This article suggests that the lack of effective retention services in rehabilitation contributes to high unemployment and job-loss rates for people with disabilities. A three part model involves paying attention to a) the match between the worker and the job, b) career maturity challenges (e.g. becoming stable, relating to coworkers and maintaining production, and promotions/future career moves) and c) mastery of novel workplace problems. This model would require ongoing involvement by the VR agency, providing “long-term periodic checkups.”

This article calls for reforms in the VR program to enable counselors to provide career development services rather than just job placement. Recommendations include evaluating client employment outcomes on qualitative criteria, expanding the minimum 90 day time frame between initial job placement and case closure, and providing on-the-job consultation regarding productivity barriers and reasonable accommodations. Some of these recommendations, especially the last, are consistent with the employer support function; while others (e.g. spending more time on personal career planning) may be more difficult in the context of the current Rehabilitation Act.