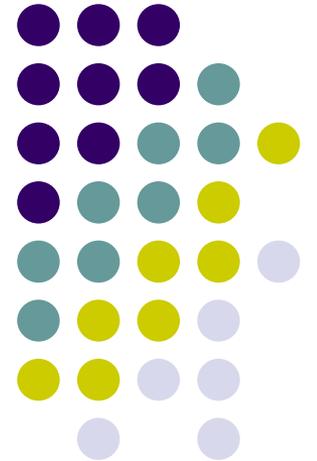


# Wisconsin Re-employment Initiatives

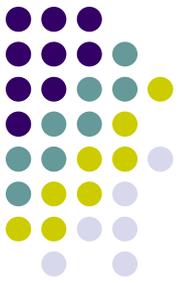
Brian Solomon, Director  
Wisconsin Job Service



- Reemployment Services (RES)
- National Career Readiness Certificate (NCRC)
- Reemployment Eligibility Assessments (REA)

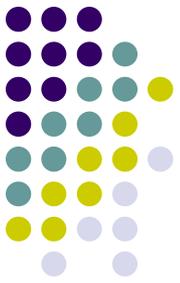


# ARRA RES Changes, Take I



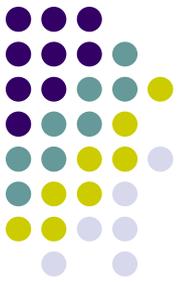
- Hired 50 project staff (44 field, 6 c/o)
- Built on 2005 DOL demonstration grant
- Retained profiling formula, but changed rules:
  - 50% most likely and 50% least likely to exhaust
- Utilized new [jobcenterofwisconsin.com](http://jobcenterofwisconsin.com) (JCW)
- Created new letter w/ pre-session requirements:
  - JCW registration
  - JCW resume
  - JCW survey

# ARRA RES Changes, Take II



- Expand services to more UI claimants
- Enhance services by offering:
  - Group session: 1 hour presentation focused on workforce resources and job search basics
  - 1:1 individual interview. To identify issues and next steps. Based on:
    - Conversation, JCW resume, and JCW survey
  - Triage process
    - Work ready
    - Counseling
    - Referral

# RES and the NCRC, Take I (Overview)



- Brief overview of WorkKeys / NCRC
- Hard skills assessment by ACT
- Thousands of job profiles
  - 85% of jobs require skills in math, reading, and locating information
- Wisconsin focusing on three exams and NCRC
- Signed by Governor Doyle
- All UI RES customers in WI have opportunity to take WorkKeys and earn NCRC

# RES and the NCRC, Take II (Customer Process)



- Utilize KeyTrain as pre-assessment practice tool (and CBT remedial skills tool!!)
- Hand out User ID and Password in RES session
- Customers to practice until pass level 3 pretest or achieve 80% on KeyTrain
- Call toll free call center, utilizing call center anywhere technology (one of five new call centers Job Service is currently operating)
- Call center staff verify eligibility and readiness based on KeyTrain
- Use WIA reporting tool to schedule customers into upcoming WorkKeys tests
- Customers can take each test up to two times each
- Once pass all three tests, Job Service mails NCRC direct to customer

# RES and the NCRC, Take III

## (Wisconsin Work Readiness Credential)



- Working to make NCRC the work readiness credential for WI.
- Employer Outreach / Promotion:
  - Outreach
  - Materials
  - Business Service Teams
  - Regional Leads
- Partnering:
  - Have prep, proctoring, and scheduling logistics available statewide – for any partner who is interested
  - Have met with DOC, DVR, DPI, TANF, UI, Veterans Program, and WIA
  - Will establish Vets, non-RES UI, and Milwaukee County partnerships effective early April



# NATIONAL CAREER READINESS CERTIFICATE®

## GOLD

Is awarded in **Wisconsin** to

### Joseph P. Sample

In recognition of verified skills in Applied Mathematics,  
Locating Information, and Reading for Information

A handwritten signature in black ink, appearing to read "Jim Doyle".

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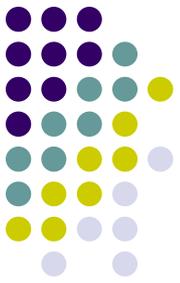
Governor Jim Doyle



Certificate #J102E3SAMPLE  
Issue Date 6/30/08

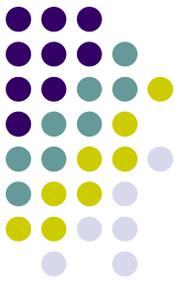
The logo for ACT, consisting of the letters "ACT" in a bold, black, sans-serif font, with a red swoosh under the letter "A".

# ARRA RES / CCA Numbers, Take I



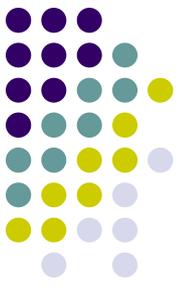
- Pre July 1 implementation
  - 2-3 sessions, 50-60 claimants / week
- Post July 1 implementation
  - 90 sessions, 800 claimants / week
- Call Center Statistics (Since 09/08)
  - Jobseeker Call Center: 25,000 calls (including over 1,000 in Spanish and Hmong)
  - Employer Call Center: 10,000 calls, 73,000 job orders, 9,200 new employers registered

# ARRA RES / CCA Numbers, Take II



- RES Related Statistics (Since 07/09)
  - Sessions: 2,900 RES Sessions serving 27,000 claimants
  - Reschedules: RES Call Center rescheduled 17,000 claimants
  - Triage: 3,500 to counseling, 13,000 as work ready, 19,800 to partners (including 6,700 to WIA Title I)
  - RES Counseling: 560 sessions serving 2,050 claimants
  - KeyTrain: 8,900 students created. Students logged 6,500 hours, passed 3,700 pre-tests and 1,500 lessons
  - WorkKeys: 317 total tests taken, 105 NCRCs awarded

# Re-employment Eligibility Assessments (REA), Take I



- Build back in remaining piece of DOL demo grant: UI presence
- Running out of six cities close to UI call centers
- Random selection of RES vs REA participants
- Utilize RES process – including letter, group presentation, 1:1, and triage process
- REA claimants will have access to WorkKeys / NCRC

# Re-employment Eligibility Assessments (REA), Take II



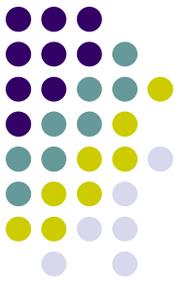
- REA will add in the following:
  - UI adjudication will be included in all aspects of process
  - There will be three levels of intervention
    - Initial Assessment (IEA)
    - Continuing Assessment (CEA)
    - Final Assessment (FEA)

# Re-employment Eligibility Assessments (REA), Take III



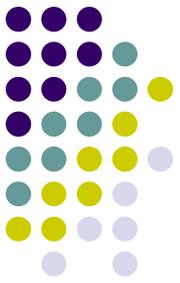
- Initial Assessment (IEA)
  - Phase one session includes group, 1:1:1 (w/ UI), and triage.
  - Triage will be based on conversation, review of JCW survey, and assessment of work readiness and quality of work search
  - All customers triaged as work ready will be excused after completing the session
  - All customers triaged for counseling or referral will be scheduled for follow-up (CEA)

# Re-employment Eligibility Assessments (REA), Take IV



- Continuing Assessment (CEA)
  - Phase two session
  - 30 minutes
  - 1:1:1 with UI, Job Service, and Claimant
  - Barrier assessment review process
  - Develop individual employment plan (IEP)
  - Review weekly work searches
  - If good progress since IEA, release from program
  - If work still needed, schedule FEA

# Re-employment Eligibility Assessments (REA), Take V



## ➤ Final Assessment (FEA)

- Phase three session
- 30 minutes
- 1:1:1 with UI, Job Service, and Claimant
- Finalization of IEP
- Release from program or referral to UI if compliance issues

# Summary of RES / REA Enhancements



- Unique use of technology: JCW and Call Center Anywhere
- Streamlined processes: RES and REA
- Stronger integration of UI
- Triage and assessment processes
- Availability of WorkKeys and NCRC
- Integration of UI claimants into workforce system, especially Title I training and other partners