

REEMPLOYMENT SERVICES PERFORMANCE REPORT

In PY 2003 the Arizona Department of Economic Security (DES) Employment Administration (EA) utilized Reemployment Services allotments made available by the U.S. Department of Labor (USDOL) to provide enhanced services to claimants selected via the Worker Profiling Reemployment Services (WPRS) program.

Activities and Services

UI claimants were selected weekly via the AIRSNet (Arizona Integrated Reemployment Services Network System) automation system to report for Worker Profiling Reemployment Services Orientation. Claimants who reported as scheduled were provided five mandatory core services:

- Orientation to the Worker Profiling Reemployment Services program and the One Stop system.
- Assessment of skills and abilities and supportive service needs
- Labor Market information relative to their Job Objective
- Job Search and placement assistance
- Development of an individual employability plan

At the completion of the core services by provided by the Employment Service Representative or Veteran's Representative, job ready participants were provided appropriate job referrals and supportive service information. Claimants in need of additional intensive services or training were referred to partner programs for Career Counseling, Job Search Workshops, Job Clubs, and Resume Workshops.

Orientation was conducted either individually or in a workshop setting. Individual sessions were conducted when there were insufficient numbers of selected claimants to fill a workshop.

Project Timelines and Milestones

July 14, 2003

AIRSNet was successfully implemented and Employment Service (ES) and Veteran staff were trained in the new reemployment services methodology.

January 23, 2004

Completed training for City of Phoenix Workforce Connection staff in use of AIRSNet.

April 15, 2004

ES staff received a Standardized Power Point WPRS orientation presentation. The presentation has been distributed and is in use statewide providing consistent, uniform One Stop services information.

Outcomes

EA anticipated to increase by 6% the number of claimant planned and completed services, as recorded on the ETA 9048, Worker Profiling and Reemployment Services Quarterly Report, Part B, lines 3-6, Planned Services, and Part C, lines 3-6, Completed Services.

	PY 2002 Achieved	PY 2003 Achieved	Percent Increase
Planned Services	14,207	15,134	7.98%
Completed Services	13,481	14,872	10.32%

Next Steps

The implementation of AIRSNet enabled the EA Central Office to monitor the field's transition to a new WPRS application as well as monitor data entry in a manner that was previously not available. AIRSNet is the first intranet application developed by EA and for the majority of local office staff, the first exposure to a web based application. Close central office monitoring revealed a need for additional program and system training.

Additional system and WPRS program training for program managers, local office managers, and WPRS supervisory staff will be completed by September 30, 2004. Training will emphasize how AIRSNet reports are to be used to monitor staff and office performance. There will be a focus on WPRS program problem areas identified during central office review. The local office managers or WPRS supervisors will then train local office staff.

Preliminary studies of WPRS participants who reported and received all five core services suggests that the placement rate is higher than for those claimants who were in the WPRS pool but not selected for WPRS. The staff assisted services and screening for referrals appears to have a positive impact on referrals and placement rates.

	Profiled - Not Selected for WPRS	Profiled - Selected and Reported for WPRS
Individuals	72,552	6,989
Total Referrals	75,336	12,609
Total Individuals Referred	19,892	3,338
Total Placements	2,173	339
Percent of Referrals	3.68%	8.92%

NOTE: The two groups received their first UI pay in the same period and all had potential to be selected for WPRS in the same period. The differences between the two is that the Profiled Not Selected group received a range of services from none to several while the Selected and Reported group received the same set of core services delivered on the day of orientation.