

Tichenor, Gene - ETA

From: Dye, Donna - ETA
Sent: Wednesday, September 29, 2004 1:15 PM
To: 'Concetta Davis'; Dye, Donna - ETA
Cc: Hunt, April - ETA; Tichenor, Gene - ETA
Subject: RE: Clarification/ VA's 9100 Reemployt Svces Report

Thank you. We will make note.

Donna Dye

-----Original Message-----

From: Concetta Davis [mailto:cmdavis@vec.state.va.us]
Sent: Wednesday, September 29, 2004 1:13 PM
To: dye.donna@dol.gov
Cc: hunt.april@dol.gov
Subject: Clarification/ VA's 9100 Reemployt Svces Report

Ms. Dye,

Virginia's 9100 year-end Reemployment Services Report, emailed to you on 09/28/04, contains the following date error at the top of page 1.

"Date: September 28, 2003" should be "September 28, 2004".

I apologize for any inconvenience resulting from this oversight.

Connie Davis
Virginia Employment Commission, Reemployment Services 804-559-7946



COMMONWEALTH of VIRGINIA

Virginia Employment Commission

703 East Main Street

Dolores A. Esser
Commissioner

Post Office Box 1358
Richmond, Virginia 23218-1358

September 28, 2004

U. S. Department of Labor
Employment and Training Administration
Division of USES/ALMIS
Room S-4231
200 Constitution Avenue, N.W.
Washington, D.C. 20210

Attention: Ms. Donna Dye

RE: Virginia's Reemployment Services PY 2003 performance report – ETA Form 9100

Dear Ms. Dye:

The Virginia Employment Commission's reemployment services program narrative performance report for Program Year 2003 (ETA Form 9100) is enclosed. It has been prepared in accordance with U.S. Department of Labor Training and Employment Guidance Letter No. 3-02, dated July 23, 2002; and U.S. DOL Regional Field Memorandum, OSP No. 2-04, dated April 1, 2004.

ETA 9100 describes grant-related PY 2003 activity, and compares the accomplishment of planned performance goals with the attainment of performance indicators identified in Virginia's approved 2003 program plan.

Please contact Mr. Mark Spatig (804-225-2311 or m spatig@vec.state.va.us) if you need additional information.

Sincerely,

A handwritten signature in cursive script, appearing to read "Dolores A. Esser".

Dolores A. Esser
Commissioner

Enclosure

c: Ms. April Hunt

ETA 9100
PY2003 Reemployment Services Performance Report

State: Virginia

Date: September 28, 2003

Activities:

Statewide Reemployment Services (RS) activities during PY2003 have focused on three major initiatives:

1. Increased ratio of claimants served to those eligible.
2. Enhanced quality and standardization of RSO materials and procedures.
3. Increased partner services integration, communication and documentation.

These initiatives, from Virginia's PY2003 grant plan, were identified as "next steps" to build on the progress made during PY2001 and PY2002, and further improve the quality and quantity of Virginia's reemployment services.

Major activities have included:

- Expanded RSO and job placement/referral activity, e.g. workshops, participants, pre and post-RSO claimant contacts.
- Expanded monitoring and performance feedback to local offices.
- Enhanced quality and consistency of the program and materials.
- Expanded post-RSO services communication and capture in One-Stop environments.
- Enhanced higher program visibility and linkages, internal and external.

How Activities Were Accomplished:

Strategies to support Virginia's RS activities in PY2003 were built on successful PY2002 strategies. They include:

- Expanded RSO And Job Placement/Referral Activity.
 - **Continued and expanded actions to refer all eligible claimants to services**, such as: Weekly claimant review and RSO selection, use of larger offsite facilities, focus on rescheduling claimants temporarily excused from their originally scheduled RSO, tighter enforcement of waive criteria, required reviews of participants' job service data during RSO.
 - **Improved resource utilization to support RS activities**, including: Use of additional local office staff to present RSOs, generate RSO referrals, manage RSO materials and provide direct customer contact assistance. This year, the program operated with fully staffed regional coordinator support to provide monitoring, guidance, problem resolution and overflow presentation assistance.

- **Cooperation with local Business Resource Unit (BRU) staff**, so that: RSO participants are matched with employers' targeted recruitment needs, in selected pilot offices housing a BRU program.
- Expanded Monitoring And Performance Feedback.
 - **Quarterly and monthly performance reports**, including: Office and regional level performance reports of RSO and post-RSO services activity. This monthly/quarterly combination enables continuous monitoring, feedback and effective corrective action when needed. Data is provided to RS coordinators and appropriate WIA supervisors for their analysis, action and forwarding to local and regional management.
 - **Regional and local team approach to support state goals**, for example: At least quarterly, coordinators discuss local office RSO performance relative to statewide grant goals with each manager and RS Specialist. In some offices, written performance agreements are in place with managers.
 - **Activity and staff development**, such as: Regional coordinators monitor attendance, waive, and rescheduling activity in every office. They observe RSO presentations. They provide local office RS staff with feedback, training, mentoring and counseling, and they include managers in the communication loop. They model best practices by presenting overflow and special needs RSOs.
- Enhanced Quality And Consistency Of Program And Materials.
 - **RSO presentation:** The RSO PowerPoint was again updated, and is now fully standardized. Technical assistance accompanied implementation. Special needs RSOs for LEP (limited English Proficiency) and hearing impaired populations have continued and expanded, using adaptations of the standard RSO presentation.
 - **RSO materials:** New VEC Web site self-learning handouts are now part of every RSO. Improved RSO selection and survey letters provide participants with clearer, more consistent information, and staff with expanded client feedback about RSO and further services.
 - **Job seeker materials:** Books, videos and skill inventory activities were purchased for direct job seeker use in all local office Resource Rooms, and for staff-facilitated use in job seeker workshops. These materials are promoted in RSOs. Topics include universal job search elements, (networking, interviews, and more). Special population needs are also addressed. See Outcomes Section.
 - **Procedures:** Procedures and special materials were drafted for use with special needs populations; guidelines for finding and using interpreters are being refined; and local office RS staff are being trained to set up special needs RSOs. The RSO internal handbook was reviewed; changes were identified which will clarify procedures and promote more consistent practices; and, revision is in process. "Jobs for Veterans Act" requirements are incorporated into RSO

selection and referral procedures. One-on-one technical assistance in WPRS data entry procedures was provided to WIA counselors who track post-RSO services. See Expanded Post-RSO Services section.

- Expanded Post-RSO Services Communication And Capture.
 - **Integration of WIA services:** This year's goal (#2) was adjusted to more realistic levels, based on lessons learned from last year's pilot program to integrate post-RSO services and data capture into the WPRS system. The pilot was evaluated and fine-tuned. Five of the original pilot sites (One-Stop offices where VEC operates the WIA Adult Services program) continue to provide, track and capture services into the WPRS system for RSO participants. This year, procedures were refined to focus on tracking services beyond initial reporting, and through to completion. Group and individual technical assistance was provided to ensure correct tracking and data entry procedures. Monthly and quarterly performance feedback is provided to WIA supervisors and staff. The communication link between RSO and WIA programs includes providing RSO schedules and attendance lists to WIA counselors, and having WIA counselors as guest speakers in RSOs.

Due to factors outside the purview of the Reemployment Services Program, there continues to be no automated reporting interface between the WIA and WPRS systems. However, integrated services, tracking and communication is taking place in these offices; and, all offices provide information about local WIA services and contacts. Offices may also include WIA staff as guest speakers.

- **Integration of other services:** Cooperation between Business Resource Unit (BRU) and RSO staff in offices housing pilot BRU programs took various forms, including: referral of RSO participants to BRU counselors, copies of job search data profiles to BRU staff for job matching, individual assessment assistance, and job referrals. Results tracking and data entry into the WPRS system will be further explored next year.
- **Claimant communication regarding services:** When RSO survey letters are returned, the RS coordinators research those indicating that claimants have received further services. Services which meet RS criteria are entered into the WPRS system.
- Higher Program Visibility And Linkages.
 - This category is a reflection of the success of all the other strategies described above (performance monitoring and feedback, team building, cooperative actions with other programs and organizations, technical assistance, new job seeker materials in Resource Rooms, RS outreach to special needs populations, etc.). See Outcomes section.

Accomplishment Of Performance Goals 1 And 2:

Both goals were achieved. See Positive Outcomes section, next.

Positive Outcomes of PY2003 Activities:

Performance Goal 1: Exceeded. The average year-long ratio of claimants completing RSO and job placement services, compared to those eligible/put into selection pool rose to 56%. This exceeded the targeted goal of a 55% ratio.

Performance Goal 2: Achieved. The average year-long ratio of claimants whose post-RSO services of assessment, counseling, job search workshops and education/training were systematically captured, compared to those completing RSO, rose to 0.97%. This meets the targeted goal of an 01% ratio. It reflects a 100% increase over PY2002 performance, adjusted for one-half year of operation as a limited pilot program.

A Comparison Of Goal-Related Outcomes Over Three Grant-Funded Years:

- *Profiled.* Went from 110,740 to 93,520 to 69,687.
- *Pool.* Went from 10,180 to 11,800 to 9,552.
- *Selection/Referral Letters.* Went from 6,441 to 7,927 to 9,175.
- *Completed RSO.* Went from 4,000 to 4,800 to 5,355.
- *Year-long RSO to Pool Ratio.* Went from 39% to 40% to 56%
- *System-captured, Referred & Reported to Post-RSO Services.* Went from 0 to 17 to 112. We know more people reported to services, but this is what was entered into WPRS system.
- *System-captured, Completed Post-RSO Services.* Went from 0 to 13 to 52. We know more services were provided, but this is what was entered into WPRS system.
- *Year-long Post-RSO Services to RSO Ratio.* Went from 0% to 0.47% (adjusted for one-half year of pilot operation) to 0.97%
- RSO Activity: *Claimants served increased 11.5% over PY2003 and 65% over pre-grant levels. More claimants within Virginia's special needs RS population are receiving targeted and consistent RS services.*
- Selection and Referral Activity: *Increased numbers and ratios. 96% of eligible claimants were referred to RSO, compared to 67% and 63% in prior years. Revised RSO selection letters appear to have reduced claimants' pre-RSO questions and increased on-time RSO attendance. Veterans are selected for RSO services in compliance with Jobs For Veterans Act requirements.*
- Required Job Placement/Referral Activity: *Continues to be an RSO requirement. Review of participants' job service data, and matching their data to the available jobs database, ensures correct data and a better chance for earlier return to work.*

- Post-RSO Support Activity: *Multiple-source confirmation of services*. Improved survey letters resulted in more surveys returned and better feedback about service contacts made. More people have reported a return to the VEC or partner organizations after RSO for self-services, individualized services, workshops or resource room activities that they were not aware of prior to attending the RSO. Enhanced communication with WIA and Business Resource Unit (BRU) staff has also provided formal and informal confirmation of post-RSO services provided to RSO attendees.
- RSO Presentation And Materials: *Consistent, current, and helpful to job seekers*. Presenters say the RSO slides are very clear with a logical flow; and, the integrated presenter notes are easy to follow and help reduce learning curve for new staff. All participants receive the same core information (PowerPoint RSO) and reference materials package, and fill out the same Individual Service Plan form. RSO surveys confirm the fact that claimants believe the RSO has helped their job search. Common responses describe RSO content as thorough; RSO materials as professional; the VEC website handout as encouraging website use for job search that would otherwise not have happened; review and refinement of job search data as instrumental in obtaining more job referrals; and, RSO presenters as helpful and caring. Examples: “Opened up additional resources for me... Extremely comprehensive services... Gave me tools I need to find a job, plus restored some much needed confidence... Encouraged me to go places where I didn’t think jobs would be... I got more job referrals since I made changes to my (data) printout... Have since got a job – your services were very helpful.”
- Access To Common RS materials: *Easily available to all RS staff*. VEC’s intranet and a shared network drive folder dedicated to Reemployment Services provide easy access to materials files, and encourage regional and statewide consistency. Fully standardizing the RSO PowerPoint file means easier and quicker implementation of updated versions.
- Job Seeker materials: *Current books, videos and skill inventory activities available through all local office Resource Rooms*. Provides job seekers with updated information on skills review, interviews, resumes, managing a job search, networking, finding and contacting employers. Addresses special needs, such as disabilities, Spanish (non-English) speaking, professional, transitioning military, career or job changers, over 50, bad past, and no degree.
- Post-RSO Services Communication and Capture: *Expanded and improved*. Strengthened connections with WIA and BRU programs, and improved RSO survey letters, have enabled us confirm the fact that Virginia does provide intensive and individualized follow-up services to RSO participants, even with existing systems interface limitations. See Performance Goal 2 Outcome above.
- Program Visibility & Linkages: *Greatly expanded internally and externally*. Program visibility has increased. Internal and external communication and linkages have been strengthened. Team-building activities have resulted in cooperation to achieve grant goals, and RS service provision is incorporated into local office goals. Cooperative efforts with community and faith-based

organizations have enabled VEC to use larger facilities to provide RSO services to more people, and raise participant awareness of these organizations' job search assistance outreach services. The Reemployment Services program has become invested with a wider base of stakeholders, who work together to help RS claimants realize an earlier return to work.

- Resource Utilization: *Full regional coordinator coverage and increased local staff coverage* have increased RSO activity and reduced negative effects of normal staff turnover. Full coordinator staffing for the entire year resulted in all four regions' RSO to POOL ratios rising by 9 to 21 percentage points; and, the region with first-time full coordinator coverage provided RSO services to almost 500 additional claimants over last year.
- Coordinator Role: *Continued evolution into a leadership role to support local staff and management*. Coordinators provided modeling, mentoring, problem resolution and technical support to field office staff. They reviewed and analyzed local program performance; then, in cooperation with office managers, used that information to improve both quantitative and qualitative aspects of the program. Steady, year-long performance increases were largely the result of coordinator assistance and oversight. Their analysis of monthly and quarterly performance numbers enabled earlier remedial action for problems, and drove performance increases. Regular coordinator meetings and conference calls with central office staff helped maintain a common direction.
- Team-building: *Continuation of virtual teams to improve RS performance*. Examples of teams: Each coordinator plus... all local RS staff and managers in their region... the other coordinators... WIA counselors... Business Resource Unit (BRU) staff... central office staff. The results are evident in this year's performance results, showing substantially increased numbers of RSO participants and job placement services in every office. The RS coordinator team was recognized for their program results, by being presented with the Commissioner's Outstanding Achievement Award for Team Spirit.