Attachment b.
OMB No. 1205-0424
Expires 11-30-04

REEMPLOYMENT SERVICES PERFORMANCE REPORT

STATE: North Dakota DATE: September 30, 2004

STATE SPECIFIC PERFORMANCE REPORT (Add additional sheets if necessary.)

Describe activities and an overview of how the activities were accomplished. Include milestones, and positive outcomes achieved. Compare accomplishment of planned performance goals with the attainment of the performance indicators identified by the State in the annual plan.

As described in our plan, Reemployment Service Allotment funds were distributed to each of the four North Dakota Customer Service Areas to improve the quality and quantity of reemployment services for Unemployment Insurance (UI) claimants. The intent was to build on existing initiatives and target the funds where they were needed and would have the most positive outcomes. Enhanced services were delivered to claimants who were not returning to their previous employers (e.g. who were not job attached) in an attempt to reduce duration and exhaustion rates.

Individual and group services were provided to claimants in orientation, assessment, and reemployment plan development/subsequent follow-up activities.

Job Service Customer Service Offices were notified electronically of claimants who established a claim via the centralized UI Claims Center. Customer Service Office staff then scheduled those claimants for orientation, assessment, and reemployment services. Customer Service Office reemployment staff provided orientation regarding services available through Job Service North Dakota's Customer Service Offices. They followed a format that provided customers a clear understanding of the services available to help them return to work. This orientation was extremely important as it stated the expectations Job Service North Dakota had for them to return to work quickly. Because this orientation and assessment tends to be staff and time intensive, many Customer Service Offices provided group orientation sessions with good effect.

Successful activities include:

a. Claimants were scheduled for orientation. During the orientation session, Job Service employees identified the steps the claimants needed to take to return quickly to suitable employment.

b. Claimants were scheduled to see available reemployment staff. Each reemployment plan was unique. The claimant was involved in developing a reemployment plan, and in pursuing the services recommended in that plan.

c. Communication was conducted by telephone, in person, and, when necessary, by mail.

d. All customers were required to register on our on-line system, www.jobsnd.com. This system provides an array of services to help workers find suitable employment. This website is designed to allow jobseekers to control their own job searches. Job seekers may:

- Create a personalized profile.
- Build and store one or several resumes.
- Save job searches.
- Apply for jobs online.
- Use the Virtual Recruiter to find job matches while offline, and notify the user by e-mail of the match.
- Access current labor market information.

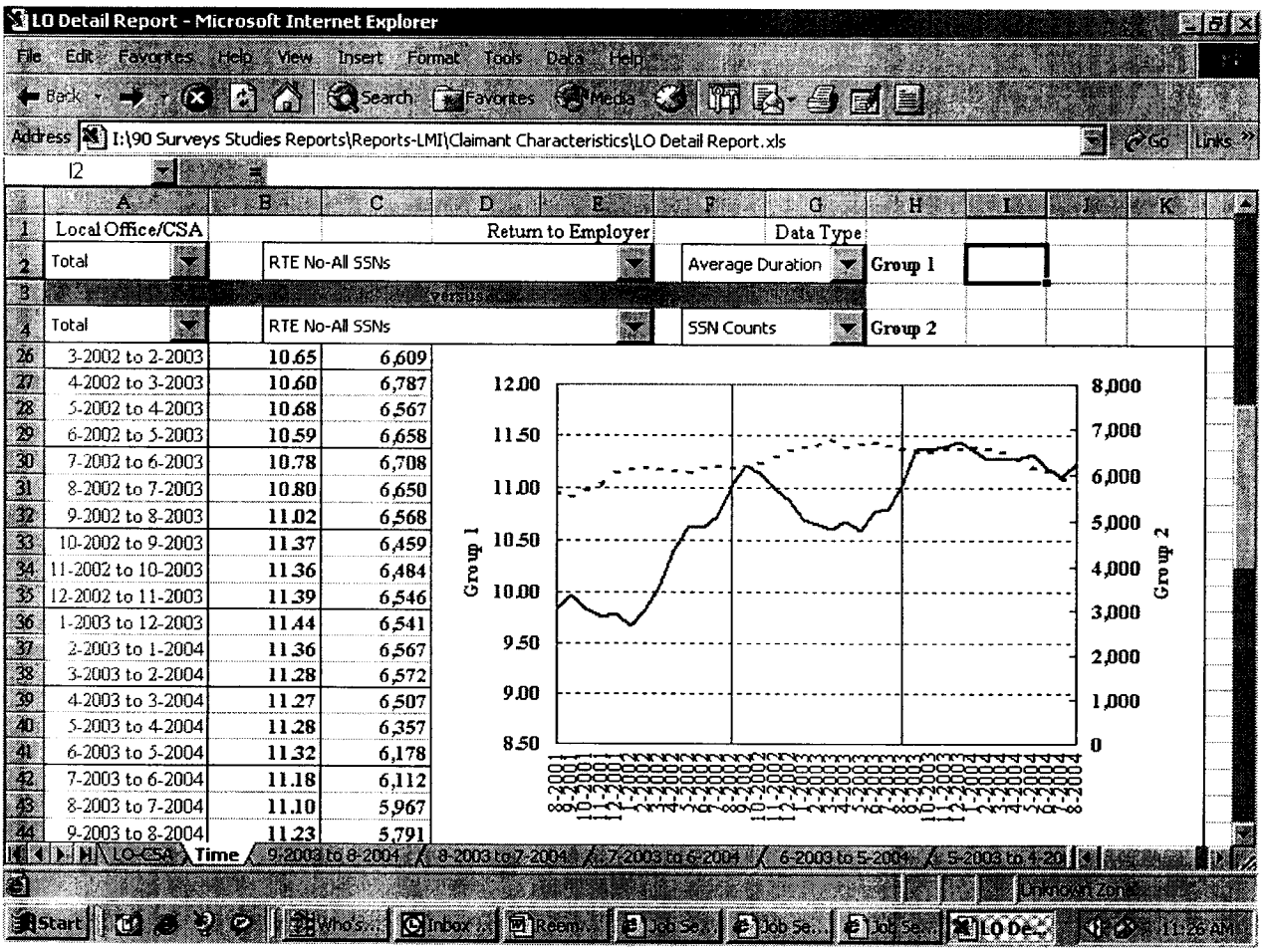
e. In addition, claimants may (at Job Service Customer Service Offices):

- Utilize Resource Room services, including Internet access.
- Access special assistance for military veterans.
- Request assistance with choosing a career or job area.
- Request assistance with developing effective resumes.
- Request assistance with creating unique job search strategies.
- Request assistance with specialized interviewing skills.
- Participate in software skills development and testing.
- Participate in job and career fairs.
- Link with other services such as education, social services, workers compensation, Vocational Rehabilitation, Tribal Employment Programs, Bureau of Indian Affairs, veteran services, and migrant and seasonal farm worker programs.

A team approach was used in development of the reemployment plan, especially when there was a need for additional training in the occupation the claimant had as a goal. The claimant completed the registration process for services prior to plan development. This helped the staff communicate with claimants about their career choices for employment and provided further labor market information based on the customer's choice for matching services. Workforce Investment Act customer service specialists assisted any claimant in need of training services.

Job Service North Dakota pursued a strategy to improve the quality and quantity of reemployment services, building on existing initiatives and targeting the funds where they were needed and could have the most positive outcomes. To achieve this objective, Job Service North Dakota reviewed existing polices, procedures, conducted research to determine best practices, and identified next step strategies to provide a full range of seamless services to UI claimants.

During PY 2003 the duration of claimants not returning to their previous employer increased from 10.78 weeks to 11.18 weeks. During this time, however, the number of claimants not returning to their previous employer decreased from 6,708 to 6,112. The following graph shows claims activity for this period of time. The solid line represents average duration, and the dotted line represents all claimants not returning to their previous employer.



26	3-2002 to 2-2003	10.65	6,609
27	4-2002 to 3-2003	10.60	6,787
28	5-2002 to 4-2003	10.68	6,567
29	6-2002 to 5-2003	10.59	6,658
30	7-2002 to 6-2003	10.78	6,708
31	8-2002 to 7-2003	10.80	6,650
32	9-2002 to 8-2003	11.02	6,568
33	10-2002 to 9-2003	11.37	6,459
34	11-2002 to 10-2003	11.36	6,484
35	12-2002 to 11-2003	11.39	6,546
36	1-2003 to 12-2003	11.44	6,541
37	2-2003 to 1-2004	11.36	6,567
38	3-2003 to 2-2004	11.28	6,572
39	4-2003 to 3-2004	11.27	6,507
40	5-2003 to 4-2004	11.28	6,357
41	6-2003 to 5-2004	11.32	6,178
42	7-2003 to 6-2004	11.18	6,112
43	8-2003 to 7-2004	11.10	5,967
44	9-2003 to 8-2004	11.23	5,791