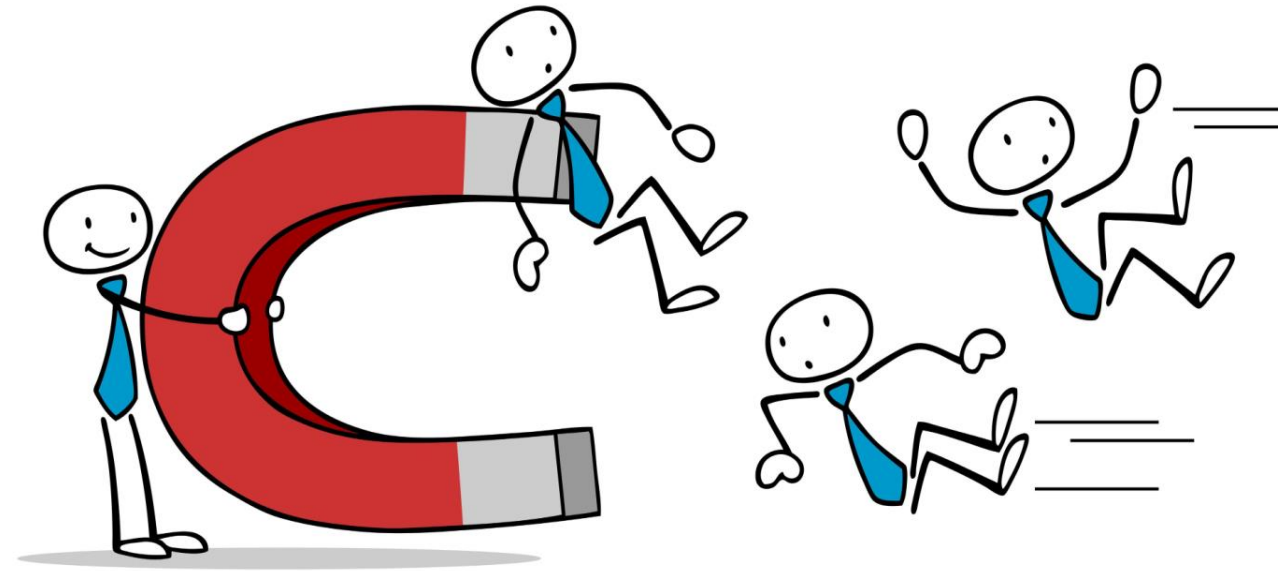
HIRING AND RETAINING EFFECTIVE MEP RECRUITERS



WE WANT YOU

SOMETHING TO THINK ABOUT..

Employee retention has become a critical consideration for businesses facing labor shortages and a reshaped workforce. The global health crisis changed the working world in innumerable ways, and its effects are still being felt. One significant change is that employees may be coming into the office less and facing different challenges in a hybrid landscape.



SOMETHING TO THINK ABOUT..

- Traditional benefits, perks and incentives that previously helped deliver a winning employee experience may be less relevant in the current setting.



SOMETHING ELSE TO THINK ABOUT..

47% of HR professionals said employee retention was the top talent management challenge they faced, closely followed by recruitment at 36%.

It's no surprise that these two are linked: It's much less expensive to retain a productive employee than it is to recruit one.



SOMETHING ELSE TO THINK ABOUT..

The average compensation increase for an employee who takes another job is 15%. And chances are slim those workers will get that kind of pay bump in their current role without a promotion.



ADVICE ON EMPLOYEE RETENTION STRATEGIES- 6 MUST HAVES

1. Flexible work arrangements

Flexible work arrangements used to mean the ability to work from home or shift hours occasionally to meet needs such as childcare schedules. Today, in the context of a largely hybrid workforce, employees may be working [in the office, from home or a mix of both](#). Fast-changing health landscapes can also mean work arrangements vary from week to week.





ADVICE ON EMPLOYEE RETENTION STRATEGIES- #2

Flexibility in Compensation

Compensation remains critical to employee retention. However, it's not just how much you pay — it's also [how you deliver payment](#). Increasingly, employees want a variety of flexible payment options. During a crisis it may be hard to cash or deposit a paper check if an employee has to be away from home, is not scheduled to be in the office to receive a check or banks are closed.

ADVICE ON EMPLOYEE RETENTION STRATEGIES- #3

Clearly communicated compliance needs

The work-from-home trend has introduced a variety of new compliance challenges for organizations, many of which employees may not necessarily be aware of. Businesses often struggle to [note which regulations apply](#) and what types of events (such as an employee working remotely in a new state) could trigger critical operational or compliance needs.



“What if, and I know this sounds kooky, we communicated with the employees.”

ADVICE ON EMPLOYEE RETENTION STRATEGIES- #4

Professional Development Opportunities

2022 holds the potential for significant innovation, from new tools and industry opportunities to [emerging trends](#). Businesses that offer their employees growth paths and professional development opportunities — including upskilling when required — can increase employee retention and satisfaction.

A large, stylized orange graphic containing the text '94%' and a descriptive sentence. The graphic has a soft, organic shape with a light yellow background.

94%

of employees would stay longer if their company invested in their professional development

ADVICE ON EMPLOYEE RETENTION STRATEGIES- #4

Professional Development Opportunities

Losing a new employee potentially points to a poor onboarding process.

76% of respondents' workplaces aren't onboarding their new hires properly, while only 47 % believed their onboarding program effectively retained new employees.



76%

of companies aren't onboarding their new hires properly

ADVICE ON EMPLOYEE RETENTION STRATEGIES- #4

When there's no onboarding process at all, there's a higher employee turnover rate and lower productivity levels.



76%

of companies aren't onboarding their new hires properly

ADVICE ON EMPLOYEE RETENTION STRATEGIES- #4

How you can improve onboarding:

The key to a successful onboarding process is capturing a new employee's excitement about starting a new job while minimizing other challenges.



76%

of companies aren't
onboarding their new hires
properly



CAN'T FIND PEOPLE WITH THE RIGHT SKILLS?

- 75% of employers who report recruiting difficulties say it's challenging to find candidates with the skills they need.
- To compensate, many companies are offering internal training opportunities to upskill their existing workforce.

ADVICE ON EMPLOYEE RETENTION STRATEGIES- #5



Advancement Opportunities

Does your position provide opportunities for upward growth for your employees? Good employees want to advance in their career. They are motivated by the prospect of promotions, and the chance to take on more challenging work.

- <https://sparkbay.com/en/culture-blog/employee-retention-strategies-2>

ADVICE ON EMPLOYEE RETENTION STRATEGIES- #5

Advancement Opportunities

Employees who remain in the same role for an extended period are more likely to leave an organization.

In fact, for every 10 months an employee stays in a position, their chances of quitting increase by 1%.



ADVICE ON EMPLOYEE RETENTION STRATEGIES- #6

Make sure your employees are appreciated and recognized

A sobering 66% of employees say they would quit their job if they felt unappreciated. According to one Gallup poll, 65% of people feel unappreciated at their job.

Meanwhile, another study discovered that the office comes in last on the list of places where people express gratitude. Side by side, those statistics indicate there's a lot of work to do.



HEART OF THE MATTER

Employees want to be appreciated, they want to continuously learn, and they want to know that there's room to grow within their current organization.



NEW RESOURCE

RECRUITER RETENTION MANUAL

- Chapter 1: Finding the Right Recruiter
- Chapter 2: What Makes a Good Recruiter
- Chapter 3: Developing an Effective On-Boarding Process
- Chapter 4: Supervising Recruiters
- Chapter 5: Gathering and Retaining Information

RECRUITER RETENTION MANUAL



Introduction

This manual was created to provide guidance and direction on good tools and tips to use when hiring, on-boarding, training and retaining high quality excellent Migrant Education Program (MEP) Recruiters.

The recruiter job in MEP is a complicated position that offers many rewards to each recruiter but also requires a lot of effort. As recruiters and their supervisors work together to accomplish the goals of the MEP, they can build a team that is able to impact many students in their state. It is essential that supports are built in to ensure the success of each MEP recruiter. This manual is a resource to provide helpful suggestions in this process.

The manual is organized into five chapters. The first chapter, "Finding the Right Recruiter," provides suggestions on searching for effective recruitment personnel. What are the program's recruitment needs? What are sources to find potential recruiters? How do you interview recruiter candidates? These questions and others are addressed in this chapter.

Chapter 2, "What Makes a Good Recruiter", includes skills and traits used by individuals who successfully find and recruit migratory children and families. Suggestions include information from the Office of Migrant Education as well as other sources. In Chapter 3, "Developing an Effective On-Boarding Process", information regarding hiring and training staff to conduct recruitment is included. The chapter also includes suggestions on training topics and strategies.

"Supervising Recruiters" is the topic of Chapter 4, which attempts to provide strategies to oversee and monitor the individual performance of recruitment staff. The chapter also provides information on how supervisors can assist and support their recruitment staff. The fifth and final chapter, "Gathering and Retaining Information", discusses the importance of maintaining the knowledge learned throughout the recruitment process. Lists of potential employers, migration patterns, qualifying activities and similar information is essential for conducting effective recruitment. The chapter also includes a section on how to address recruiter turnover.

The information throughout the document includes ideas from other states as well as the Office of Migrant Education. Readers are encouraged to use, modify and adapt to their state's or district's needs.

**WE ARE
HIRING!**



WE WANT YOU

FINDING THE RIGHT RECRUITER

- Developing a clear idea of what you need in your recruiter?
- What experience do they need?
- What language do they need to speak?
- Where will they be traveling or what areas will they be covering?
- Have you ensured that you are hiring them for an area that needs a recruiter?
- Do you have a clear job description?

WHERE WILL YOU FIND YOUR RECRUITERS?

- Use social media to post information
- Use LinkedIn to find employees
- Facebook job related groups with professional interest in specific fields.
- Use sites like Indeed, ZipRecruiter, Monster, CareerBuilder, Simply Hired, or Glassdoor



WHERE WILL YOU FIND YOUR RECRUITERS?

WE ARE

Hiring!

JOIN OUR TEAM

- Post open positions on the program website
- Ask for referrals from your partner agencies and the schools you work with.
- Ask your other program staff for referrals of potential candidates.
- Build candidate databases so you can keep track of people that might be good in the future if you have a position open.
- Attend job fairs or host your own job fair if you have multiple positions open.

WHAT ARE YOUR NEEDS?

- Do you need full time or part time?
- Do you need them to cover a small area or a large area?
- Will they also need to be trained on providing effective eligible services to students?
- Will they be based out of a school or a community position?



ONCE YOU FIND A CANDIDATE

- Review Resumes Thoroughly
- Require references from past employers. You can also require references that are not employer based but often past employers can provide good insights.
- Look for employees with demonstrated skills in the needed areas of the position.
- Take time to think about the most important questions to ask in a job interview.
- Make sure you clearly present the job requirements and are clearly able to describe the job to each candidate.



“Are you sure your resume is accurate?”

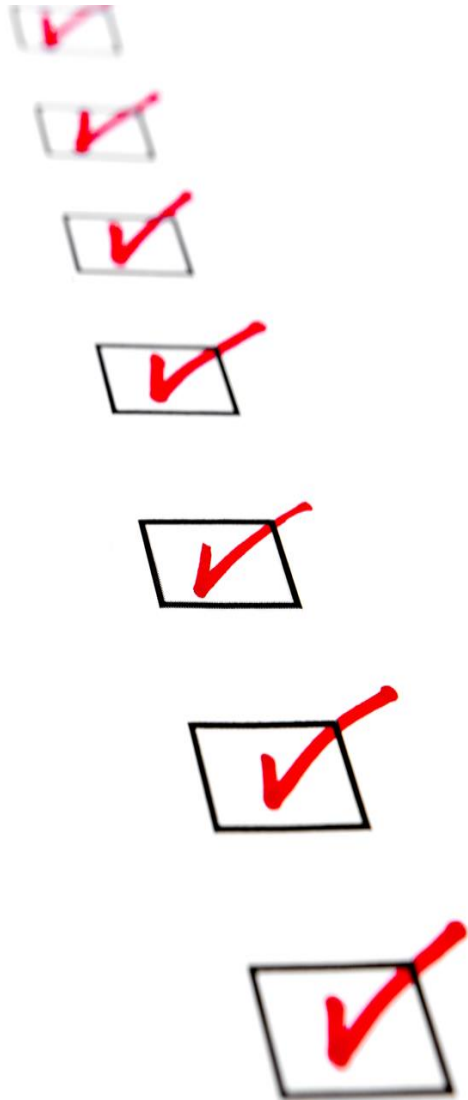
ONCE YOU FIND A CANDIDATE

It can be helpful to require an in-field component of the interview. This could involve the process of the potential candidate accompanying another MEP staff member into the field to recruit. Make sure to show them during this process actual places that they might work in to make sure they are comfortable.



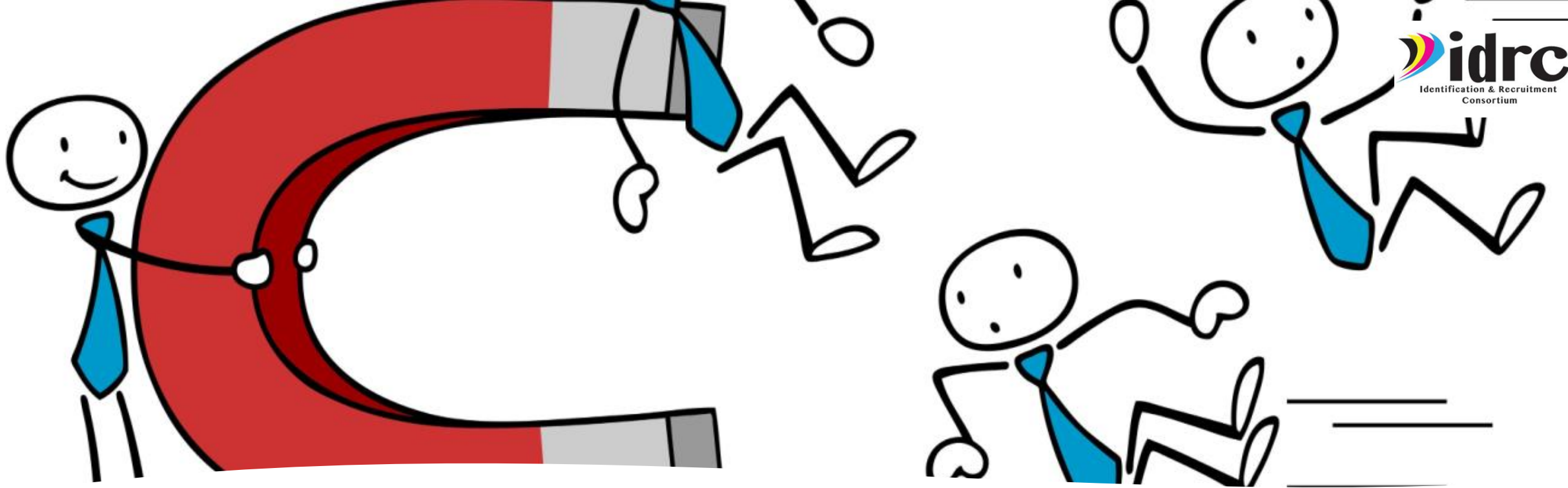
ONCE YOU FIND A CANDIDATE

- Require completion of a task for part of the interview process that they must complete on their own. For example, give them the Non-Regulatory Guidance and have them answer a few questions related to a scenario or two. This is much of what the job requires and often MEP employers are not able to gauge how well staff are able to review information and make determinations or do research. This can be a helpful step in your hiring process.



DO YOU KNOW WHAT MAKES A GOOD RECRUITER?

- Make correct eligibility decisions
- Document child eligibility accurately and clearly
- Manage time wisely
- Work independently
- Remain flexible and adapt to a constantly changing environment
- Relate well to others and gain their trust
- Create positive relationships with agricultural employers
- Use effective interviewing (i.e., questioning) skills
- Maintain appropriate relationship boundaries
- Follow confidentiality laws
- Demonstrate personal integrity
- Speak local migratory families' native language and exhibit cultural sensitivity



SET OF CRITICAL SKILLS

- For most jobs in MEP the following characteristics are necessary for any applicant.
- Teamwork
- Willingness to learn
- Communication
- Self-motivation
- Desire to work with migrant families

ANY OTHER SKILLS?



Does your applicant have good analytical skills? It is important for recruiters to be able to recognize problems and understand the pertinent issues related to these problems and then determine effective solutions. This is invaluable for any employer. Look for these skills when you are interviewing a candidate and reviewing their experience.

Could this applicant have a potential to later take on a supervisory role of another recruiter? Even if the job you are filling is that of a recruiter with no formal leadership requirements it is helpful to note if that individual still has leadership potential. When serving on a team, a future recruiter with the needed knowledge and expertise may need to step up and serve as the leader for others.

ANY OTHER SKILLS?

Is your candidate flexible and adaptable? Flexibility is the name of the game in ID&R. Flexible employees work more effectively than others who are not flexible with those they meet and work with daily. Being flexible focuses more on short-term changes and needs in a position, while adaptability focuses more on long-term changes that could significantly affect a program or workplace.





HELLO
I AM...

ONBOARDING

ON-BOARDING

Employers should be thinking about the following questions when they design their onboarding process:

- How long will the full process last?
- What role will different staff members play in the process?
- What goals or outcomes are you working to reach through the on-boarding process?
- How will you gather feedback and ensure the process is successful?

Once you determine the answers to these questions you can begin to devise a plan to help your new recruiter quickly become comfortable with required program regulations and policies and help them fully understand their role and responsibilities.

ON-BOARDING

During your on-boarding process it can be helpful to develop a plan on how you will help your new recruiter know and understand the following key knowledge points needed for their position. Review each needed knowledge point and make a plan of instruction and a timeline for how long it will take to master each of these areas. Determine who will provide the instruction and if it needs to take place virtually, in-person, in office, in the field, or through personal study. Also make sure to determine how you will evaluate mastery of each of these knowledge points.

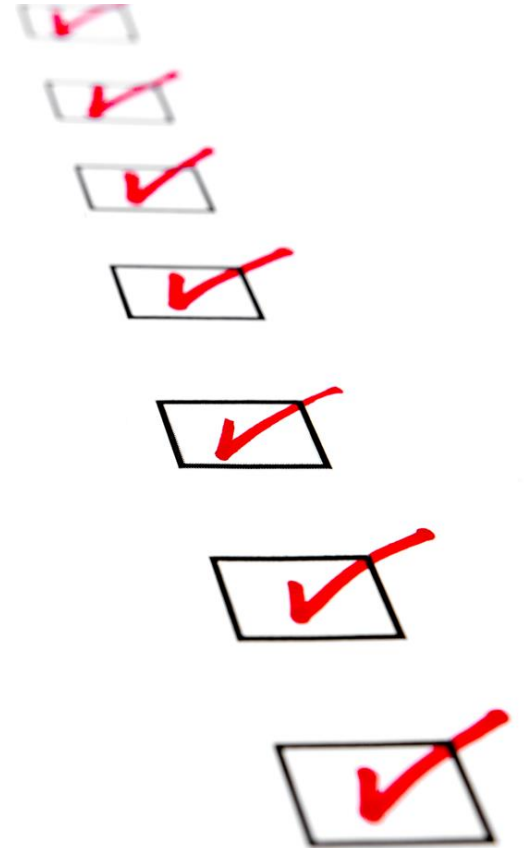
A name tag with a blue top section and a white bottom section. The blue section contains the text "HELLO I AM..." in white. The white section contains the text "ONBOARDING" in large, bold, black letters.

**HELLO
I AM...**

ONBOARDING

ON-BOARDING

- ✓ Understanding of the Migrant Education Program regulations, policies, and guidance.
- ✓ Understanding of any state specific MEP policies
- ✓ Knowledge of their specific job duties and requirements
- ✓ Understanding of how to conduct the eligibility interview and fill out the Certificate of Eligibility
- ✓ Understanding of how to explain the benefits and resources of the Migrant Education Program to eligible families and to others that the recruiter will meet.
- ✓ Understanding of the unique needs of migrant students and OSY and their families.
- ✓ Understanding any cultural differences between the recruiter and the populations the Migrant Education Program serves.



ON-BOARDING

- ✓ Understanding how to develop a network of partner agencies in the community to help identify potential referrals and resources for migrant families and youth.
- ✓ Understanding of how to effectively work with local farmers, fisheries, or agribusiness entities in their required area.
- ✓ Understanding of how to work effectively with schools and school staff to identify potential eligible migrant students.
- ✓ Understanding of how to find and locate and canvass local housing locations where migrant families and youth reside.
- ✓ Understanding of how to input any needed data into the Migrant Student Database
- ✓ Understanding of how to access and use MSIX.

HOW WILL YOU KNOW THEY UNDERSTAND ALL OF THE REQUIREMENTS?

The IDRC Competency Skills Assessment can be accessed here. <https://www.idr-consortium.net/competencyskills.html>

The IDRC Mini-Quizzes can be accessed here. <https://www.idr-consortium.net/MiniQuizzes.html>

- The results of all these assessments can be provided to supervisors to help you determine how to support recruiters training needs.



IDRC Competency Skills Assessment

Access the [Assessment Guidelines](#). The [assessment](#) is available member and non member states. [Contact us](#) if you would like access.

WHO YOU NAME YOUR MANAGER...

The single biggest decision you make in your job -- bigger than all of the rest -- is who you name manager. When you name the wrong person manager, nothing fixes that bad decision. Not compensation, not benefits -- nothing.

— Jim Clifton, Gallup CEO



SUPERVISION

Supervision of recruiters is an important aspect of an effective recruitment effort. Through supervision, administrators and recruiters can review and discuss any areas where improvement is needed and develop a plan of action for doing so. Effective supervisors want to make sure that staff has the tools and knowledge to identify and recruit migratory children in a timely and adequate manner. **In general, supervision has three functions - education/training, support, and accountability.**



As part of planning and deploying, the administrator should work with the recruiter to set up a recruitment schedule that uses time wisely. Supervisors also need to know how recruiters are spending their time to hold them accountable. In particular, the administrator should provide the following support to the recruiter:

BALANCED RECRUITMENT

- an ID&R system which supports school- and field-based recruiting
- flexible hours to allow for meeting and interviewing when families or youth are available or to attend evening meetings
- sufficient mileage (consider that recruiters might need to visit several families before they find one who is eligible, and they need enough mileage to visit members of their recruitment network)
- time to survey/canvass the area before expecting the recruiter to produce COEs
- time for training or professional development

THINGS TO THINK ABOUT



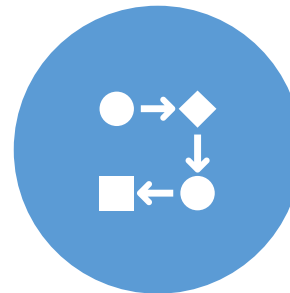
Does the recruiter feel comfortable asking questions?



Does the supervisor actively review any reports or paperwork submitted by the recruiter?



Does the recruiter understand when things need to be turned in?

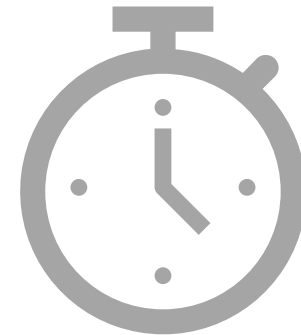


Does the supervisor follow up quickly when things are not turned in on time?

THINGS TO THINK ABOUT



Does the supervisor work with the recruiter to identify plans and goals for the recruiter to accomplish within certain time frames?



Does the supervisor have a process developed of what happens if a recruiter does not meet required deadlines or timelines?

EVALUATION

Evaluating recruiters can take many shapes and forms. At a minimum recruiters should be evaluated on a yearly basis in a formal manner; however, on-going evaluation of work performance should take place throughout the year. During this process recruiters can self-evaluate how they feel they are doing, and they could also have an evaluation from their supervisor.

EVALUATION

This process would give them a chance to assess how they are doing and for any concerns to be discussed. This is not the only way evaluation can be done. It can also be done through collaboration efforts between the supervisor and the recruiter to clearly determine what needs to be done at different times in the year and how the IDR efforts are going. Recruiters will work best when they feel the support of their supervisor. It is essential for staff to be working together to accomplish the goals of the MEP.





GATHERING AND RETAINING INFORMATION

Key Information to Retain

- **Farm/Agribusiness profile information:** Keep track of when each farm/ agribusiness was visited, key contacts, shift times, and the results of the last visit.
- **Local Partner Agencies:** What services are offered, who is your contact, and ways you can work together.
- **Housing Locations-** This can be a listing of all old addresses where migrant families used to live and the results of the last time they were visited, apartment, hotel, or trailer park information and notes on what happened during the last time they were visited.



GATHERING AND RETAINING INFORMATION

- **School District Contacts and Results of Surveys:** Keep track of emails and contact information of key school staff. Keep notes of which students were eligible or not from follow up with school survey information.
- **General notes on each county or district of key community places to visit and at what times.**
- **Community Resources:** It can be helpful to have an on-going guide of local resources that can be shared with families. As recruiters find new resources they can be added to this guide.

MEP programs should be actively gathering relevant information that will help them be able to conduct IDR in an efficient manner.



WHEN DECIDING WHAT TO GATHER

When you are deciding how you need to retain your information make sure to consider the following:

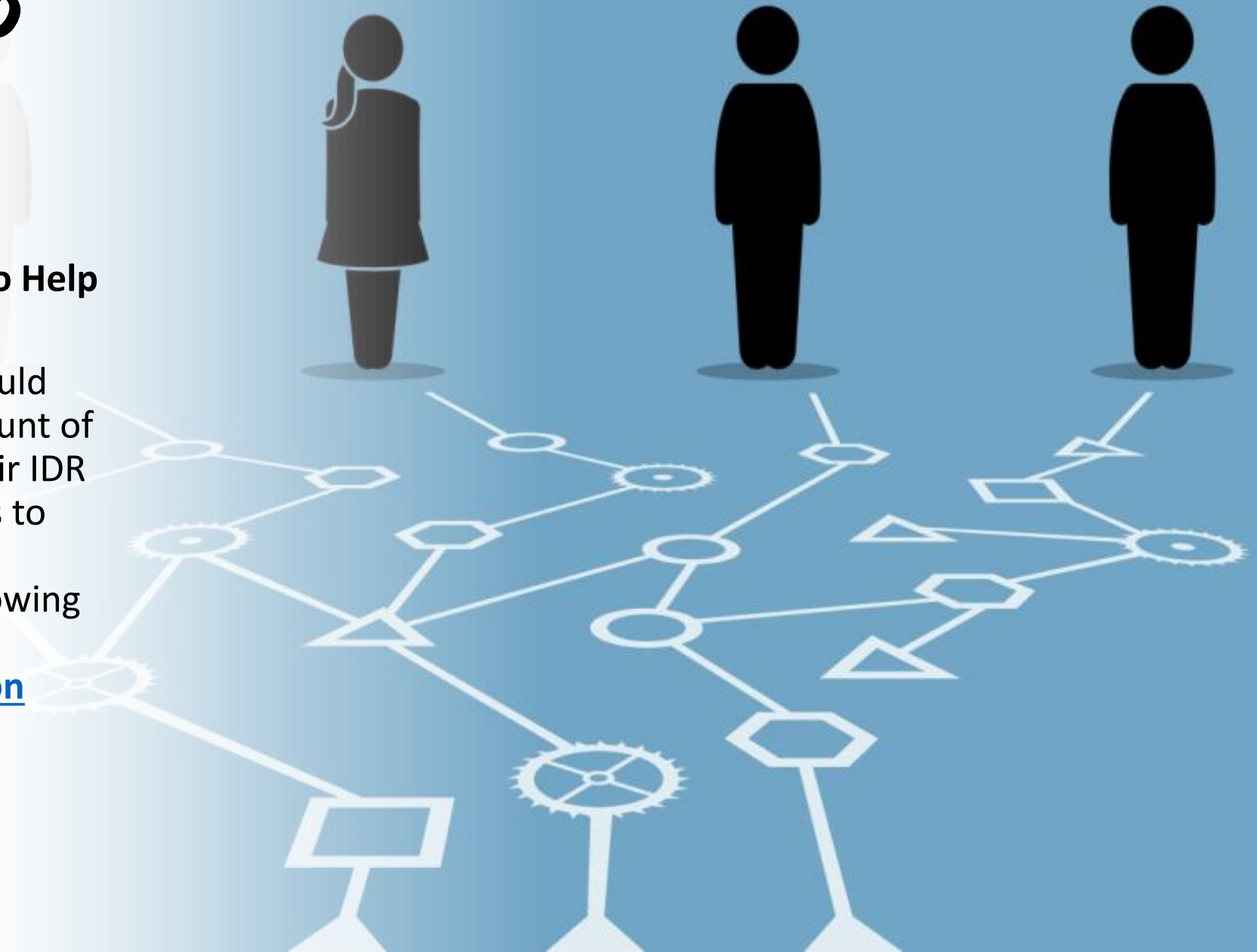
- ✓ How often should this information be updated?
- ✓ Is there any way to automate the gathering of this data?
- ✓ Who all needs on-going access to this information?
- ✓ Do you have use for all the data you are gathering?
- ✓ How can you use the data you are gathering effectively?

KEY INFORMATION TO GATHER TO HELP YOUR RECRUITERS

Key Information to Gather to Help your Recruiters

Each state MEP program should work to gather a robust amount of data to help recruiters in their IDR data. Some excellent sources to start gathering data that is essential for IDR are the following sources.

[IDRC: Agriculture Information Portal](#)



**WE ARE
HIRING!**

HANDLING TURNOVER

Handling Recruiter Turnover

It is essential for supervisors to take into consideration what information must be collected in order to minimize the challenges faced by recruiter turnover. If no data is retained from recruiters when they are working once, they leave there is no way to pass that information on to a new recruiter.



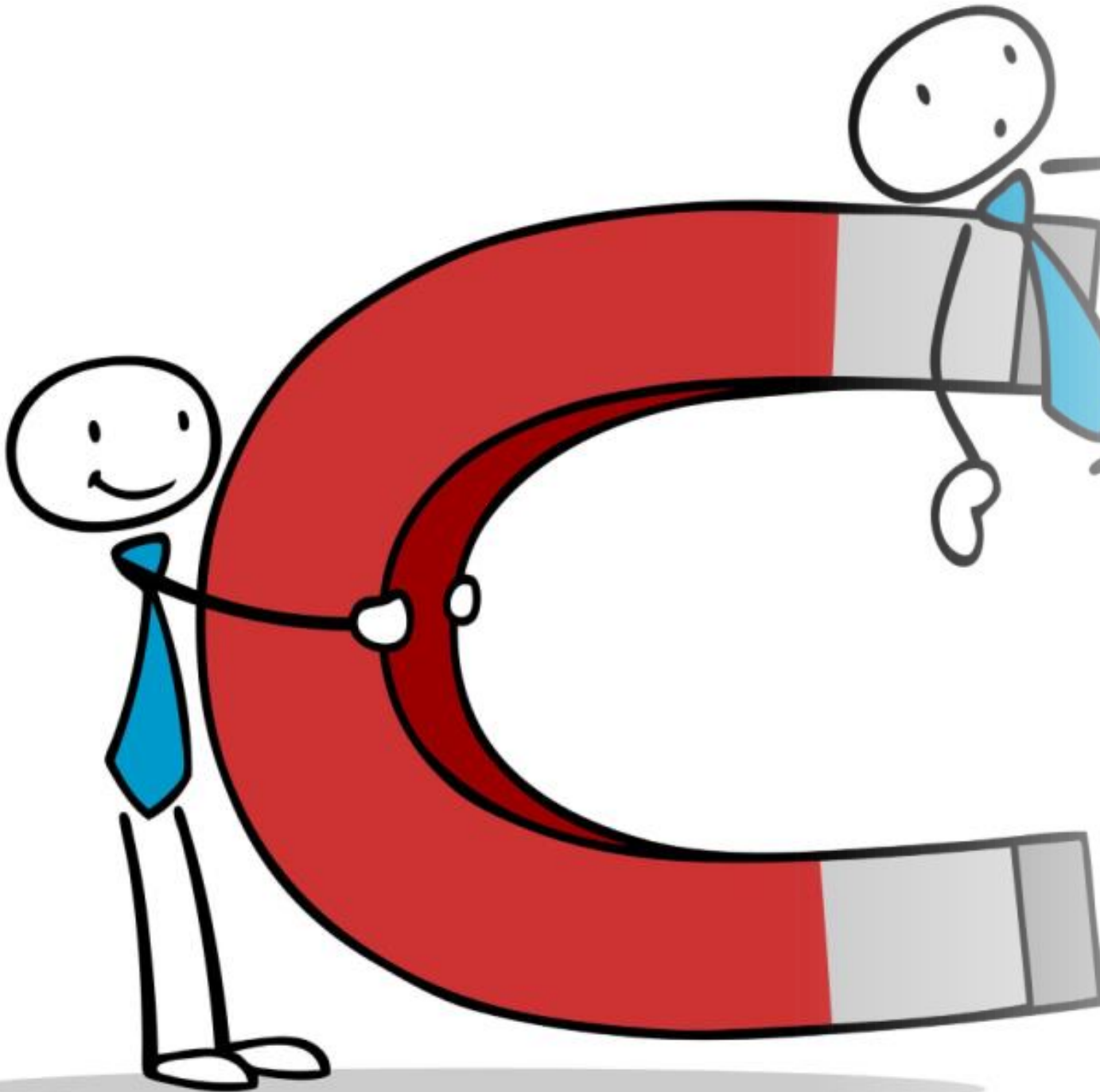
WE WANT YOU

HANDLING TURNOVER

Handling Recruiter Turnover

Supervisors need to always be making plans on how to continue to build capacity in their state with seasoned recruiting staff as well as new recruiting staff. The more quality data you have stored that you can share with new staff the quicker they will be able to catch up and continue where the other recruiter left off. This is an essential part of building a high-quality effective MEP program.

Supervisors should always be looking for potential candidates for any vacant positions. These should be filled as quickly as possible with high quality candidates.



YOUR THOUGHTS?

Please fill out the IDRC Training review form by using the link below or the scanning the QR code with the phone's camera

Training title:

Hiring and Retaining Effective MEP Recruiters

<https://www.surveymonkey.com/r/IDRCStaffTrainingEval21-22>



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thank you