

## REEMPLOYMENT SERVICES PERFORMANCE REPORT

STATE: South Carolina

Date: October 14, 2004

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

South Carolina built upon the successful program model used during PY01 and PY02 to administer a successful Reemployment Services program during PY03. The design of the Reemployment Services program model is to provide early intervention services that enhance direct service delivery to UI Claimants and to integrate these services into the One-Stop delivery system. This integration of early intervention services into the One-Stop delivery system created a seamless delivery system to ensure the UI claimant received the total services needed to attain employment leading to self-sufficiency.

The program planning for Program Year 03 called for an across the board 5% increase in the number of UI claimants employed over the previous program year. During PY03, the number of UI claimants entering employment was 43,114 and the total number of UI claimants entering employment during PY02 was 42,758. This represents a 1% increase over PY02.

South Carolina experienced a year of high unemployment with small increases in the number of new jobs created during PY03. Despite these barriers, the program was able to assist approximately the same number of eligible claimants to enter employment.

Special emphasis was placed on "at risk" claimants to ensure they received the full benefit of the Reemployment Services program. "At-risk" claimants are those claimants identified by the UI Profile Model as having the greatest probability of exhausting UI benefits before returning to work and whose employability skills are no longer sufficient to meet the employer needs in their particular job market. All "at-risk" UI claimants receive an introductory orientation to the One-Stop system. This orientation is provided in either a group or individual setting and is designed to ensure the "at-risk" claimant is able to receive the services needed from the One-Stop.

To commence the on-going process of enhanced direct service delivery, an orientation that is introductory and informal in nature was designed to acquaint UI claimants with the services, activities, and other resources that are easily accessible in South Carolina's One-

Stop Workforce Centers. Orientations provided on the local level are designed to suit or target groups of “at-risk” claimants in that local area.

Upon completion of the orientation, “at-risk” claimants are provided individualized services based on a desk-top assessment of needs by the staff person. These services may include referral to Adult Education services for those lacking a high school diploma or its equivalent. Adult Education services have been emphasized since the beginning of the Reemployment Services program. Additionally, other identified barriers to employment are addressed and referrals to appropriate One-Stop partners are made.

All UI Claimants receive structured job search assistance and information, referrals to employers who may have job openings requiring skills possessed by the claimant, and job development attempts where no suitable job openings have been listed. Assistance is also provided when needed in the area of Resume Preparation, typing skills upgrading, and how to reference and access employment information on the internet.

Follow through services are provided via the required periodic UI eligibility review. Additionally, follow through is made on all job referrals and any missed appointments.

Technical assistance visits were conducted to ensure that both the quantity and quality of the services provided were meeting the needs of claimants at that location. A staff Program Coordinator arranged to visit each of the ESC Workforce Center/ One-Stop locations to provide an assessment of the orientation content and subsequent individualized services were meeting these needs. A technical assistance visit report was completed and addressed all findings identified as in need of improvement. Responses with corrective actions were required where any negative findings were reported.

Utilizing resources provided by the Reemployment Services Allotment, South Carolina has been able to accomplish and fulfill the underlying goal of ensuring UI claimants reenter the workforce as expeditiously as possible. The Reemployment Services Allotment has provided South Carolina with added resources that enabled us to provide early intervention services and a broad array of informational resources resulting in a significant increase in the number of “at risk” claimants and other customers receiving UI benefits becoming employed.