

**STATE OF WYOMING  
DEPARTMENT OF WORKFORCE SERVICES  
PY2004 REEMPLOYMENT SERVICES PLAN**

Based on the PY2004 Reemployment Services allotment formula, the Wyoming Department of Workforce Services (DWS), received \$256,417.00 to provide UI claimants with services above and beyond regular Wagner/Peyser Act services offered at our Workforce Centers (One-Stops). These funds will be used to increase reemployment opportunities for UI claimants in all twelve of the One-Stop locations in Wyoming during PY2004.

Wyoming workforce programs have undergone a major departmental re-organization process which will create a more focused approach to providing workforce services in the One Stop environment. Programs included in the new Department of Workforce Services (DWS) are Wagner/Peyser, Workforce Investment Act, Trade Adjustment Assistance, North American Free Trade Agreement, Work Opportunity Tax Credit, Workforce Development Training Fund, Veterans' Services, Vocational Rehabilitation, Disability Determination Services, Telecommunications Relay Services, Temporary Assistance To Needy Families Work Program, Food Stamp Employment & Training Program, Commission for National and Community Service, Senior Community Service Employment Program, Adult Basic Education, and General Education Development Program. Collaboration with traditional partners such as Unemployment Insurance, Community Colleges, and the Department of Family Services will continue and new partners are being developed to broaden the array of reemployment services we can offer to the UI Claimant through the One Stop environment.

**Goal for Use of These Funds**

A primary goal for the use of PY2004 Reemployment Services Plan funds by the DWS is to continue to provide job search activities and the number of assessment interviews to UI claimants within the first few weeks of filing for benefits.

The reemployment funds are needed in order to accomplish this goal of providing increased services to our UI claimants. Wagner/Peyser do not all sufficient staff resources to allow increased services to be provided to UI claimants; therefore, Wyoming proposes to fund reemployment specialists in Casper, Cheyenne, Gillette, Sheridan, Riverton, Cody, Evanston, Rock Springs, Rawlins, Laramie, Jackson, and Torrington Workforce Centers. Staffing allocations for the reemployment specialists is based on the unemployment rates of each service area as compared to the state unemployment rate, based on calendar 2003 data published by the Wyoming Department of Employment's Research and Planning Section in *Wyoming Labor Force Trends*, June, 2004. An additional quarter time staff allocation is designated for supervision and administrative support by the Employment Services Division.

The PY04 plan continues to build on the PY03 successes of exceeding goals relative to increasing the overall number of UI claimants participating in job search activities, the number of assessment interviews provided to claimants, the number of claimants participating in job search workshops, and placement and referrals of claimants.

Further, to increase efforts in order to achieve the “entered employment” goal.

Reemployment specialists participate in community networks which provide services needed by claimants. Referrals to Wagner/Peyser services and Workforce Investment Act programs have been and will continue to be an integral part of the reemployment services offered to Wyoming UI claimants in need of jobs or training to become self sufficient. Referrals are also made through established linkages with the following programs, partners and agencies:

- |   |                           |
|---|---------------------------|
| Division of Vocational Rehabilitation (DVR) | Local Community Colleges  |
| Department of Family Services (DFS)         | Veterans' Programs        |
| GED and Adult Basic Education Programs      | Youth Councils            |
| Workforce Development Councils              | Faith Based Organizations |
| Community Based Programs and Organizations  |                           |

Reemployment specialists are integrated into the One-Stop Centers and thoroughly involved in their activities. They also participate in the Workforce Investment Act (WIA) Review Committee process and work with claimants to move them, as appropriate, through core, intensive, and training services. Claimants will be provided the full array of One-Stop services: job search assistance; referrals to other human service programs and agencies; referrals to jobs and/or job training; and referrals to educational entities, etc.

In Wyoming, Wagner/Peyser staff will provide labor exchange support for all job seekers, however Wagner/Peyser staffing allocations are not sufficiently funded to focus solely on UI claimants (with the exception of the commitment to the UI work test). Therefore, in order to accomplish the goals we are outlining in this plan the employment of five and one-fifth (5.18) “Full-time equivalent” positions will be funded to collect, review, and evaluate baseline information and to apply and measure new techniques and strategies that are designed to greatly assist and improve our services to UI claimants.

### **Use of the Reemployment Funds**

**Goal #1: Target Early Intervention Services:** Studies indicate that reemployment efforts for UI claimants are most effective when a relationship or connection to the customer is developed as soon as possible upon becoming unemployed. The Department of Workforce Services will continue early identification of UI claimants and distribution of detailed information which explains current One-Stop services are key components within our proposed reemployment plan.

Letters will be sent to all UI claimants as soon as they are identified encouraging them to contact their local Workforce Centers for reemployment services. Claimants are also informed of reemployment services when using the UI call center. Use of the Wyoming Job Network to search for possible job openings is strongly encouraged.

A uniform approach to provide current informational materials describing reemployment services which are available at our One-Stops will continue to be used by our reemployment services staff. Contact strategies include follow-up phone calls, email updates, and/or written information or brochures. We will continue taking a proactive approach whereby eligible UI claimants receive information describing One-Stop services within the first month of their unemployment claim process.

The services currently offered by Wagner/Peyser staff at One-Stops include orientation, assessment, interest or skills testing, resume and interviewing workshops, resource room orientation, labor market information (LMI), development of reemployment plans, employer contacts, job development, and job referrals. These services may be covered within the three tiers of WIA services: core; intensive; and training. The overall focus is to provide top-notch service and/or to deliver current information on available services (early intervention, informational brochures, revised workshops, etc.) to all eligible UI claimants in a timely manner in an effort to reduce the number of weeks benefits are claimed.

UI claimants are encouraged to file claims via the Internet and via the UI Call which became fully operational during PY2001. These methods do not require that claimants personally come into Wyoming's One-Stops and we are encouraging the Call Center staff to tell claimants about our services and to refer them to the One-Stops for personal service. Claimants can register for work and receive job referrals online through the Wyoming Job Network (WJN) and use the self-referral job boards to locate many openings. This self-service model was created in part to respond to flat funding within Wagner/Peyser budget allocations as well as to provide customer choice, universal access, and integrated services within the workforce development system's One-Stop delivery network.

#### Goal #2: Provide and Improve Tools for Self-Service and Related Staff-Assisted Services

Capacity upgrades to all staff computers during the Spring of 2003, now allow further use of career based software such as career videos provided by America's Career InfoNet through the Career One Stop portal system to assist claimants in their job search. These upgrades also now allow reemployment specialists to provide training to other staff on O\*NET and America's Career Kit in order to pursue goals outlined in PY01's plan.

Staff training will require travel for in-service training related to program delivery and use of job search tools, as well as for attendance at out of state workshops and conferences to enhance staff capabilities, depending on funds availability.

Workshops will continue to be offered to claimants in the following subjects:

Resume Writing	Completing a job application
Interviewing skills/ tips and techniques	Job retention
Conducting an Internet job search	Using the Wyoming Job Network
Using O*NET and America's Career Kit	

These workshops are offered either to a group or in a one to one setting, depending on the need of the claimants. Claimants are also referred to workshops offered by outside agencies such as community colleges and learning centers. For example some claimants have participated in "Stress Reduction", "Career Planning" and self paced computer courses.

Reemployment staff will research new and improved techniques to share with claimants relative to improving job search techniques and identifying appropriate job openings through reviews of current literature and Internet web sites.

Reemployment specialists are working together to develop a new brochure to add to UI mailings to claimants regarding the services offered through the One Stop Workforce Centers. A Power Point presentation has been developed to share reemployment processes and procedures. This presentation will be shared with all reemployment program offices.

Performance/program outcomes and progress will be measured by monthly reports generated from each office which include the number of services and a descriptive narrative. Program outcomes will be measured by use of the 9002 reporting tools. Currently this information is manually compiled by staff and a goal for PY2003 is to have this information electronically generated.

A system upgrade, "UI Partial Registration", became productive in Wyoming during PY02. This upgrade creates an interface with the UI server and the Wyoming Job Network (WJN), our Internet based labor exchange and case management operating system. Claimant information is automatically downloaded to the WJN for claimants filing over the Internet. If the claimant is not registered in the WJN, a partial record will be created which will include basic claimant information such as Social Security Number, claimant identification number, name, veteran's status, disability status, address, phone, work authorization, and occupation code. Reports will be generated in the WJN so that staff are alerted to the entry of new UI claimants. Staff will then contact these claimants and finish the registration process by collecting additional information to match claimants to job orders and begin delivery of reemployment services. This process will greatly enhance the ability for us to meet our goal of accomplishing early intervention services.

New and updated videos, workbooks, and job seeker self assessments related to career choices have been identified through staff reviews of customer's needs. Depending on fund availability, these will be added to the resource rooms and used in a variety of workshops for claimants. In order to provide these tools in a customer friendly manner, we will be upgrading the furnishings in the resource rooms to increase efficiency and privacy of use, as well purchasing computer related presentation equipment for workshops.

### Goal #3: Overall Goal of Increased Job Referrals and Entered Employment Results

The attainment of this goal is expected to be achieved through the application of the activities and techniques in Goals 1, 2, and 3. It is expected that referrals to employment and entered employment rates of UI claimants will remain at the PY02 goal level.

In summary, Wyoming staff will attempt to reach the goals and outcomes outlined above during PY2003. These goals will be measured and monitored at regular intervals utilizing the 9002 as we review overall plan performance and strive for continuous improvement.

#### Reporting

Per TEGL 3-02 of July 23, 2002, it is understood that State Employment Security Agencies (SESAs) must submit quarterly financial reports (SF 269 Financial Status Report) and an annual narrative performance measurement report ninety (90) days after completion of the project (September 30, 2005). The performance report will describe Wyoming's accomplishment of planned performance goals against actual attainment of the performance indicators identified by the SESAs. Wyoming will describe activities and an overview of how the activities were accomplished. If the goals were not achieved, Wyoming will include an explanation as to why the goals were not met and recommended action that would correct the problem.

#### OUTCOMES

#### MEASUREMENT TOOL(S)

(Baseline year: July 1, 2001 through June 30, 2002)

##### GOAL #1: Target Early Intervention Services

Maintain the PY03 numerical goal of 4459 claimants.

ETA 9002A, line 14, Column C, Page 1  
[Individual "Job Search" Activities]

##### GOAL #2: Review and/or Develop Tools for Self-Service

Maintain the number of tools used (self-service or staff-assisted) to assist UI claimants identify a potentially-related job.

Report describing tools and related implementation strategies/approaches.

##### GOAL #3: Overall Goal of Increased Job Referrals and Entered Employment Results

Maintain the PY03 numerical goal of referring 6870 claimants to employment.

ETA 9002A, Line 15, Column C, Page 1

Maintain entered employment at PY03 level of 3363 claimants entering employment.

ETA 9002C, Line 1, Column C, Page 1

## **ASSURANCES**

In accordance with TEGl 3-02, Wyoming makes the following assurances:

1. Reemployment Services allocations will not be used for any type of UI profiling model update or modification.
2. System building projects will not exceed a range of 10% to 20% of the allocated funds.
3. Reemployment Services allocations will not be used to purchase capital improvements or major equipment purchases.
4. Program completions for PY2004 are planned for June 30, 2005.