

ETA 9100

**PY 2003 FEDERAL REEMPLOYMENT SERVICES PERFORMANCE REPORT**STATE: *New York*DATE: *October 25, 2004***STATE SPECIFIC PERFORMANCE REPORT:**

*Describe activities and an overview of how the activities were accomplished. Include milestones, and positive outcomes achieved. Compare accomplishment planned performance goals with the attainment of the performance indicators identified by the State in the annual plan.*

**Background:** The following provides a summary of the NYS Federal PY 2003 Reemployment Services Grant program design as outlined in the original approved federal grant:

- ❖ The PY 2003 federal Reemployment Grant funds were combined with the existing State funded Reemployment Services Program in support of the State's overall, statewide Reemployment Program efforts. This strategy allowed us to improve the quantity and quality of the statewide reemployment services under the existing program and to assist with efforts to improve program effectiveness.
- ❖ The overall program goal is the delivery of early intervention service strategies aimed at assisting UI customers in returning to work as early in the claim period as possible by a focus on job search/placement assistance and job development strategies
- ❖ The grant outlined a number of program improvements planned for implementation during PY 2003, including:
  - Improvements to the weekly download process
  - Implementation of a new, enhanced version of the Electronic Scheduling System (ESS) used to generate UI Reemployment Orientation letter to customers
  - Continued focus on Accountability/Performance, including the development of new tracking tools and management reports

Note that there were no specific outcome goals stated in the grant.

### Summary of Actual Accomplishments/Program Performance:

In analyzing the program performance we tracked data for the overall total Reemployment Services Program, which combined both State and Federal dollars. The attached analysis, therefore, starts with the overall program performance and then prorates the program results back to the federal and state grants based on funding percentages, as follows:

PY 2003 State Funded expenditures	\$ 37,413,276 (95.99%)
PY 2003 Federal Funded expenditures	\$ 1,564,802 (4.01%)
Total PY 2003 expenditures	\$ 38,978,078 (100%)

The following summarizes key PY 2003 program performance data for the period July 1, 2003 – June 30, 2004:

	Combined PY 2003 Program Results	State Funded Share (95.99%)	Federally Funded Share (4.01%)
Customers Served	296,953	285,045	11,908
Entered Employment Rate <1	53%	53%	53%
Extrapolated Annual Entered Employments based on EER	157,385	151,074	6,311
Cost per Entered Employment	\$248	\$248	\$248

< 1 The Entered Employment Rate (EER) reflected above is based on the current federal definition used under the ES program. The EER reflected above reflects the latest EER outcomes available as reported for UI customers registered in ES during the period 7/1/02-06/30/03.

The chart below provides a comparison of the PY 2003 data presented above to results reported for the PY 2002 NYS Federal Reemployment Services Grant, as follows:

	PY 2002 Grant	PY 2003 Grant	Variance and (% Variance)
Total Customers Served	13,582	11,908	-1,674 (-12.3%)
Entered Employment Rate	52%	53%	+ 1%
Total Entered Employment (EE)	6,531	6,311	- 220 (- 3.3%)
Cost per EE	\$233	\$248	+ \$15 (+6.4%)

The overall number of participants served declined 12%, however this is simply reflective of the year-to-year decline of over 10% in the number of new UI claims

filed. While the overall number of customers served declined 12%, the reported Entered Employment Rate increased and the total number of entered employments estimated declined only 3%.

We conclude that the NYS PY 2003 Federal Reemployment Grant results illustrate an effective use of funds given the economic climate, at an average cost of only \$248 per entered employment.

In addition to the outcome data presented above, also note the program improvements made, as compared to the planned activities presented in the original grant submittal (as bulleted in the background section above):

- Early in PY 2003, we implemented a new supplemental weekly download called "Hot Appz" for early identification of those new UI claimants that may have "demand job" skills based on the initial work history information taken by UI through the telephone or Internet claims process.
- During PY 2003, a new version of the weekly download of new UI claimants and the Electronic Scheduling System (ESS) that is used to schedule and generate UI Reemployment Orientation letters to customers was developed. The new version is now in the final stages of testing and planned for implementation statewide in the last few months of calendar year 2004. It incorporates a variety of enhancements, including: incorporation of the "Hot Appz" supplemental info eliminating the need for a second, separate file; moving the system from a PC based to a server based platform; improved search/sort functions; elimination of program bugs; automation of archiving functions; etc.
- Significant progress was also made on the development of a new Re-Employment Operating System (REOS) during PY 2003 for anticipated implementation during PY 2004.

Phase I of REOS is now scheduled to be implemented in March/April 2005. Phase I REOS implementation includes the following system enhancements/benefits:

- A single user interface, integrating current multiple, independent software applications into one integrated system
- A statewide, comprehensive database for UI Reemployment Services customers that tracks customer appointments, activities, services, and outcomes
- Automated system linkages providing up-to-date data from both the UI and ES (OSOS) systems thus minimizing duplicate data entry and maximizing data sharing

- o REOS database integrated with ESS Scheduling/Letter Generation functions
  - o Automated weekly import of new customers into REOS (replaces time consuming ESS weekly download process)
  - o Advance search, sort, filter capabilities
  - o Elimination/replacement of outdated mainframe application
- "Match Teams" were established in each Region in an effort to better coordinate Employer Services/job Bank staff efforts with Reemployment Services Program staff efforts toward the same goal. The "Match Team" staff focus on analysis of the Reemployment Services program customer population as compared to available job opportunities and coordinate activities to promote UI customers to employers, target job development activities and inform customer job search activities.
  - During PY 2003 there were statewide efforts made to focus on Accountability/Performance. A comprehensive analysis of program data was undertaken and corrective action steps taken to insure program activities were being tracked consistently and accurately.

The federal Reemployment Services Grant dollars have assisted in these continuing efforts to provide an effective UI Reemployment Services Program.