

REEMPLOYMENT SERVICES PERFORMANCE REPORT PY 2003

State: **California**

Date: **July 2004**

STATE PERFORMANCE REPORT

OVERVIEW

For the past three years, California has used our Reemployment Services grant to fund the Job Service (JS) for Unemployment Insurance (JS4UI) project. The JS4UI project consists of requiring individuals who file a new claim for Unemployment Insurance (UI) benefits to register with California's automated labor exchange system, CalJOBS. It also requires claimants to participate in a Personalized Job Search Assistance session (PJSA) or risk losing UI benefits. Claimants are randomly selected and scheduled to a one-on-one PJSA. Additionally, the JS4UI project allows the Employment Development Department (EDD) to strengthen the linkage between the UI and JS programs, as it relates to services to UI claimants.

ACCOMPLISHMENTS

The JS4UI project achieved important accomplishments during PY 2003-2004. Of particular note, from July 2003 - June 2004, the EDD has provided employment information to over 1.1 million UI claimants. This activity demonstrates the strong linkage between UI and JS. It has resulted in another 283,301 UI claimants filing résumés in CalJOBS. The EDD continues to create more opportunities for exposing UI claimants to employers who use CalJOBS to recruit workers. The JS4UI project has also increased UI claimant access to the various employment services such as workshops, resource rooms, and training options offered by EDD and our One-Stop Career Center partners.

Further accomplishments include 288,309 UI claimants scheduled for a PJSA. The purpose of the PJSA is to offer direct employment services to the most recently unemployed. During the PJSA, EDD provides work search reviews, information and referral on supportive services, labor market information pertaining to the claimant's job objective, and assistance with Internet job search using CalJOBS and other Internet job sites. The goals EDD set for program year (PY) 2003 were to have 122,000 UI claimants attend the PJSAs. For the PY 2003 EDD provided services to 138,910 UI claimants who attended PJSA appointments. This is a 70 percent increase from the PY 2002 results.

REEMPLOYMENT SERVICES PERFORMANCE REPORT PY 2003

State: **California**

Date: **July 2004**

As stated in last year's PY 2002 report, EDD implemented a change to the system programming allowing our JS sites to schedule more UI claimants. This change resulted in the number of clients scheduled to a PJSA increasing by over 90,000, a 46 percent increase. This has allowed EDD to provide services to significantly more UI claimants.

It is important to note that EDD has also increased the number and percentage of claimants who attended PJSA's. In the PY 2002 only 43 percent of clients reported for their PJSA appointment, while almost 51 percent attended in PY 2003. This increase was due in large part to the diligent effort of JS staff in some offices who called clients to remind them of their appointment. The implementation late in the program year of UI benefit sanctions for clients who did not have a résumé in CalJOBS and also failed to show for their PJSA has had some effect as well.

The EDD had made several improvements to the JS4UI model and we continue to address all outstanding issues that arise in the JS4UI project.

Issues (PY2003)

- **Regulatory Authority for Sanctions**

In October 2003 EDD was granted regulatory approval by the Office of Administrative Law which gave the department the legal authority to sanction and disqualify non-compliant claimants under 1253 (b) of the UI Code.

- **Programming of Automated Stop-pay Flags**

All programming steps were completed in early March 2004. Full implementation of the JS4UI project stop-pay flags are now in place for clients who fail to show for their PJSA appointment and fail to place a résumé in CalJOBS.

This implementation has completed Phase II of the JS4UI project. For the last quarter of PY 2003, EDD identified over 24,877 claimants who failed to register for work and were scheduled for a UI eligibility determination.

The EDD JS will continue to manually flag UI claims, which require direct UI adjudicating. The EDD JS has flagged UI claims for other non-related attendance issues such as wages, lack of availability, and other issues directly related to UI benefits.

**REEMPLOYMENT SERVICES PERFORMANCE REPORT
PY 2003**

State: **California**

Date: **July 2004**

- **PJSA Pool Sizes and Attendance**

When we implemented the removal of the résumé filter in late PY 2002, we were aware this change would help to achieve the desired goals. However, we were unable to truly show the success of the change. Removal of the résumé filter allowed our JS sites to schedule more UI claimants. By increasing the PJSA pool size, we met our expectation of the number of clients that could be scheduled for a PJSA appointment.

- **Prioritizing PJSA Schedules**

The next improvement to the JS4UI program is to prioritize which claimants will be scheduled to PJSA appointments. Those who do not post a résumé on CalJOBS within the 21-day period will be scheduled first. All other UI claimants will be scheduled in surplus open slots. The programming to implement this change should be completed in July 2004. The EDD feels it is important to prioritize non-compliant claimants first in order to provide an opportunity for more UI claimants to become familiar with the registration process. ~~Additionally, only those claimants who have been scheduled to a PJSA and fail to register can now be disqualified under 1253 (b) of the~~

- **Insufficient Spending of Grant Funds**

In our previous communications, EDD expressed that due to the delayed start of the JS4UI project we carried in a large portion of the grant funds from PY 2001 to PY 2002. This trend continued, though to a lesser degree, as \$1.5 million in funds carried into PY 2003. The EDD is continuing to make significant reductions in the carry forward funds each year.

We transmitted a request in late June 2004 for a modification that would allow California to fully expend all PY 2003 funds in PY 2004. With carry in of only \$556,000, EDD expects to expend all of the PY 2003 funds in the first quarter of PY 2004 (July –September 2004).

Finally, now that we have added many corrections to the JS4UI project these past three years, we anticipate full expenditure of all Reemployment Service funds by June 2005.

**REEMPLOYMENT SERVICES PERFORMANCE REPORT
PY 2003**

State: **California**

Date: **July 2004**

MILESTONES

- March 7, 2004 Implemented Stop Pay flags for non-compliance
- May 11, 2004 Reemployment Grant approved by Department of Labor
- June 30, 2004 24,877 Stop Pay flags identified for non-registration
- July 8, 2004 JS4UI released prioritizing non-compliant claimants
- September 2004 Submit ETA 9100 Program Report

Report Period

July 2003- June 2004

JS4UI Statistics	
• Initial letters sent to UI claimants	1,156,787
• PJSA pool population	413,229
• Clients scheduled	288,309
• Clients attended	138,910
• Clients did not show for appointment	137,669
• Attend goal (based on initial grant application)	121,489
Percent of goal achieved	114%

**REEMPLOYMENT SERVICES PERFORMANCE REPORT
PY 2003**

State: California

Date: July 2004

JS4UI/PJSA Program Report period July 2003-June 2004

	North	LA City	LA Count	South	Central	Statewide
First Letters						
July- Sept 2003	85,919	41,177	40,520	77,119	50,378	295,113
Oct-Dec 2003	81,685	38,426	37,095	75,530	61,349	294,085
Jan-Mar 2004	93,097	38,282	35,550	72,711	60,160	299,800
Apr-Jun 2004	74,573	39,841	36,144	69,743	47,488	267,789
Total Y to D						1,156,787

PJSA Potential Pool	North	LA City	LA Count	South	Central	Statewide
July-Sept 2003	35,040	15,802	15,362	27,931	19,648	113,783
Oct-Dec 2003	31,104	13,717	12,932	23,720	22,257	103,730
Jan-Mar 2004	33,573	13,373	12,073	22,404	21,888	103,311
Apr-Jun 2004	26,070	14,537	12,974	22,520	16,304	92,405
Total YTD						413,229

	North	LA City	LA Count	South	Central	Statewide
PJSA Statistics						
July 2003-June 2004	Cumulative Totals					
Scheduled	89,192	43,294	39,568	73,083	43,172	288,309
Attended	41,274	22,954	20,377	33,932	20,373	138,910
DNS	44,175	19,230	18,047	34,907	21,310	137,669
Cancelled	3,459	1,012	805	2,604	1,222	9,102
Total Goals For PY the Year 03- 04	36,447	18,223	15,793	30,373	20,653	121,489
Monthly goal	3,037	1,519	1,316	2,531	1,721	10,124
Percent of goals achieved	113%	126%	129%	112%	99%	114%

REEMPLOYMENT SERVICES PERFORMANCE REPORT PY 2003

State: **California**

Date: **July 2004**

STATE PERFORMANCE REPORT

OVERVIEW

For the past three years, California has used our Reemployment Services grant to fund the Job Service (JS) for Unemployment Insurance (JS4UI) project. The JS4UI project consists of requiring individuals who file a new claim for Unemployment Insurance (UI) benefits to register with California's automated labor exchange system, CalJOBS. It also requires claimants to participate in a Personalized Job Search Assistance session (PJSA) or risk losing UI benefits. Claimants are randomly selected and scheduled to a one-on-one PJSA. Additionally, the JS4UI project allows the Employment Development Department (EDD) to strengthen the linkage between the UI and JS programs, as it relates to services to UI claimants.

ACCOMPLISHMENTS

The JS4UI project achieved important accomplishments during PY 2003-2004. Of particular note, from July 2003 - June 2004, the EDD has provided employment information to over 1.1 million UI claimants. This activity demonstrates the strong linkage between UI and JS. It has resulted in another 283,301 UI claimants filing résumés in CalJOBS. The EDD continues to create more opportunities for exposing UI claimants to employers who use CalJOBS to recruit workers. The JS4UI project has also increased UI claimant access to the various employment services such as workshops, resource rooms, and training options offered by EDD and our One-Stop Career Center partners.

Further accomplishments include 288,309 UI claimants scheduled for a PJSA. The purpose of the PJSA is to offer direct employment services to the most recently unemployed. During the PJSA, EDD provides work search reviews, information and referral on supportive services, labor market information pertaining to the claimant's job objective, and assistance with Internet job search using CalJOBS and other Internet job sites. The goals EDD set for program year (PY) 2003 were to have 122,000 UI claimants attend the PJSAs. For the PY 2003 EDD provided services to 138,910 UI claimants who attended PJSA appointments. This is a 70 percent increase from the PY 2002 results.

REEMPLOYMENT SERVICES PERFORMANCE REPORT PY 2003

State: **California**

Date: **July 2004**

As stated in last year's PY 2002 report, EDD implemented a change to the system programming allowing our JS sites to schedule more UI claimants. This change resulted in the number of clients scheduled to a PJSA increasing by over 90,000, a 46 percent increase. This has allowed EDD to provide services to significantly more UI claimants.

It is important to note that EDD has also increased the number and percentage of claimants who attended PJSA's. In the PY 2002 only 43 percent of clients reported for their PJSA appointment, while almost 51 percent attended in PY 2003. This increase was due in large part to the diligent effort of JS staff in some offices who called clients to remind them of their appointment. The implementation late in the program year of UI benefit sanctions for clients who did not have a résumé in CalJOBS and also failed to show for their PJSA has had some effect as well.

The EDD had made several improvements to the JS4UI model and we continue to address all outstanding issues that arise in the JS4UI project.

Issues (PY2003)

- **Regulatory Authority for Sanctions**

In October 2003 EDD was granted regulatory approval by the Office of Administrative Law which gave the department the legal authority to sanction and disqualify non-compliant claimants under 1253 (b) of the UI Code.

- **Programming of Automated Stop-pay Flags**

All programming steps were completed in early March 2004. Full implementation of the JS4UI project stop-pay flags are now in place for clients who fail to show for their PJSA appointment and fail to place a résumé in CalJOBS.

This implementation has completed Phase II of the JS4UI project. For the last quarter of PY 2003, EDD identified over 24,877 claimants who failed to register for work and were scheduled for a UI eligibility determination.

The EDD JS will continue to manually flag UI claims, which require direct UI adjudicating. The EDD JS has flagged UI claims for other non-related attendance issues such as wages, lack of availability, and other issues directly related to UI benefits.

REEMPLOYMENT SERVICES PERFORMANCE REPORT PY 2003

State: **California**

Date: **July 2004**

- **PJSA Pool Sizes and Attendance**

When we implemented the removal of the résumé filter in late PY 2002, we were aware this change would help to achieve the desired goals. However, we were unable to truly show the success of the change. Removal of the résumé filter allowed our JS sites to schedule more UI claimants. By increasing the PJSA pool size, we met our expectation of the number of clients that could be scheduled for a PJSA appointment.

- **Prioritizing PJSA Schedules**

The next improvement to the JS4UI program is to prioritize which claimants will be scheduled to PJSA appointments. Those who do not post a résumé on CaJOBS within the 21-day period will be scheduled first. All other UI claimants will be scheduled in surplus open slots. The programming to implement this change should be completed in July 2004. The EDD feels it is important to prioritize non-compliant claimants first in order to provide an opportunity for more UI claimants to become familiar with the registration process. Additionally, only those claimants who have been scheduled to a PJSA and fail to register can now be disqualified under 1253 (b) of the UI code.

- **Insufficient Spending of Grant Funds**

In our previous communications, EDD expressed that due to the delayed start of the JS4UI project we carried in a large portion of the grant funds from PY 2001 to PY 2002. This trend continued, though to a lesser degree, as \$1.5 million in funds carried into PY 2003. The EDD is continuing to make significant reductions in the carry forward funds each year.

We transmitted a request in late June 2004 for a modification that would allow California to fully expend all PY 2003 funds in PY 2004. With carry in of only \$556,000, EDD expects to expend all of the PY 2003 funds in the first quarter of PY 2004 (July –September 2004).

Finally, now that we have added many corrections to the JS4UI project these past three years, we anticipate full expenditure of all Reemployment Service funds by June 2005.

**REEMPLOYMENT SERVICES PERFORMANCE REPORT
PY 2003**

State: **California**

Date: **July 2004**

MILESTONES

- March 7, 2004 Implemented Stop Pay flags for non-compliance
- May 11, 2004 Reemployment Grant approved by Department of Labor
- June 30, 2004 24,877 Stop Pay flags identified for non-registration
- July 8, 2004 JS4UI released prioritizing non-compliant claimants
- September 2004 Submit ETA 9100 Program Report

Report Period

July 2003- June 2004

JS4UI Statistics	
• Initial letters sent to UI claimants	1,156,787
• PJSA pool population	413,229
• Clients scheduled	288,309
• Clients attended	138,910
• Clients did not show for appointment	137,669
• Attend goal (based on initial grant application)	121,489
Percent of goal achieved	114%

**REEMPLOYMENT SERVICES PERFORMANCE REPORT
PY 2003**

State: California

Date: July 2004

JS4U/PJSA Program Report period July 2003-June 2004

	North	LA City	LA Count	South	Central	Statewide
First Letters						
July- Sept 2003	85,919	41,177	40,520	77,119	50,378	295,113
Oct-Dec 2003	81,685	38,426	37,095	75,530	61,349	294,085
Jan-Mar 2004	93,097	38,282	35,550	72,711	60,160	299,800
Apr-Jun 2004	74,573	39,841	36,144	69,743	47,488	267,789
Total Y to D						1,156,787

PJSA Potential Pool	North	LA City	LA Count	South	Central	Statewide
July-Sept 2003	35,040	15,802	15,362	27,931	19,648	113,783
Oct-Dec 2003	31,104	13,717	12,932	23,720	22,257	103,730
Jan-Mar 2004	33,573	13,373	12,073	22,404	21,888	103,311
Apr-Jun 2004	26,070	14,537	12,974	22,520	16,304	92,405
Total YTD						413,229

	North	LA City	LA Count	South	Central	Statewide
PJSA Statistics						
Cumulative Totals						
July 2003-June 2004						
Scheduled	89,192	43,294	39,568	73,083	43,172	288,309
Attended	41,274	22,954	20,377	33,932	20,373	138,910
DNS	44,175	19,230	18,047	34,907	21,310	137,669
Cancelled	3,459	1,012	805	2,604	1,222	9,102
Total Goals For PY the Year 03- 04	36,447	18,223	15,793	30,373	20,653	121,489
 Monthly goal	3,037	1,519	1,316	2,531	1,721	10,124
 Percent of goals achieved	113%	126%	129%	112%	99%	114%