

**Delaware Department of Labor
Division of Employment and Training**

**Reemployment Services Allotments
2004**

Plan Narrative

Delaware Department of Labor, Division of Employment and Training
Reemployment Services Allotments Plan
Program Narrative for PY 2004

I. Introduction

The goal of the Reemployment Services plan will be to expand and improve services to unemployment insurance (UI) claimants while focusing on profiled claimants. To accomplish this, DET will provide all UI claimants with early intervention that will assist in their job-finding needs.

II. Background

1. Mission.

The mission of the Delaware Department of Labor (DOL), DET is to provide services enabling employers and job seekers to make informed employment and training choices leading to employment.

2. The division's MIS system.

The Virtual Career Network (VCNet) allows for a formalized intensive job search and case management process that provides reporting and linkages with the Division of Unemployment Insurance.

The electronic registration and assessment allows job seekers, to the greatest extent possible, to complete information on themselves regarding work history, education, and services needed. The job seeker is provided with a service path to achieve their desired outcome.

3. Skilled staff.

DET employees are cross trained to provide integrated placement, case management, and training services.

III. Reemployment Services Activities

The funds expanded under the Reemployment Services grant will be used primarily for the following:

1. Unemployment Insurance (UI) claimants.

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A. Recruitment.

All individuals applying for UI in Delaware are required to register with DET as long as they are not a member of a union or do not have a recall date.

B. Process.

- 1) All registering customers complete an automated self-registration and self-assessment. Any customer having difficulty in self-service will receive one-on-one staff assisted services.
- 2) The customer will immediately receive a printed resume that is generated from the information entered in the registration.
- 3) Based on the responses in the assessment and an intermediate staff-assisted assessment, staff will refer the customer to the various one-stop integrated employment and training services.

C. Services.

UI claimants are offered a wide assortment of job search assistance services delivered through a staff facilitated self-service, staff assisted, and/or one-on-one intensive service mode. One-Stop center staff coach individuals to enable them to move from one-on-one services, to assisted service, to facilitated self-service. Services include but are not limited to:

- 1) Referrals to suitable job openings,
- 2) Job development,
- 3) Workshops,
- 4) Staff assisted services such as resume writing, counseling, and job coaching,
- 5) Intensive services such as an employability development plan and training services.
- 6) Referral to the resource room

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- D. Performance for registered UI claimants will be from the DART 9002 report.
 - 1) Entered Employment Rate – 58%
 - 2) Retained Employment Rate – 74%

2. Profiling Program

Recognizing that some UI claimants may have more difficulty in finding employment than others, DET will provide focused services on profiled claimants.

A. Recruitment

- 1) All individuals applying for UI in Delaware are required to register with DET as long as they are not a member of a union or do not have a recall date.
- 2) DET uses the Characteristics Model to identify those job seekers that may have a more difficulty in securing employment. The Characteristics Model selects those claimants based on tenure, slow-growth or declining industry, does not belong to a union hall, and does not have a recall date.

B. Process.

- 1) Using the Characteristics Model, DET's MIS system will generate a list of profiled claimants. A letter will be sent to each individual explaining the reason they were selected and instruction to attend an orientation. A copy of that letter is attached.
- 2) As part of the division's redesign, the MIS system has recently been enhanced to identify the services available specifically for profiled claimants.
- 3) The MIS system will notify a staff member of an upcoming appointment or orientation. The DET staff member will call the profiled claimant several days before the orientation or appointment as a reminder.

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C. Services

- 1) In addition to the services provided to all UI claimants, profiled customers will attend a regularly scheduled joint DET/UI orientation that explains the range of available DET staff-assisted, intensive, and training services to include the Self Employment Assistance program (SEA) and UI requirements.
- 2) During the orientation, each profiled claimant will complete an assessment and will be scheduled to talk with a staff member for staff assisted or intensive services.
- 3) Profiled customers will receive Job Search Planning services and/or Training services as is appropriate to best serve the customer. As mentioned above, these services include: vocational counseling, coaching, resume development, job development and referrals, and referrals to supportive services and/or training.

D. Performance

- 1) **Joint Intervention.** DET employees will work closely with the UI Eligibility Review Program (ERP) staff to ensure that UI claimants receive services through the One Stop Service Delivery System. Through the MIS, the ERP will be able to access the claimant's records to review services and confer with DET staff on the claimant's progress.
- 2) Since DET has numerous programs with various performance measures, to assist all staff member to easily understand and aspire to achieve these measures, DET averaged the two key programs: Wagner-Peyser (58%) and Dislocated Worker Program (78%) to obtain a goal of 68%. To assist in making the percentage tangible, staff members are encouraged to get at least 7 out of 10 profiled customers employment.
- 3) The ETA 9048 WPRS Activity Reports and the ETA 9049 WPRS Outcomes Reports are compiled and submitted by different divisions. We will conduct a review of that data.

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IV. Continuous Improvement and Next Steps

1. Redesign.

A. With assistance from the Regional Office, DET recently completed an operations redesign to better align needed services with available resources.

B. Every local office staff member attended training

2. Working Ahead

Over the next 12 months, every local office staff member will be participating in the Rutgers University "Working Ahead" modules. These modules provide two functions. The first is to provide training on overall workforce development functions. The second is to provide specific program training. Staff members attend the training four days a week for six weeks and must pass the final exam for successful completion.

V. Budget

Salaries and Benefits	\$ 233,250
Indirect Charges	22,815
Audit Fees	36,903
Total	\$ 292,968

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**Attachment:
Profiling Letter**



STATE OF DELAWARE
DEPARTMENT OF LABOR
DIVISION OF EMPLOYMENT & TRAINING
4425 NORTH MARKET STREET
POST OFFICE BOX 9828
WILMINGTON, DE 19809-0828

OFFICE OF THE
DIRECTOR

Telephone (302) 761-8129
Fax (302) 761-6617

DATE

SSN:

Dear _____:

In these challenging times, many people experience long-term unemployment. To assist individuals with reemployment opportunities, the Department of Labor implemented the Profiling Program. This program enables us to identify those individuals who have been determined "likely to exhaust their unemployment benefits" and provide reemployment services. Since you meet the criteria for selection and referral, we look forward to working with you to meet your reemployment needs.

Pursuant to Section 3314(4), Title 19 of the Delaware Code, the Division of Employment and Training (DET) and Unemployment Insurance (UI) requires your attendance at an orientation session, and to work with an employment service specialist to begin your job search efforts and training, if necessary.

Non-participation in this profiling program may affect your unemployment insurance benefits. Therefore, if you cannot keep this appointment, please call the contact person at the phone number listed below.

Your orientation is schedule for:

DATE:	PLACE:	Georgetown DET Office
		Georgetown Prof Park
TIME: 1:00 PM to 2:00 PM		Suite 207
	TELEPHONE:	Georgetown, DE 19947
		(302) 856-5230
CONTACT PERSON:	Teresa Willey	

We look forward to seeing you at the orientation!

Sincerely,

Corinthia Pierce
Employment & Training Administrator

