

REEMPLOYMENT SERVICES PERFORMANCE REPORT

STATE: Washington DATE: September 30, 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.

Washington's plan for Reemployment Services to UI claimants was implemented July 1, 2003 with a target ending date of June 30, 2004. The emphasis of the RES program was to improve the quality and quantity of direct reemployment services for UI claimants through increased staff-assisted services at WorkSource Career Centers (Washington's integrated One-Stop Career Center system.) Washington used these funds on strategies that link UI TeleCenters to all of the available reemployment services in local WorkSource Centers to ensure that UI claimants receive the services necessary to return them to the workforce using the most effective methods available. The Employment Security Department set a goal of 4,000 claimants returning to work after receiving an intensive staff assisted service.

This was to be accomplished using a variety of strategies and interventions specific to the needs of the claimant population within each geographic vicinity, given the local labor market realities and demographic needs of the specific claimant population. Local staff utilized an automated Claimant Progress Tool, to identify claimants, who had received about 30% of their UI benefits, to contact claimants and invite them in for additional services. Washington's state funded Claimant Placement Program (CPP) targets new profiled UI claimants. A decision was made to use the RES grant to target services to claimants who were about a third of the way through their claim to provide additional assistance to help them return to work before they exhaust their UI benefits.

Washington has experienced one of the highest levels of unemployment during the past 3 years and until January 2004, the state was in a period of extended benefits. The economy has begun to improve somewhat, yet many jobs have been lost. The direct delivery of enhanced Reemployment Services to claimants was a high priority, and drove the decision that RES Funding for PY 2003 would be devoted to providing additional staff for that purpose. Claimant reemployment was a primary topic of discussion at a series of statewide meetings to develop strategies and set performance measures for PY 2003 for all claimant reemployment services, including state funded Claimant Placement Program (CPP), supplemental Claimant Placement Job Match Initiative and the RES grant. Subsequent to those meetings each local office identified strategies that would be used locally to meet the

program's objective of increased employability services to UI claimants, given the unique labor market conditions and employment needs of that office's claimant population. These individual services were in addition to the required group Job Hunter Orientation Workshop, six other optional Job Hunter Workshop modules made available to all claimants, and the Job Search Review program. A full range of seamless services is provided to UI claimants by Washington WorkSource Center partners.

Reportable services were provided by RES funded staff to 33,216 claimants. The state established a goal of 4,000 claimants returning to work after being served by an RES funded staff. The actual number entering employment was 9,002.

Washington committed to establishing baseline data in PY 2003 for the RES grant as follows:

1. Needs Assessment	84
2. Job Development	410
3. New job listings	
4. Staff assisted job matching and career guidance	1,466
5. Job referral services	
• Transactions	35,688
• Individuals	8,115
• Job Referrals without Job Order	4,958

Please feel free to contact Cheryl Bain (Boldt), Program Manager, (360) 438-3136 for additional information.

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