

REEMPLOYMENT SERVICES PERFORMANCE REPORT

STATE: Pennsylvania

DATE: 10/28/04

STATE SPECIFIC PERFORMANCE REPORT (Add additional sheets if necessary.)

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

OVERVIEW

In the Workforce Investment Act (WIA) of 1998, reemployment services were more broadly defined and integrated into the new One-Stop Center concept. In addition, WIA transformed the public labor exchange from a nationwide system of separate local employment offices into the foundation of the nation's One-Stop Centers, thereby creating a new environment for reemployment services. In Pennsylvania, the One-Stop Centers are called CareerLinks; and the One-Stop system is referred to as the CareerLink system. As one of the major partners in the Pennsylvania CareerLink system, the Bureau of Workforce Development Partnership (BWDP) administers Wagner-Peyser services and related programs. For nearly 70 years, Wagner-Peyser funded services have been the primary tools for helping Unemployment Compensation (UC) claimants return to work. Through the One-Stops, service to UC claimants increases with access to the Wagner-Peyser Act services and the broad range of other employment and training services provided by partners.

The Rapid Reemployment Program (RRP) is at the base of Pennsylvania's strategy for improving the quality and quantity of reemployment services for UC claimants. Over the years RRP has been built on best practices, and targets the enhancement of direct service delivery to UC claimants. Research has shown that a combination of early intervention, intensive work search, and staff-assisted job search assistance speeds the transition of workers

into new jobs. Therefore, Pennsylvania looks at the entire continuum of services for UC claimants, from their first awareness of an impending layoff, through their initial UC claim, reemployment services and eventual return to work. The result is that more claimants are served and more claimants get jobs sooner.

Additionally, the program is used to strengthen the linkages between the UC Service Centers and Rapid Response (RR) activities for dislocated workers provided through Title 1 WIA, Employment Service, and other CareerLink partners. Regional Workforce Development Seminars are held quarterly to resolve issues and share updated information among the CareerLinks and partner agencies.

RAPID REEMPLOYMENT PROGRAM OVERVIEW

During PY 2001, there were eight RRP pilot projects in Pennsylvania, encompassing 19 CareerLinks, chosen through a request for proposal. Each pilot office was selected to provide enhanced reemployment services to UC claimants. As of July 1, 2002, the RRP program expanded to all of the CareerLink sites statewide so that reemployment services are being provided to claimants across the state instead of only in selected pilot sites. In PY 2003, Rapid Reemployment Program services were again provided statewide.

Pennsylvania Act 156 of 2002 became effective in December 2002. It requires that all claimants eligible for UC be referred to employment offices (CareerLinks) for reemployment services. All UC claimants who file an initial claim for benefits receive a UC Claim Confirmation Letter. The letter includes an invitation for the claimant to contact the CareerLink site nearest to them for reemployment services. In addition, the Department of Labor and Industry developed an automated interface (UC Module) between UC Service Centers and the CareerLink operating system that provides a weekly list of claimants who file an initial claim for unemployment compensation. This supports UC Reemployment Programs with lists, automated notification letters, and service rosters.

An RRP Call-In Letter list displays all claimants who filed an initial claim for UC the week immediately after the file date. This enables staff to contact claimants prior to the receipt of their first UC check to assist in their job search efforts. The Profile Reemployment Program (PREP), Pennsylvania's version of the Worker Profiling and Reemployment Services (WPRS), Call-In Letter list displays claimants the week after they receive their first payment, ranking those most likely to exhaust their UC benefits before returning to work at the top of the list. CareerLink staff can use the Reemployment Invitation Letter list to generate notification letters for any select group of claimants (i.e. Veterans, disabled, etc.) to invite the claimant to participate in specific employment services, such as

workshops, special programs, events, or recruitment activities. (See Attachment A for additional UC Module functionality)

PROGRAM SERVICES OVERVIEW

Pennsylvania's Rapid Reemployment Program was designed to allow maximum flexibility at the local level in designing programs that would integrate with and complement other workforce development activities within the Local Workforce Investment Area. CareerLinks were given a set of core services that were to be provided or available at the site with flexibility in the delivery of the services, and additional intensive services that are provided accordingly based on office capacity and staff availability.

The core RRP services that are available in all sites across the state are: RRP orientation, Career Resource Area orientation, enrollment into the CareerLink system, job search assistance, job finding clubs, referral services, labor market information, job development, and resume preparation.

BWDP staff, in conjunction with other Pennsylvania CareerLink partners, negotiate mutually convenient dates, times, the number of orientation sessions required to accommodate claimants, and the number of claimants per session based on the capacity of each site. The RRP orientation includes, at a minimum,

program information, orientation to the Career Resource Area, introduction of site partners and services available, assistance with enrollment into the CareerLink system, and registration for employment services.

In addition, the more intensive RRP services that are available across the state are: RRP assessment, job search workshops, job search planning, career guidance services, counseling, testing, interview skill training, and vocational guidance. The number of claimants receiving these additional services is based on office capacity and staff availability.

An assessment of employment needs is completed for each claimant to develop an employment plan identifying available services/activities the claimant needs. A thorough review of each claimant's work history, education, and skills by CareerLink staff with the claimant is necessary to determine the level of service required. Referrals are made to supportive services in order to reduce barriers to employment. Assessment forms have been developed in both English and Spanish. (See Attachments B1 and B2 for the English and Spanish assessment forms.)

ACCOMPLISHMENTS

20,671 claimants received staff assisted Rapid Reemployment Program services during Program Year 2003 (July 1, 2003 to June 30, 2004). Out of the

total served, 4,902 entered employment; 17,324 participated in job search workshop activities; 14,804 attended the orientation session; 10,734 completed an assessment of their employment needs; 3,195 received counseling or career guidance services; 646 entered education and training services; 269 were exempted after participating in the program; and 9,104 received job placement and referral services. (See Attachment C for the Statistical Services Report.)

In Program Year 2003 (July 1, 2003 to June 30, 2004), Pennsylvania received \$1,491,997 in Reemployment Service funds from the United States Department of Labor in April 2004. In addition to the PY 03 funds, there was \$14,444 carried over from the PY 02 project available for expenditure in PY 03. Of these available funds, total expenditures in PY 03 equalled \$315,399.13. Pennsylvania's Reemployment Services funds are utilized as staff time charges. Retroactive fund reimbursement is not easily accomplished with Pennsylvania's new SAP accounting system. Consequently, the substantial amount of Reemployment Service funds carried over for expenditure in PY 04 is due to the late release of PY 03 funds in April 2004, leaving only three months of program operation during PY 03. (See Attachment D for the Expenditures Report.)

Pennsylvania encouraged the Pennsylvania CareerLinks to collect and maintain Customer Satisfaction Surveys in order to evaluate the customers' perceptions of services that have been provided and to strive for continuous program improvement. CareerLink offices have been authorized to use the

Customer Satisfaction Survey developed by BWDP or to develop their own format. Customer Satisfaction Surveys may be distributed after the completion of the orientation session, assessment interview, job search workshop, etc., or may be sent to the participants at a later date. The survey format and time frame are at the discretion of each CareerLink office. Returned surveys show a tremendous positive response to all efforts on behalf of the UC reemployment programs. 98% of customers responding indicated a high level of satisfaction with services they received. Some examples of the positive comments received are contained in Attachment E. Customer recommendations have been used to improve the presentation of the program and to add workshop components that have been suggested.

All claimants that attend the Rapid Reemployment Program orientation session and receive reemployment services are contacted at regular intervals determined by the individual CareerLink office to follow-up and establish if additional services are required, to check for positive outcomes, and to review customer satisfaction of the programs and services. UC claimants' participation in the RRP is tracked until they either exhaust their UC benefits or until they complete and/or terminate their reemployment services.

To evaluate the success of the reemployment programs, Pennsylvania uses the Labor Exchange Performance Measures for eligible claimant statistics contained in the ETA-9002 report to determine the number of claimants who

received staff-assisted services, participated in job search activities, and entered employment. The RRP Local Service Activity Report and the PREP Local Service Activity Report are compiled from statistics reported in the CareerLink operating system. Accurate and timely entry of all services rendered by BWDP and other service providers into the CareerLink operating system is the basis for RRP service tracking. An individual CareerLink office and a composite State Report are prepared monthly, quarterly, and annually for distribution to state and local management.

Future plans for the program are to streamline the reporting process. An individual report will be developed with combined statistics for both UC reemployment programs. The individual PREP and RRP reports prepared monthly, quarterly, and annually will continue to be distributed statewide to local management, and are available on the web-based shared folders.

PERFORMANCE INDICATORS (PLANNED VS. ACTUAL)

To increase savings to the UC Fund by reducing UC benefit charges, Pennsylvania's PY 03 plan established the following goals for the RRP:

1. Of the UC claimants who are registered, at least 90% will be provided value-added services.

2. Of the UC claimants who received a service, at least 55% will have entered employment.

For PY 2003, a total of 76,266 UC claimants were served among the CareerLink offices in Pennsylvania according to the ETA-9002. The total number of UC claimants served increased by 23% in PY 2003.

Of the total number of claimants served:

- 96% received some type of value-added service
- 67% participated in job search activities
- 39% entered employment

Although employment service activity is reported on the ETA-9002, ETA-9048, and ETA-9049 reports, the reports do not isolate RRP services and totals that can be used to measure the success of the RRP against the goals defined in the state's plan. Pennsylvania's Unemployment Compensation Modernization Project has not been completed to date, so direct feeds between the UC reporting system and the CareerLink employment service reports to provide the necessary statistical information to measure the programs outcomes is not yet available. The Labor & Industry Center for Workforce Information and Analysis is developing a new method of calculating savings as a result of RRP participation; however, the new method on cost savings will not be available for some time.

PROGRAM OVERSIGHT OVERVIEW

The investment of money, staff, and other resources to expedite the reemployment of UC claimants has greatly benefited individual UC claimants by helping them rejoin the workforce, has aided economic stability in communities across the Commonwealth of Pennsylvania by lessening the impact of unemployment, and has resulted in a very positive cost-benefit ratio in the cost of services compared to the savings in UC benefit charges. The statewide goal for continued use of the Reemployment Allotment is to insure that all permanently separated UC claimants are enrolled and registered for employment services in the CareerLink operating system, and to increase the number of UC claimants that enter employment.

Enhancements were implemented in July 2003 to expedite the delivery of reemployment services for all claimants throughout Pennsylvania.

On September 16, 2003, the U.S. Department of Labor (USDOL) Employment & Training Administration provided general guidance on implementing the veterans' priority provisions of the "Jobs For Veterans Act." Pennsylvania added enhancements to the current automated interface (UC Module) for PY 2003 to comply with the veteran priority of service requirements

for reemployment programs. The RRP Call-In Letter list displays claimants in the following order: (1) Special Disabled Veterans (30% or more disability), (2) Disabled Veterans (0-29% disability), (3) Veterans, and (4) All remaining claimants. CareerLink staff selects and schedules claimants for RRP orientation working from the top of the list down based on staff availability and office capacity.

Plans are to further enhance the CareerLink operating system in Pennsylvania by adding the following:

- More immediate updates of data from UC to the CareerLink files (i.e. name, address, phone number, e-mail, office claim transfers, and profiling data items, etc.)
- Type of separation from employment
- Effective date of UC claim
- Type of work the claimant is seeking
- Last employer (name, phone number, and e-mail)
- Claim balances (4, 8, 12 weeks filed indicators and balances; plus 13 and 2 weeks prior to maximum benefit exhaustion (MBE date))

Additional search functions will be implemented to extend this data beyond the county limit. CareerLink facilities may individually identify customer target groups, such as claimants separated from specific employers. This feature will help to better serve dislocated workers and Trade-impacted claimants

to enhance linkages between the Trade, Rapid Response, and Self-Employment Assistance Modules.

Claimants are invited to participate in a wide variety of CareerLink services through both "Job Match" and general "Call-In" letters, which will expand to include other program and service notifications. Positive and failed action information will be returned electronically to UC. These enhancements will be available upon completion of the Unemployment Compensation Modernization Project.

O*Net Assessment Tools are available through the web-based CareerLink system in the Career Resource Areas of all CareerLink offices. The Work Importance Locator and the Interest Profiler can help identify related occupations that can be used to guide claimants in their job search activities.

Pennsylvania plans to update and enhance the profiling model to better determine the individuals on the profiling list who are most likely to exhaust benefits before returning to work. Dialogue is continuing between CareerLink and UC Service Center staff to ensure that the UC script used by UC Initial Claims Interviewers solicits the best possible information to assist in the reemployment process. Changes to the script questions have been ongoing.

B. BEST PRACTICES

1. Best Practices were shared with CareerLink staff during program training sessions and monitoring reviews for continued improvement of reemployment services to UC claimants as well as to meet and exceed statewide goals. Efforts were made to increase the number of claimants called in for PREP, and to supplement PREP with a more aggressive service structure, including workshops, job finding clubs, follow-up, and customer satisfaction feedback. The Rapid Reemployment Program was utilized to target special groups, such as Veterans, occupational groups, specific employers and unemployed workers from in-demand business and industry clusters.
2. The Pennsylvania Department of Labor and Industry developed an Intranet website Homepage with shared folders for BWDP staff to reference during Program Year 2003. The shared folders are used for posting RRP and PREP policies and procedures, RRP and PREP lists by CareerLink site, RRP and PREP Local Service Activity Reports, monitoring reports, and Best Practices. By using the shared folders as the established communication network with CareerLinks, information is timely

and available to all staff. During Program Year 2004, the shared folders reports have been incorporated into a Crystal Enterprise project known as the Workforce Development Management System (WDRMS). Through the WDRMS, these reports are now available to all CareerLink partners, and future enhancements are planned to allow for customized reports.

ATTACHMENT A

UC CALL-IN MODULE

The UC Module of the PA CareerLink operating system was developed and became operational in August 2002 to ensure a rapid intervention of reemployment services for Unemployment Compensation claimants. Additional enhancements were implemented in July 2003 in order to expedite the delivery of reemployment services for all claimants throughout Pennsylvania and to comply with the veterans' priority provisions of the "Jobs For Veterans Act", effective September 16, 2003.

RRP Functionality:

- Lists Available:
 1. The "View" list contains all claimants that have filed an Initial Claim (includes Internet Claims) within the past 15 months.
 2. The "UC Call-In Letter" list contains all claimants that have filed an Initial Claim (includes Internet Claims), but are not enrolled in the PA CareerLink operating system.
 3. The "RRP Call-In Letter" list contains all claimants that have filed an Initial Claim (includes Internet Claims), whether or not they are enrolled in the PA CareerLink operating system.
- Notifications Available:
 1. "UC Call-In Letter" (The claimant will be asked to report on a specific date and time to the PA CareerLink site for an introduction to services provided, enrollment into the PA CareerLink operating system, and to voluntarily invite the claimant to participate in specific employment services such as job fairs, special programs, special events, or recruitment activities.)
 2. "RRP Call-In Letter" (The claimant will be asked to report on a specific date and time to the PA CareerLink site or designated location for RRP orientation and/or assessment.)
 3. "Jobs Letter" (This letter displays up to three suitable employment opportunities that have matched the type of work the claimant is seeking and/or the claimant's regular occupation based on the information that was provided at the time the claimant filed an initial Unemployment Compensation claim.)
- Data Sort/Search Capabilities:
 1. County
 2. Office
 3. Letter Type (View, Jobs Letter, UC Call-In Letter, RRP Call-In Letter)
 4. Social Security Number
 5. Last Name and First Name (Exact, Contains, or Starts With)
 6. Separation Status (Permanent, Temporary, Union, Partial, Labor Dispute)
 7. Filing Date (AB date)
 8. Occupation
 9. Employer
 10. Veteran
 11. Disability

UC REEMPLOYMENT PROGRAMS ASSESSMENT

Career Goals and/or Vocational Interest

Please complete the following:

Short Term Goals/Interests (6 months to one year): _____

Long Term Goals/Interests (one year or longer): _____

Employment/Training Services Needed

Which of the following choices best describes your career situation and interest (check as appropriate)?

- I would like to be referred to job openings.
- I would like to find employment but I need information on how to look for a job, such as identifying skills, locating employers, interviewing for a job, etc.
- I would like to obtain additional education/training to gain new skills or upgrade the ones I have.

Do you have an employment resume? Yes No

Support Services Needed

- | | | |
|--|--|--|
| <input type="checkbox"/> Transportation | <input type="checkbox"/> Financial Planning | <input type="checkbox"/> Other(s) (List below) |
| <input type="checkbox"/> Child Care | <input type="checkbox"/> Health Care | _____ |
| <input type="checkbox"/> Fuel Assistance | <input type="checkbox"/> Relocation Assistance | _____ |
| <input type="checkbox"/> Legal | <input type="checkbox"/> Housing | _____ |

Note: The information requested here will be kept confidential. Your specific responses will be used to determine your employment services and/or training needs. Thank you for taking the time to complete the survey.

UC REEMPLOYMENT PROGRAMS ASSESSMENT

(Check The Service(s) Selected)

JOB SERVICES

- ORIENTATION TO CAREER RESOURCE AREA**: Where available, the Career Resource Areas help individuals gain access to valuable career, labor market, educational, and employment information through computers, videos, books, and literature in an easily accessible manner. With minimal guidance, the individuals will be able to conduct independent research that can help them make informed career decisions and supplement their job search process.
- VETERANS SERVICES**: Veterans representatives are available to provide individual attention to veterans with referral to reemployment and/or supportive services. Veterans are provided priority service in the job referrals and specialized training programs.
- JOB MATCH**: Claimants who possess the necessary skills and experience that match employer job opening(s) listed with the Team Pennsylvania CareerLink may be provided direct referral to the job opening(s).
- JOB REFERRAL**: A job order referral will take place as a result of an automated match or other service when a claimant meets the job specifications requested by an employer on a job order.
- JOB DEVELOPMENT**: When no suitable job openings are currently listed that match the claimant's qualifications, contact will be made with potential employers to develop a job opening.
- AMERICA'S JOB BANK (AJB)**: Claimant is given information about the use of AJB, a computerized self-service system that provides job seekers with listing of employers' job openings. The public access AJB terminals are located in the Team Pennsylvania CareerLink.
- LABOR MARKET INFORMATION**: Extensive occupational information and demographic data regarding labor conditions and overall employment in the state and local labor area will be provided the claimant to assist in the job search process. One way claimants, as well as employers and other interested parties, can gather this information is through the Pennsylvania Labor Market Information Database System (PALMIDS), an Internet website designed to provide the latest labor market information.
- JOB CLUB**: Job Club sites may be established for participants to meet regularly to develop job seeking experiences, and network with one another. Where available, the Career Resource Area should be used during participation in Job Clubs.

JOB SEARCH ACTIVITY SERVICES

- CAREER GUIDANCE**: Individual or group counseling to help claimants gain a better understanding of their present and potential skills, abilities, needs, interests, and values in relation to current jobs and career opportunities, so that more realistic plans and decisions can be made regarding job change, job choice, or job adjustment(s).
- APTITUDE/INTEREST TESTING**: Testing techniques may be used to help determine an individual's general abilities and/or the potential for acquiring skills in a particular occupation in conjunction with vocational interests.
- JOB SEARCH WORKSHOP**: A minimum of one to three full days of formal, intensified classroom instruction in job search techniques. Depending on a participant's specific need, individual modules may be provided however, the curriculum should include the following components: Labor Market Information, Job Seeker/Resume Writing, Interviewing Techniques, and Finding Job Openings.

It may include the following components: Dealing With Reality of Job Loss, Identifying Skills, Establishing Job Goals, Targeting Potential Employers, Resume Preparation, and Interviewing Techniques.

EDUCATION AND TRAINING SERVICES

- The following Education and Training Services are available: Remedial Education, High School Equivalency Diploma (GED), Educational/Vocational Skills Training, English As A Second Language (ESL), On-The-Job Training (OJT), Computer Literacy Training, and Rehabilitation/Restorative Services.

ATTACHMENT B2

PROGRAMAS DE REEMPLIO DE UC EVALUACION PERSONAL

Nombre: (letra de imprenta) _____
Apellido paterno Nombre

Número del seguro social: _____ - _____ - _____

Ud. ha sido seleccionado para participar en este programa. Conteste todas las preguntas aunque algunas de esas preguntas ya hayan sido respondidas anteriormente; estamos tratando de determinar si han habido algunos cambios últimamente. Este programa ha sido diseñado con el objeto de proveerle los servicios de reemplio más apropiados.

1. ¿Está Ud. actualmente trabajando, ya sea a tiempo parcial o completo?
___ SI ___ NO

2. ¿Está Ud. en un descanso temporal o de estación? ___ SI ___ NO

3. ¿Le han dado una fecha de regreso al trabajo? ___ SI ___ NO

Si le han dado fecha de regreso, ¿cuál es? _____

4. ¿Está Ud. inscrito en la Reserva Militar o Guardia Nacional? SI ___ NO ___

5. ¿Pertenece Ud. a un gremio (unión laboral)? SI ___ NO ___

6. ¿Ha asistido Ud. a un taller de trabajo recientemente? ___ SI ___ NO
Si lo hizo, ¿quién lo proveyó? ___ el ex-empleador ___ una agencia de empleo
___ otro (especifique quién) _____

7. ¿Está Ud. recibiendo o recientemente Ud. completó otros servicios de reemplio?
___ SI ___ NO
Si lo hizo, ¿con quién fue? _____

8. ¿Está Ud. asistiendo o está registrado a asistir a clases de educación o
entrenamiento? ___ SI ___ NO
Si lo está haciendo, especifique cuál _____

9. ¿Hay alguna razón por la que Ud. no podría participar en las actividades del
servicio de reemplio? ___ SI ___ NO
Si hay alguna razón, especifique cuál es _____

Nota: Si Ud. respondió "SI" a cualquiera de las preguntas arriba enunciadas, vea al representante del UC del Team Pennsylvania CareerLink para más instrucciones antes de completar la encuesta.

EVALUACION PERSONAL

METAS Y/O INTERESES VOCACIONALES

Metas e intereses a corto plazo (6 meses a 1 año) _____

Metas e intereses a largo plazo (1 año o más)

SERVICIOS DE EMPLEO O ENTRENAMIENTO SOLICITADOS

¿Cuál de las siguientes posibilidades mejor describe su situación e intereses?

___ Me gustaría ser asignado a aquellas vacantes que estén disponibles.

___ Me gustaría encontrar trabajo pero necesito información sobre cómo buscar trabajo, identificación de destrezas laborales, identificación de empleadores, entrevista para un trabajo, etc.

___ Me gustaría recibir más instrucción o entrenamiento para adquirir nuevos conocimientos o mejorar los que ya tengo.

¿Tiene Ud. un resumen de trabajo? ___ SI ___ NO

SERVICIOS DE APOYO NECESITADOS

___ Transportación	___ Planeamiento financiero	___ Otros
___ Cuidado de niño	___ Atención médica	_____
___ Gasto de energía	___ Asistencia en mudanza	_____
___ Legal	___ Alquiler de casa	_____

Nota: La información contenida en este cuestionario será mantenida en forma confidencial. Sus respuestas serán usadas para determinar los servicios de empleo que le serán otorgados. Gracias por completar esta encuesta.

PROGRAMAS DE REEMPLIO DE UC EVALUACION PERSONAL

SERVICIO DE EMPLEO

___ Area de Recursos de Trabajo. Provee ayuda para obtener acceso a vacantes de trabajo, información sobre la situación laboral, y educación por intermedio de computadoras, videos, libros, y panfletos de fácil uso. Con guía mínima se puede llevar a cabo una búsqueda independiente para ayudarle a tomar decisiones acertadas para asistirle a encontrar empleo.

___ Servicios para Veteranos. Los representantes de servicios para veteranos de las fuerzas armadas de los Estados Unidos están disponibles para proveerles de atención individual y asignarles a servicios de reemplio o apoyo. Los veteranos reciben prioridad en asignamientos a vacantes de trabajo y programas de entrenamiento especializados.

___ Emparejamiento de Individuo y Trabajo. Los individuos que poseen las destrezas y experiencias que concuerdan con las vacantes disponibles del Team Pennsylvania CareerLink podrían ser recomendados directamente a esas vacantes.

___ Asignamiento a Trabajo. Asignamiento a una vacante de trabajo tomará lugar como resultado automático por intermedio del uso de la computadora u otro servicio para aquéllos que poseen todos los requisitos enunciados en una orden de empleo.

___ Desarrollo de Vacante. Cuando no existan vacantes que concuerden con las calificaciones de los que buscan empleo, los empleadores potenciales serán contactados para tratar de generar vacantes.

___ America's Job Bank (AJB). Se dará información sobre el AJB el cuál es un sistema computarizado que provee listas de vacantes de trabajo. El público puede entrar al AJB por medio de las computadoras ubicadas en el Team Pennsylvania CareerLink.

___ Información Laboral. Extensiva información laboral y demográfica en cuanto a condiciones y oportunidades de empleo en el estado y el área local para ayudarlos en la búsqueda de trabajo. Usando el Pennsylvania Labor Market Information Database System (PALMIDS) Ud. tendrá acceso a las últimas informaciones sobre cuestiones laborales .

SERVICIOS ADICIONALES

___ Guía Vocacional. Sistema a nivel individual o en grupo para lograr un mejor entendimiento de las capacidades actuales y potenciales con relación a trabajos para así tener una idea más real sobre los planes y decisiones a tomarse.

Estos servicios adicionales podrían incluir lo siguiente: dándole cara a la realidad de haber dejado de trabajar, identificación de destrezas, establecimiento de metas, identificación de empleadores potenciales, preparación del resumen de trabajo o curriculum vitae, y técnicas para la entrevista de trabajo.

SERVICIOS DE INSTRUCCION Y ENTRENAMIENTO

___ Los siguientes servicios están disponibles: preparación educativa, educación secundaria/GED, entrenamiento vocacional, clases de inglés, entrenamiento en el trabajo (OJT), entrenamiento en computadoras, y servicios de rehabilitación y restoración.

Evaluación de Programas de Reempleo

Nombre _____ Dirección _____

_____ # del Seguro Social _____

Teléfono _____

Basado en la cita con el representante del Programa de Reempleo del UC que se llevó a cabo el día _____ en la oficina del Team Pennsylvania CareerLink, yo acepto a completar el siguiente plan.

AGENCIA	SERVICIO	FECHA
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

COMENTARIOS:

RESPONSABILIDADES DEL PARTICIPANTE

Bajo la Ley Pública 103-152, la Enmienda de 1993 al Beneficio de Compensación por Desempleo en relación con el Acto de Seguridad Social, y el Título 1 del Acta de la Investidura de la Fuerza Laboral de 1998, yo he sido certificado como un trabajador dislocado.

Asistencia y servicios adicionales están disponibles a las personas incapacitadas que así lo soliciten. Empleador y programa de igualdad de oportunidad.

Este evaluación del programa del reemplazo del servicio de compensación por desempleo ha sido desarrollado con mi participación. Yo me comprometo a cumplir con las citas y a asistir a las sesiones regularmente, me comprometo a seguir las indicaciones que se me den y estaré activamente buscando trabajo apropiado. Además me comprometo a proveer el nombre y la dirección de quién me conceda empleo, y a responder a toda la correspondencia que reciba del Programa de Reemplazo del UC. Yo entiendo que este plan podría ser modificado como resultado de cualquier evaluación adicional, o por la disponibilidad de recursos conectados con los servicios ofrecidos. Además yo entiendo que por falta de cumplir con los requisitos del programa podría afectar mi elegibilidad para recibir el beneficio por desempleo.

Doy aquí autorización para que se efectúe el intercambio de información entre el Team Pennsylvania CareerLink y el Proveedor de Servicios.

Participante: _____ Fecha: _____

Representante(s)
de la agencia _____ / _____ Fecha _____

RAPID REEMPLOYMENT PROGRAM (RRP) SERVICE ACTIVITY REPORT PROGRAM YEAR 2003 (JULY 1, 2003 - JUNE 30, 2004)

OFFICE CODE	SERVICE ACTIVITY BY LOCAL OFFICES					SERVICE ACTIVITY BY LOCAL OFFICES				
	EXEMPTIONS PRIOR TO PROGRAM PARTICIPATION	TOTAL SERVICES	ASSESSMENT	COUNSELING/ CAREER GUIDANCE	JOB PLACEMENT & REFERRAL SERVICES	JOBSEARCH WORKSHOP ACTIVITIES	EXEMPTIONS AFTER PROGRAM PARTICIPATION	EDUCATION/ TRAINING	ENTERED EMPLOYMENT	
0102	0	1,162	1,029	13	1,128	1,099	0	78	124	
0103	0	224	155	37	143	186	0	22	42	
0104	0	1,040	842	72	78	922	3	7	470	
0105	0	87	50	0	1	51	1	0	1	
0107	0	159	156	0	14	91	0	1	4	
0110	0	364	273	10	58	308	1	1	137	
0120	0	337	142	120	257	312	1	0	45	
0122	1	129	127	5	21	96	1	0	16	
0124	0	94	63	0	36	64	0	0	5	
0138	0	10	3	0	1	6	0	0	4	
0144	0	52	46	7	6	27	0	0	4	
0202	13	631	522	322	202	539	8	12	26	
0204	1	253	181	1	147	202	15	84	100	
0208	0	134	105	6	29	117	0	2	25	
0212	0	55	42	5	23	41	1	0	4	
0214	1	252	201	0	124	163	24	3	87	
0224	5	1,053	600	1	38	971	18	38	330	
0232	0	54	24	0	34	43	0	1	6	
0300	0	1	0	0	0	0	0	0	0	
0302	3	370	199	7	35	340	3	5	104	
0303	1	52	5	3	9	30	12	1	17	
0304	3	421	96	141	401	291	11	6	237	
0306	1	161	142	0	151	139	3	49	27	
0310	1	270	187	19	27	210	0	5	33	
0312	0	219	121	76	175	153	0	1	28	
0314	5	571	469	0	209	440	6	3	194	
0318	0	257	170	167	187	234	0	11	44	
0400	0	15	0	10	0	15	0	0	0	
0402	0	51	16	0	30	44	22	2	14	
0404	0	153	54	32	134	117	8	8	72	
0406	0	111	3	31	44	105	0	2	30	
0407	0	46	38	0	37	38	0	0	12	
0412	0	155	70	3	73	132	3	3	35	
0414	0	62	42	0	28	48	1	1	10	
0416	1	273	195	137	74	232	0	49	41	
0418	0	125	64	26	90	101	1	2	43	

**RAPID REEMPLOYMENT PROGRAM (RRP) SERVICE ACTIVITY REPORT
PROGRAM YEAR 2003 (JULY 1, 2003 - JUNE 30, 2004)**

OFFICE CODE	EXEMPTIONS PRIOR TO PROGRAM PARTICIPATION	SERVICE ACTIVITY BY LOCAL OFFICES										EDUCATION AND TRAINING	DEFERRED EMPLOYMENT
		TOTAL SERVICE ORIENTATION	ASSESSMENT	COUNSELING/ CAREER GUIDANCE	JOB PLACEMENT/ REFERRAL SERVICES	JOBSEARCH WORKSHOP ACTIVITIES	EXEMPTIONS AFTER PROGRAM PARTICIPATION	EDUCATION AND TRAINING	DEFERRED EMPLOYMENT				
0419	0	155	65	67	35	40	142	2	0	33			
0421	1	272	164	142	8	272	252	2	9	63			
0502	0	111	65	66	4	87	100	5	1	30			
0506	0	17	14	12	5	15	14	1	0	8			
0514	1	202	76	73	1	161	190	8	6	92			
0515	2	100	32	30	0	48	91	1	0	15			
0516	0	49	18	14	1	8	45	1	2	18			
0517	0	1	0	0	0	0	0	0	0	0			
0518	0	153	62	71	19	45	128	0	16	40			
0520	6	92	52	63	18	14	84	1	7	10			
0604	0	214	167	134	150	156	165	0	12	32			
0606	1	401	318	16	179	127	354	0	6	83			
0611	0	115	90	7	37	9	50	0	0	1			
0612	5	266	233	40	12	178	144	9	2	55			
0617	0	102	85	49	1	9	76	0	3	20			
0618	1	119	78	4	1	34	20	3	0	15			
0622	1	321	229	213	137	46	206	4	12	99			
0626	2	910	859	661	741	188	856	11	1	125			
0628	0	1	0	0	0	1	1	0	0	0			
0630	0	256	215	0	1	22	150	1	3	51			
0631	0	4	0	0	0	3	0	0	0	3			
0632	1	222	183	150	156	169	159	1	0	44			
0634	0	195	161	87	0	192	185	1	3	45			
0641	6	271	153	136	3	221	212	6	2	77			
0653	0	578	451	147	330	455	477	3	16	108			
0706	3	218	141	39	69	88	189	8	2	79			
0708	0	234	156	145	17	96	210	1	0	42			
0712	0	89	53	1	0	50	73	3	0	20			
0714	1	286	248	0	82	65	167	0	47	37			
0716	0	222	178	172	9	205	207	0	10	60			
0718	2	571	374	354	0	461	547	3	8	172			
0720	2	224	145	104	0	224	210	5	0	100			
0722	0	93	46	2	1	81	82	0	0	23			
0723	0	44	36	5	0	46	43	0	1	14			
0725	0	164	130	96	0	130	140	0	4	33			
0726	1	126	109	75	0	119	114	1	1	16			

**RAPID REEMPLOYMENT PROGRAM (RRP) SERVICE ACTIVITY REPORT
PROGRAM YEAR 2003 (JULY 1, 2003 - JUNE 30, 2004)**

OFFICE CODE	EXEMPTIONS PRIOR TO PROGRAM PARTICIPATION	TOTAL SERVICES	ORIENTATION	ASSESSMENT	SERVICE ACTIVITY BY LOCAL OFFICES							EDUCATION AND TRAINING	ENTERED EMPLOYMENT
					COUNSELING/CAREER GUIDANCE	JOB PLACEMENT & REFERRAL SERVICES	JOB SEARCH/WORKSHOP ACTIVITIES	EXEMPTIONS AFTER PROGRAM PARTICIPATION					
0728	6	1,014	908	883	4	115	953	17	25	217			
0804	0	153	109	110	8	107	148	0	12	27			
0808	0	319	306	287	0	135	299	1	11	13			
0811	0	23	16	15	1	5	18	0	0	4			
0812	0	1,639	1,216	1,202	5	228	1,334	2	23	485			
0814	0	98	21	78	9	85	90	0	0	2			
0816	0	27	17	2	0	9	21	0	0	0			
0818	0	369	300	213	0	280	257	3	2	77			
0819	0	2	2	2	0	0	0	0	0	0			
0820	1	165	62	59	7	23	155	20	1	33			
0822	0	61	29	26	7	8	59	2	1	10			
0911	0	0	0	0	0	0	0	0	0	0			
STATE TOTALS	79	20,677	16,867	10,734	3,185	9,104	17,324	269	646	3,002			

PENNSYLVANIA'S RAPID REEMPLOYMENT PROGRAM (RRP)
SERVICE ACTIVITY BY REGION, PROGRAM YEAR 2003 (JULY 1, 2003 - JUNE 30, 2004)

RRP SERVICE ACTIVITY	CENTRAL	EASTERN	WESTERN	SUBTOTALS
EXEMPTIONS PRIOR TO PROGRAM PARTICIPATION	30	22	27	79
TOTAL SERVICES	5,133	8,946	6,592	20,671
ORIENTATION	2,840	6,639	5,325	14,804
ASSESSMENT	1,868	5,497	3,369	10,734
COUNSELING/CAREER EDUCATION	703	632	1,860	3,195
TOP PLACEMENT/REPERVA SERVICES	2,883	3,220	3,001	9,104
OPERATIONAL WORKSHOPS/ACTIVITIES	4,312	7,619	5,393	17,324
EXEMPTIONS AFTER PROGRAM PARTICIPATION	107	101	61	269
EDUCATION AND TRAINING	192	299	155	646
ENTERED EMPLOYMENT	1,486	2,081	1,335	4,902

ATTACHMENT D.

GA Budget and Actuals

Activity Group (N
 ARS Activity Cod
 ARS Function Co
 ARS Project Cod
 Business area
 Cal. year / month
 Cal. year / quar
 GJ - Avail Cntrl Lv
 Commitment Item
 Cost center
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 Class
 Distribution Type
 Employee
 Fiscal year/period
 FARS Reporting
 Fund
 Fund Type
 Funds center
 G/L Account
 Grant Number
 Order
 Order Group Attri
 Order type
 Program
 WBS element
 GA Budget and A

Cal. year / month
 Chart of accounts
 Controlling area
 Fiscal year variant
 FM area
 Query Technical Name
 Status of Data
 Current User
 Last Refreshed
 Calendar Year/Month (Single Value)
 Calendar Year/Month (Single Value)
 Calendar month/year
 Calendar month/year
 Order
 Order
 Order Group
 Order Group
 Grant Number
 Grant Number
 Cost Centers
 Cost Centers
 Funds centers
 Funds centers
 WBS Element
 WBS Element

<< JUN 2004
 Commonwealth of Pennsylvania COA
 COMMONWEALTH OF PA
 July - June, 4 special periods
 Commonwealth of PA
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 165.00 Std Hrs
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 REEMPLOYMENT SERVICES PROGRAM PY03
 C24832248300
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]COPA/6121120 Wages - Compensatory Time Taken[...

Cumulative...

Order	Commitment item	Budget Amount	Expenses Month	Expenses Cumulative	Total Obligation	Budget Variance
C24832248300	REEMPLOYMENT SERVICES PROGRAM PY03	\$ 1,491,997.00	\$ 28,359.78	\$ 187,674.75	\$ 187,674.75	\$ 1,491,997.00
C24832248300	REEMPLOYMENT SERVICES PROGRAM PY03		\$ 0.54	\$ 5.39	\$ 5.39	\$ 187,674.75
C24832248300	REEMPLOYMENT SERVICES PROGRAM PY03		\$ 6.20	\$ 36.77	\$ 36.77	\$ 187,674.75
C24832248300	REEMPLOYMENT SERVICES PROGRAM PY03		\$ 3.53	\$ 17.85	\$ 17.85	\$ 187,674.75
C24832248300	REEMPLOYMENT SERVICES PROGRAM PY03		\$ 7.93	\$ 109.13	\$ 109.13	\$ 187,674.75
C24832248300	REEMPLOYMENT SERVICES PROGRAM PY03		\$ 3,528.76	\$ 20,162.09	\$ 20,162.09	\$ 187,674.75
C24832248300	REEMPLOYMENT SERVICES PROGRAM PY03		\$ 1,945.79	\$ 12,066.54	\$ 12,066.54	\$ 187,674.75
C24832248300	REEMPLOYMENT SERVICES PROGRAM PY03		\$ 454.43	\$ 2,818.53	\$ 2,818.53	\$ 187,674.75
C24832248300	REEMPLOYMENT SERVICES PROGRAM PY03		\$ 252.08	\$ 1,285.29	\$ 1,285.29	\$ 187,674.75
C24832248300	REEMPLOYMENT SERVICES PROGRAM PY03		\$ 571.21	\$ 3,248.90	\$ 3,248.90	\$ 187,674.75
C24832248300	REEMPLOYMENT SERVICES PROGRAM PY03		\$ 81.48	\$ 511.39	\$ 511.39	\$ 187,674.75
C24832248300	REEMPLOYMENT SERVICES PROGRAM PY03		\$ 4,880.47	\$ 41,232.14	\$ 41,232.14	\$ 187,674.75
C24832248300	REEMPLOYMENT SERVICES PROGRAM PY03		\$ 3,123.31	\$ 6,768.95	\$ 6,768.95	\$ 187,674.75
C24832248300	REEMPLOYMENT SERVICES PROGRAM PY03		-\$ 11.08	\$ 8.54	\$ 8.54	\$ 187,674.75
C24832248300	REEMPLOYMENT SERVICES PROGRAM PY03		\$ 388.59	\$ 181.79	\$ 181.79	\$ 187,674.75
C24832248300	REEMPLOYMENT SERVICES PROGRAM PY03		\$ 8.40	\$ 3,462.43	\$ 3,462.43	\$ 187,674.75
C24832248300	REEMPLOYMENT SERVICES PROGRAM PY03		\$ 483.46	\$ 18.81	\$ 18.81	\$ 187,674.75
C24832248300	REEMPLOYMENT SERVICES PROGRAM PY03		\$ 24.56	\$ 2,799.77	\$ 2,799.77	\$ 187,674.75
C24832248300	REEMPLOYMENT SERVICES PROGRAM PY03		\$ 58.47	\$ 62.77	\$ 62.77	\$ 187,674.75
C24832248300	REEMPLOYMENT SERVICES PROGRAM PY03			\$ 547.21	\$ 547.21	\$ 187,674.75

Order	Commitment Item	Budget Amount	Expenses Month	Expenses Cumulative	Total Obligation	Budget Variance
C24832248300	REEMPLOYMENT SERVICES PROGRAM PY03	Water and Sewerage	\$ 23.04	\$ 121.96	\$ 121.96	-\$ 121.96
C24832248300	REEMPLOYMENT SERVICES PROGRAM PY03	Electricity	\$ 328.88	\$ 1,936.89	\$ 1,936.89	-\$ 1,936.89
C24832248300	REEMPLOYMENT SERVICES PROGRAM PY03	Legal Services/Fees	\$ 0.29	\$ 5.22	\$ 5.22	-\$ 5.22
C24832248300	REEMPLOYMENT SERVICES PROGRAM PY03	Specialized Services	\$ 185.68	\$ 2,458.87	\$ 2,458.87	-\$ 2,458.87
C24832248300	REEMPLOYMENT SERVICES PROGRAM PY03	Advertising	\$ 1.26	-\$ 3.47	-\$ 3.47	\$ 3.47
C24832248300	REEMPLOYMENT SERVICES PROGRAM PY03	ContEDPSvc-VndProv	-\$ 571.05	-\$ 340.46	-\$ 340.46	\$ 340.46
C24832248300	REEMPLOYMENT SERVICES PROGRAM PY03	ContMaintSv-EDP	\$ 39.68	\$ 1,114.08	\$ 1,114.08	-\$ 1,114.08
C24832248300	REEMPLOYMENT SERVICES PROGRAM PY03	ContMaint-Non-EDP	\$ 18.98	\$ 1,128.34	\$ 1,128.34	-\$ 1,128.34
C24832248300	REEMPLOYMENT SERVICES PROGRAM PY03	ContRepairs-EDP		\$ 15.61	\$ 15.61	-\$ 15.61
C24832248300	REEMPLOYMENT SERVICES PROGRAM PY03	ContRepairs-Non-EDP		\$ 8.34	\$ 8.34	-\$ 8.34
C24832248300	REEMPLOYMENT SERVICES PROGRAM PY03	ContRepairs-MotEq	\$ 0.85	\$ 3.24	\$ 3.24	-\$ 3.24
C24832248300	REEMPLOYMENT SERVICES PROGRAM PY03	EDP	\$ 23.54	\$ 52.75	\$ 52.75	-\$ 52.75
C24832248300	REEMPLOYMENT SERVICES PROGRAM PY03	RealEstate	\$ 618.14	\$ 7,605.69	\$ 7,605.69	-\$ 7,605.69
C24832248300	REEMPLOYMENT SERVICES PROGRAM PY03	Vehicles	\$ 6.00	\$ 8.69	\$ 8.69	-\$ 8.69
C24832248300	REEMPLOYMENT SERVICES PROGRAM PY03	OfficeEquipment		\$ 1.62	\$ 1.62	-\$ 1.62
C24832248300	REEMPLOYMENT SERVICES PROGRAM PY03	Other	\$ 70.02	\$ 851.78	\$ 851.78	-\$ 851.78
C24832248300	REEMPLOYMENT SERVICES PROGRAM PY03	OfficeSupplies	\$ 277.33	\$ 1,448.94	\$ 1,448.94	-\$ 1,448.94
C24832248300	REEMPLOYMENT SERVICES PROGRAM PY03	HousekeepingSupplies		\$ 0.79	\$ 0.79	-\$ 0.79
C24832248300	REEMPLOYMENT SERVICES PROGRAM PY03	EducationalSupplies	\$ 2.00	\$ 4.38	\$ 4.38	-\$ 4.38
C24832248300	REEMPLOYMENT SERVICES PROGRAM PY03	Miscellaneous	\$ 4.03	\$ 10.80	\$ 10.80	-\$ 10.80
C24832248300	REEMPLOYMENT SERVICES PROGRAM PY03	EDPSoftware		\$ 20.14	\$ 20.14	-\$ 20.14
C24832248300	REEMPLOYMENT SERVICES PROGRAM PY03	OthComputerEq	-\$ 76.74	\$ 48.71	\$ 48.71	-\$ 48.71
C24832248300	REEMPLOYMENT SERVICES PROGRAM PY03	Furniture/Fixtures	\$ 19.01	\$ 19.01	\$ 19.01	-\$ 19.01
C24832248300	REEMPLOYMENT SERVICES PROGRAM PY03	OthEquipment		\$ 0.55	\$ 0.55	-\$ 0.55
C24832248300	REEMPLOYMENT SERVICES PROGRAM PY03	Materials and Suppli	\$ 73.09	\$ 142.63	\$ 142.63	-\$ 142.63
C24832248300	REEMPLOYMENT SERVICES PROGRAM PY03	Fuels	\$ 0.01	\$ 1.71	\$ 1.71	-\$ 1.71
C24832248300	REEMPLOYMENT SERVICES PROGRAM PY03	Motorized Equipment	\$ 1.80	\$ 12.87	\$ 12.87	-\$ 12.87
C24832248300	REEMPLOYMENT SERVICES PROGRAM PY03	Miscellaneous Equipm	\$ 4.02	\$ 4.02	\$ 4.02	-\$ 4.02
C24832248300	REEMPLOYMENT SERVICES PROGRAM PY03	Inventory Gain (Loss	-\$ 43.21	-\$ 7.97	-\$ 7.97	\$ 7.97
C24832248300	REEMPLOYMENT SERVICES PROGRAM PY03	Revaluation - Budget	\$ 8.47	\$ 73.45	\$ 73.45	-\$ 73.45
C24832248300	REEMPLOYMENT SERVICES PROGRAM PY03	Postage	\$ 1.28	\$ 12.29	\$ 12.29	-\$ 12.29
C24832248300	REEMPLOYMENT SERVICES PROGRAM PY03	Freight	\$ 2.56	\$ 7.89	\$ 7.89	-\$ 7.89
C24832248300	REEMPLOYMENT SERVICES PROGRAM PY03	Printing	-\$ 30.52	\$ 25.06	\$ 25.06	-\$ 25.06
C24832248300	REEMPLOYMENT SERVICES PROGRAM PY03	Subscriptions	\$ 3.14	\$ 15.73	\$ 15.73	-\$ 15.73
C24832248300	REEMPLOYMENT SERVICES PROGRAM PY03	Membership Dues	\$ 0.11	\$ 0.21	\$ 0.21	-\$ 0.21
C24832248300	REEMPLOYMENT SERVICES PROGRAM PY03	Conference Exp-Promo	\$ 0.29	\$ 0.71	\$ 0.71	-\$ 0.71
C24832248300	REEMPLOYMENT SERVICES PROGRAM PY03	Conference Exp	\$ 0.31	\$ 24.85	\$ 24.85	-\$ 24.85
C24832248300	REEMPLOYMENT SERVICES PROGRAM PY03	Wearing Apparel		\$ 0.69	\$ 0.69	-\$ 0.69
C24832248300	REEMPLOYMENT SERVICES PROGRAM PY03	Purchasing Card Purc	\$ 2.71	\$ 22.40	\$ 22.40	-\$ 22.40
C24832248300	REEMPLOYMENT SERVICES PROGRAM PY03	Insur/SurFid Bonds		\$ 11.41	\$ 11.41	-\$ 11.41
C24832248300	REEMPLOYMENT SERVICES PROGRAM PY03	IntChrg-LateVendPmts		\$ 0.01	\$ 0.01	-\$ 0.01
C24832248300	REEMPLOYMENT SERVICES PROGRAM PY03	Graphic Services	\$ 1.56	\$ 2.71	\$ 2.71	-\$ 2.71
C24832248300	REEMPLOYMENT SERVICES PROGRAM PY03	Oth Op Exp	\$ 25.65	\$ 193.70	\$ 193.70	-\$ 193.70
C24832248300	REEMPLOYMENT SERVICES PROGRAM PY03	Grnt Hist Exp Rv Con		\$ 17,636.58	\$ 17,636.58	-\$ 17,636.58
C24832248300	REEMPLOYMENT SERVICES PROGRAM PY03	Grnt Hist Exp Revers		-\$ 2,098.76	-\$ 2,098.76	\$ 2,098.76
C24832248300	REEMPLOYMENT SERVICES PROGRAM PY03	Result	\$ 45,190.12	\$ 315,399.13	\$ 315,399.13	\$ 1,176,597.87

POSITIVE COMMENTS

- Thank you for caring, taking the time to answer my questions and give me hope to continue my search.
- You are a well-kept secret and doing a wonderful job in the community.
- The power point presentation is very helpful, visually pleasant and the presenters were very professional.
- The workshop list is very extensive and relevant to our job search needs.
- Staff members were extremely helpful and guidance provided enabled us to make better career choices.
- Welcome relief to know that the Core Services and Assessment Program are free.
- The availability of employment counselors for private consultations was above and beyond my expectations.
- Scheduling was available within a two-week period. No long waiting during this high time of stress.
- Follow-up services made me aware that the CareerLink really did care about my job search success.
- Customer service was the key to return to the CareerLink.

Attachment E

- Pleased that the presentation covered so many different aspects of the CareerLink, including available core services, intensive services, training and listing the partners.
- CareerLink is a professional organization ranked higher than the private reemployment service company paid by my employer.
- The Assessment Program has had a definite impact in assisting customers to access the right kind of employment services.
- Use of the telephone for long distance calls and mail service was very helpful.
- Just wanted to thank the staff of your CareerLink office for their sincere hospitality and service. Everyone was extremely courteous and friendly.
- I didn't realize how much information CareerLink had to offer.
- I was previously unemployed and the assistance I received then did not cover nearly as much information and resources as this session did.
- I feel this is a great opportunity for everyone who would give this program a chance.
- The workshops & other services offered will be beneficial.
- I really appreciate all of the help I received at the CareerLink.
- This is an excellent preface to search and seizure of employment.
- Thank you for having a program like this.

Attachment E

- Good Job! ... I didn't know there was so much good information about job seeking.
- Very informative; good explanation of what to do; great presentation.
- The presenter was professional, knowledgeable, optimistic, and very willing to help.
- I feel that I will receive help with my job search and find a good job. Puts the job search activity in perspective and makes you feel like you are not out there floundering.
- Learned it's easier through CareerLink to find work than looking in want ads and phone books.
- The orientation was well presented and there are a lot of tools to be used with CareerLink.
- It's a pleasure to have a speaker so knowledgeable in his field.
- At the age of 50, I have never had to job search previously. I am very impressed with the resources available.
- Great team effort!
- It's a great program. I am from California and these types of programs are unheard of.
- Super improvements from past services years ago. Well organized and efficient!
- I think this was an excellent program. I had used the computer before, but did not realize what all was available. I am really

Attachment E

excited about the "Ultimate Job Search" book. In my past employment, I have been the one hiring and wish everyone had this book. Thank you to all.

- Don't stop what you are doing.