

PY03 Reemployment Services Report
State of Georgia
Revised December 2004

A. Activities and Accomplishments

In the Program Year (PY) 2003 Reemployment Services Plan, Georgia proposed a variety of activities. These activities and services and our PY03 accomplishments are listed below. The service data was obtained from the ETA-9048 reports for PY02 and PY03 (See Attachment A) and from in-house service reports (See Attachment B).

1. Expand capability of career centers to serve increased numbers of claimants.

During PY03, the capability to serve increased numbers of claimants was achieved, but due to a slight improvement in the state's economy, there were fewer individuals applying for unemployment insurance services than in the previous year.

2. Increase capacity of staff to improve the quantity and quality of services to claimants.

During the year, central office staff provided training to field staff (Employment Service, WIA and Vocational Rehabilitation) on the following topics: conducting Job Search Workshops; the Money Smart workshop curriculum; testing; and provision of Reemployment Services. This training resulted in an increase in the percent of Profiled claimants that received assessment and job search workshops/job club from the prior year.

Six career center staff received training on self-service software products available in Resource Rooms. The WinWay Résumé, Mavis Beacon Teach Typing, O*Net Center, and labor market information resources were covered, as well as the multitude of resources available through the Georgia Career Information Center website. The training provided staff with the tools to better assist claimants with their job search efforts.

Another resource room product, O*Net Assessment tools, was featured to claimants during the year. Forty-five staff throughout the state received training on these tools and, as a result, 71% of the claimants receiving reemployment services received assessment, compared with 69% during PY02.

3. Services will be provided through the One-Stop system; partner services will be expanded and marketed to claimants. New partnerships will be explored and the scope of services will be widened.

Staff of the Georgia Department of Labor (GDOL) and Georgia's Workforce Investment Act (WIA) areas continued to work closely together to provide quality referrals and to provide seamless, fully coordinated services to dislocated workers and Trade-affected customers. Georgia continues to have a substantial number of layoffs and Trade Act events; state Rapid Response coordinators, career center staff, local WIA staff, and staff of technical colleges (and other training providers) address claimants' needs through task force meetings, on-site information sessions and other forums, as appropriate for the local community's needs.

The State Division of Rehabilitation Services joined the department in 2002, and efforts continue to integrate service delivery on behalf of claimants, other job seekers, employers and individuals with disabilities. During the year, the new Valdosta Career Center was opened. This office represents the department's new model, in which Vocational Rehabilitation (VR) and WIA services are provided on a daily basis, in addition to traditional Unemployment Insurance and Wagner-Peyser services. Staff at the career center are organized by function rather than by program. Thus, claimants have the opportunity to access services they need from these and other partners at the time they file their claim, are Profiled and begin Reemployment Services.

All relevant training opportunities have been made available to VR and WIA staff in addition to the department's career center staff. Nineteen staff from career centers, VR and WIA offices completed Career Development Facilitator training during PY03. This training enhanced staff's ability to provide claimants with in-depth job search and career transition assistance.

The department also continues to work closely with technical colleges, to ensure that customers are aware of opportunities for training and skills upgrade, whether in an occupational area or for assistance with basic education.

4. Continue the use of QWIZ, and continue to support the staff performing these assessment activities.

The department continued to support the QWIZ assessment software in 10 career centers during PY03. Staff were trained in this tool and also assisted customers in Resource Rooms and performed job referral and job development services. The staff were made permanent at the end of PY03, and the department has retained this cadre of staff trained in these tools. As a result of this investment, assessments increased by 2% over the prior year, and referrals also increased by 2%.

5. Enhance employment testing activities

Staff throughout the state received training on the O*Net suite of assessment instruments. Thus, the testing that was performed was beneficial to claimants, although less testing was reported for PY03 than during PY02.

B. Reemployment Services Outcomes and Other Documented Services

Reemployment Services outcomes for PY 02 and 03 are shown on Attachment B. The data come from the end of year monthly services report, an in-house report that the Georgia Department of Labor uses to track services and outcomes for all Reemployment Services customers. In Georgia, this includes not only those selected for services through the Profiling model, but also customers enrolled into Georgia's Claimant Assistance Program. The data shown on Attachment B reflect total Reemployment Services customers and Profiled customers.

1. In PY03, Georgia's Reemployment Services assisted 31% of the customers referred for services to obtain employment. This is a 1% increase over PY02.
2. While the total number of customers provided Reemployment Services decreased slightly from PY02 due to a lower claims load, the proportion of these customers that received résumé workshops and job developments increased in PY03. This reflects the increased emphasis placed on these services during the year.

C. Summary

Georgia achieved most of the Reemployment Services goals set for PY03. Overall, the quality of services that claimants received was enhanced by the department's opportunity to fund staff above and beyond the services to claimants available through existing Wagner-Peyser funds. In PY04, Georgia will continue its emphasis on quality services that help claimants return to the workforce more quickly.

Attachment A

Georgia's Reemployment Services Data - PY02 and PY03

Service	PY03		PY02	
	Number Served	% Receiving Services, of Total Referred	Number Served	% Receiving Services, of Total Referred
Number referred to services	41,919		45,312	
Orientation	24,378	58%	25,881	57%
Assessment	30,044	71%	31,453	69%
Counseling	657	1%	842	1%
Placement services/referrals	25,686	61%	27,011	59%
Job search workshops/job clubs	31,056	74%	32,206	71%
Referred to education & training	999	2%	1,159	2%

Source: ETA-9048 Reports for PY02 and 03

Attachment B

Georgia's Reemployment Services and Outcomes - PY02 and PY03

Service/Outcome	PY03		PY02	
	Services	% of total served	Services	% of total served
<u>Number of Participants</u>				
Total REU	73,773		75,117	
Profiled	34,168		35,443	
<u>Resume Workshops</u>				
Total REU	9,781	13%	9,024	12%
Profiled	4,227	12%	4,585	12%
<u>Job Developments (# of Individuals)</u>				
Total REU	4,921	6%	4,097	5%
Profiled	2,678	7%	2,422	6%
<u>Testing</u>				
Total REU	2,336	3%	3,050	4%
Profiled	994	2%	1,357	3%
<u>Entered Employment</u>				
Total REU	22,939	31%	22,994	30%
Profiled	10,320	30%	9,986	28%
<u>Placements</u>				
Total REU	1,863	2%	1,582	2%
Profiled	1,024	2%	902	2%
<u>Obtained Employments</u>				
Total REU	21,104	28%	21,439	28%
Profiled	9,313	27%	9,102	25%

Source: 6/30/03 and 6/30/04 GDOL Monthly Services Reports, Reemployment Services