

REEMPLOYMENT SERVICES PERFORMANCE REPORT
PROGRAM YEAR 2003

STATE: ILLINOIS

Date: September 27, 2004

Summary

The Illinois Department of Employment Security continued the Reemployment Services Program for Program Year 2003 with few changes from the previous year. Nearly 12,000 claimants were provided services by Reemployment Services staff located in seventeen offices throughout the state. Prior to the start of PY 2003, Regional Managers reviewed their offices to see if reassignment of staff would provide services in areas where unemployment was high or if more intensive services for claimants were needed. This resulted in reassigning Reemployment Service positions to a few new offices.

In the early part of PY 2003, a best practices conference was held for staff providing reemployment services to claimants. This conference focused on exchanging ideas on how best to provide services to claimants. The focus was to allow offices to exchange ideas and to let offices decide what could be implemented in their own offices. A panel of three offices led off the conference explaining their approach to providing services. The panel consisted of an office from a large metropolitan area - Chicago, a mid-size city- Peoria, and from a rural community - Jacksonville. They discussed their differences in clientele, barriers to employment, and employment opportunities in their areas. They also discussed how they used different approaches to recruiting UI claimants for services, and the types of services delivered. After the panel presentation, all the offices participated in discussions on recruitment, service delivery, working with One-Stop partners, using community resources beyond the One-Stop Center, and tracking services and clients.

Provision of Services

Illinois continued with the staffing approach to allocate full time positions to selected offices to provide Reemployment Services. Prior to PY 2002, all offices around the state received portions of a position to provide services, some offices received a tenth or a quarter of a position. IDES management decided that the fraction of a position in each office was not the most effective use of the program funds. Management realized that although many of the offices had developed some very good programs, there was little staff time to do anything but the most basic planning and service delivery. Offices used partners wherever possible to assist in providing

A Winning Resume
Sara had been laid off from her job in the summer of 2003 and was contacted by the Reemployment Services specialist in the Elgin office. She had a college degree but needed assistance on developing a resume. Different resumes were developed that could be adapted to any job she might apply for. Job leads were developed for her, tips on networking were provided and interviewing techniques were developed. After a number of leads she had two interviews with a company who hired her for \$42,000 a year.

services, but staff time was limited in improving the services. To help offices develop better programs, it was determined that the allocation of full time positions would provide offices with the needed funding to improve the programs. Management realized that by allocating full positions - seventeen full time position equivalents were available in PY 2002 - not all offices

Registration Tune-Up
Alex had a few "shade tree mechanic" skills but was also attending school to get his certification as a automotive mechanic. He was a little frustrated that he was not being matched to jobs in the Illinois Skills Match (ISM) system. He attended the Reemployment Services workshop at the Alton One-Stop where he learned to improve his registration in ISM that included more skills as well as the skills he acquired in training. He then attended a Reemployment seminar and an Interviewing Techniques workshop hosted by partners in the One-Stop. He found a job shortly afterwards with an automotive company in a nearby town.

would be able to continue to provide reemployment services, since they lacked the funding to do so. But it was felt that the drop off in production would be offset by a higher quality of service. Although some offices lost the limited funding, some of them continued to provide reemployment services anyway because they had developed some excellent programs and improved working relationships with their One-Stop partners.

This policy of allocating full time positions to selected offices continued into PY 2003. In reviews of selected offices, staff have emphasized that they are able to spend more

time in contacting claimants and discussing the program benefits, and are able to spend more time providing services and are able to follow-up with claimants after services are provided. In some offices staff have been able to develop working relationships with organizations beyond the One-Stop, such as with Community Based Organizations. This allows for provision of services that might not be available within the One-Stop.

Types of Services

IDES staff continue to provide basic labor exchange services such as referral to jobs, specific labor market information, and job development contacts. But staff also have provide more intensive services such as conducting job search workshops or resume preparation. Although these services make up the majority of services provided, staff continue to identify other sources of services if needed, such as training needs, services for the disabled and veterans. Staff continue to refer claimants to these specialized services when needed.

All of the claimants who receive reemployment services are registered in the Illinois Skills Match system. Staff will work with the claimants to ensure that their registration is complete, that the appropriate skills are listed to match to jobs, that there are complete work histories, and how the claimant can continuously review their matches to new jobs. This has helped many claimants expand their potential to match to more jobs and improve their chances of reemployment.

Selection of Claimants

Offices continue to use different methods of contacting claimants for services. Some make presentations during group claims taking, some provide an orientation of the One-Stop and reemployment services to all claimants, and some offices use the UI Profiling list to contact new

Illinois is participating in the National Claimant Placement and Claimant Reemployment Project and will use that experience to improve the Reemployment Services Program. Illinois has been designated as a protege state and will visit South Carolina to see their process of providing services to UI Claimants. From that visit Illinois will be in a better position to determine what changes need to be made in services to claimants.

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