

**REEMPLOYMENT SERVICES PERFORMANCE REPORT
FOR PY 2003 PLAN**

STATE: UTAH

DATE: (Due) 30 Sept. 2004
Sent: 26 Oct. 2004

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.

IMPLEMENTATION OVERVIEW: The Utah Department of Workforce Services' (DWS) plan was implemented with an equivalent of 4.3 full time profiled staff in three of five regions experiencing the largest volume of profiled customers. The target group consisted of profiled claimants within these three urban areas that have been profiled and received at least one Unemployment Insurance (UI) payment. Weekly profiled customer information was emailed from UI's Call Center to targeted One Stop staff that arranged contact appointments.

Customers were required to participate in orientation and receive tailored reemployment services based upon an assessment of needs and construction of a customer negotiated reemployment plan. Reemployment plan participation was required and co-enrollment was encouraged as appropriate.

Profiled staff training has integrated Utah's electronic case management system (UWORKS) with DWS' Intranet. The training outcome has provided One Stop staff with the opportunity to refer to an updated Profile/UWORKS computer based training slide show on a 24/7 basis.

DWS' planned performance outcome measurement targeted an Entered Employment Rate (EER) of 58 percent. The target rate was obtained by decreasing the prior year's 63.8 percent by the estimated decline in Utah's economic environment.

Performance has used standard Wagner-Peyser evaluation methodology. Profiled data from third and fourth quarter has been added to data from the first two quarters of the next calendar year. Calculations excluded those customers employed at UI registration and customers that entered employment in either quarter 1 or 2 after registration with the same employer that employed them immediately prior to registration.

OUTCOMES: Although actual outcomes continued to fall short of targeted expectations because of continued flat economic market conditions, the Reemployment Services project functioned to minimize falling outcomes for the target population. Utah's economic climate saw the job market's rate of unemployed workers remain relatively constant at about 5.3 percent. The economic impact upon those individuals most likely to exhaust benefits or Profiled customers, produced a 53.3 percent Entered Employment Rate (EER). This represents 4.7 percentage points below our estimated target of 58.0 percent.

1. Planned Entered Employment Rate was 58.0 percent and actual outcomes was 53.3 percent. This year's 4.7-percentage point decline below plan represents a slowing decline from last years drop of 6-percentage points below plan. In comparison to the total UI claimant population that obtained an EER of 65.4 percent, it is clear the Profiled population is in need more intervention than other job seekers.

The five largest industries for profiled customers to be laid off from were 1) Administrative and Support Services – 62 customers, 2) Transportation Equipment Manufacturing – 51 customers, 3) Computer and Electronic Product Manufacturing – 31 customers, 4) Mining – 32 customers, and 5) Food Services and Drinking Places – 30 customers.

Please direct report concerns or questions to John Ammon at 801.526.4310 or jammon@utah.gov