

## REEMPLOYMENT SERVICES PERFORMANCE REPORT

STATE: Connecticut

DATE: 9-29-06

### 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.*

CTDOL established a simple and straightforward goal for PY 2005: to select a minimum of 9,268 UI claimants from the Profiling pool and refer them to Reemployment Services, beginning with the Profiling Orientation. The Department surpassed this goal by 1,588 having selected 10,856 UI claimants. This level of achievement was accomplished by establishing an annual and monthly goal for each One-Stop center. Progress toward attainment of these goals was monitored on a monthly basis. Reports that were utilized for this purpose were the UI-9048, UI-9049, and PF 310 report, "Profiling Activity by Job Center."

In order to enhance the effectiveness of our services to our customers we completely redesigned, improved and standardized core workshops. The following workshops were released in PY 2005: Job Search Strategies, Resume Basics, and Interviewing Techniques. Work also began in PY 2005 on three additional workshops for release in PY 2006. These future workshops are Advanced Resume Writing, Ex-Offenders, and Older Workers.

The new workshops are comprehensive and include highly detailed participant and facilitator manuals, and PowerPoint slides. These workshops have been rated very highly by our customers. The Department issues the DOL-121, "CTWorks Customer Assessment of Seminars/Workshops." This form is given to customers to rate their overall satisfaction with our workshops. In the period April 1, 2006 – June 30, 2006, the mean (using a scale of 1-10) rating by customers for overall satisfaction with these new workshops was the following: Resume Basics 9.39, Interviewing Techniques 9.39, and Job Search Strategies 9.22.

Customer satisfaction for Connecticut's Reemployment Services program was also very high. In the period April 1, 2006 – June 30, 2006, the rating by ERS customers for overall satisfaction with any workshop attended (including the ERS Orientation) was a mean of 8.99 (using a scale of 1-10). This compares to a mean of 9.28 for non-ERS customers.

In conclusion, PY 2005 was a highly successful year for the Reemployment Services Program.