

# REEMPLOYMENT SERVICES IN HAWAII

## PROGRAM YEAR 2004

### I. IDENTIFYING INFORMATION

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### II. INTRODUCTION

The importance of providing reemployment services to unemployed people who have been permanently laid off and face substantial earnings losses due to their job displacement cannot be overstated. Reemployment services, provided early in the unemployment cycle through early intervention efforts, will facilitate and quicken the reentry of Unemployment Insurance (UI) claimants into employment. Studies conducted on the experiences of the Worker Profiling and Reemployment Services (WPRS) program indicate that job search assistance is most effective when it is provided both intensively and early in a worker's spell of unemployment.

Hawaii continues to struggle with limited funding and staffing, program restrictions, and a need to serve all its people in need of workforce development services. The Workforce Investment Act of 1998 (WIA) changed the manner in which services are delivered by public labor exchange offices and federal workforce development agencies. The WIA mandated the establishment of One-Stop Centers and required the delivery of WIA funded program services through One-Stop Centers. The One-Stop Center delivery system offers UI claimants direct access to a broad range of workforce development services available through the One-Stop Centers.

The Workforce Development Division (WDD) is the designated One-Stop operator for Maui, Hawaii and Kauai counties. On Oahu, WDD is a member of the One-Stop consortium and operates four One-Stop sites. The WDD branches, through its leadership role in its One-Stop Centers, provides universal access for all jobseekers, including UI claimants, to all workforce services. To assure that UI claimants receive immediate intervention, they will be identified as a target group and referred to staff in the One-Stop Center assigned to work with and provide UI claimants the reemployment services based on their individual needs which may include the services of One-Stop Center partner agencies.

Job search assistance is most effective and efficient when using a design that links partner agencies and when automation is used to improve operational systems. Efficiency will be improved by the One-Stop Centers and the One-Stop Operating System (AOSOS). The One-Stop Centers and system will bring together all of the participating partner

organizations and resources from all partners, including the Wagner-Peyser Act, WIA, UI organizations and other community and government support agencies.

The Program Year (PY) 2004 plan continues the impetus developed and the outcomes accomplished by the PY 2001, 2002, and 2003 plans. PY 2001, 2002, and 2003 funds allowed Hawaii to provide intensive and timely reemployment services to UI claimants. Without these funds, UI claimants would not have obtained the opportunity to receive the intensive services and they would not have experienced an early reentry back into the workforce. Hawaii plans to build on the success of the PY 2001, 2002 and 2003 programs and continue our program plan for PY 2004.

### **III. PERIOD OF PERFORMANCE**

The period of performance will be from July 1, 2004 through June 30, 2005.

### **IV. TARGET POPULATION**

The target population shall include UI claimants registered with the One-Stop Centers throughout the State of Hawaii, including claimants identified and receiving services through the Worker Profiling and Reemployment Services (WPRS) program. Reemployment services will be offered to any UI claimant to the extent that resources are available.

A minimum of 633 UI claimants will be served in this program. UI claimants may be selected for services in a variety of ways, for example, by occupational groups or geographical area. Participation in the program will be voluntary and available to UI claimants wanting the assistance; participants will be selected for the program based on their interest or desire to participate.

### **V. USE OF FUNDS**

The availability and accessibility of services in itself is not sufficient to break the cycle of unemployment. Early intervention and staff assisted intensive and meaningful reemployment services are vital to the successful reemployment of claimants. The PY 2004 Wagner-Peyser reemployment allotment will be used by Hawaii to provide early intervention and to provide enhanced, expanded, and more intensive reemployment services to UI claimants through the One-Stop Center delivery system. These services will include but are not limited to:

- early identification and intervention
- immediate referral to job openings
- coordination of supportive services from One-Stop Center partner agencies
- customized job finding services to meet each claimant's individualized needs
- job search workshops/clubs
- job development
- counseling

The combination of early intervention and intensive reemployment services will speed the UI claimants' reentry into employment, and, as a result, we will make a difference in the lives of our people and the State of Hawaii will experience a healthier socio-economic environment.

Worker Reemployment funds will be used to cover personnel wages, fringe and administrative costs, staff development, and non-personal costs such as One-Stop Center cost allocation, including the operating costs of the AOSOS, premise rent and expenses, supplies and other relevant costs. Approximately 4.5 full time equivalent (FTE) staff will be assigned to this project, or 75 percent of the total funds will be used for direct participant services to provide intensive job search assistance that will lead to early re-entry into gainful employment.

Both Wagner-Peyser and Reemployment Services funded staffs will be used to administer and deliver the services because of Hawaii's decision to provide early intervention, before the receipt of the 1<sup>st</sup> pay, to UI claimants. This decision will allow the crucial early intervention and address the time lag between the initial UI application to the receipt of the 1<sup>st</sup> pay.

## **VI. PROGRAM ACTIVITIES**

The Reemployment Services program activities will provide early identification, enhanced and intensive staff assisted reemployment services to all UI claimants interested in receiving the services and assistance. The services and activities include but are not limited to the following:

### **A. Universal/Basic One-Stop Services**

All persons reporting to the WDD One-Stop Centers will receive the following basic services:

#### **1. Outreach/Identification of Participants**

Universal access at the One-Stop Centers means that UI claimants may be initially serviced by other center staff. Normally, UI claimants report to the WDD One-Stop Centers within the first week or two after filing the initial UI claim. Center staff will be trained to identify and refer UI claimants interested in receiving reemployment services to the designated Reemployment Services Specialist (RSS) whose primary task is focused on assisting UI claimants become reemployed.

In order to provide early intervention which has been proven to be very successful, reemployment services will be offered to UI claimants shortly after they file for UI which is likely to be a few weeks before their receipt of the 1<sup>st</sup> pay. UI claimants will be informed about the Reemployment Services program during the One-Stop Center orientation session and

offered the services of the RSS. The UI claimant, if interested in participating in reemployment services, will be referred to the RSS for intensive job search assistance.

**2. One-Stop Resource Center and Technology Based Activities Orientation**

Participants will receive an in-depth and hands-on orientation to the One-Stop Center. The orientation session will include but not be limited to available resources, partners participating in the One-Stop Center and an overview of each partner's services, labor market information, and how to use the various computer based systems and equipment in the One-Stop Center. All persons registering with the One-Stop Center will receive an orientation to the center. The One-Stop Center orientation session may be done individually or as a group.

**B. Individual Activities/Basic Remployment Services**

The RSS will work exclusively with UI claimants interested in participating in intensive job search and reemployment services and provide immediate individual orientation and assessment services.

**1. Orientation**

The individual orientation activity will be for the purpose of explaining the Reemployment Service program, to provide the participant with information on the available services and resources, and to stress the primary objective to assist the participant become reemployed as quickly as possible through aggressive job search activities and reemployment activities with the assistance of the RSS.

As part of the orientation session, the RSS will explain the Worker Profiling and Remployment Service (WPRS) program because it is possible that the UI claimant may be profiled and referred later to WDD for WPRS program. If this occurs, participants will be instructed to report the receipt of the referral letter to the RSS who will coordinate services with the WPRS unit. Unlike the Wagner-Peyser Reemployment Services program, participation in the WPRS is mandatory. The participant may be dual-enrolled in both programs or given the option to participate in the reemployment services of either programs.

**2. Individual Assessment**

A critical first step in the provision of reemployment services to claimants is to assess their strengths and occupational skills in relation to the current labor market before starting a job search. Each participant will be

interviewed and assessed by the RSS for suitability, motivation, and willingness to participate in more aggressive job search activities. The assessment interview will assist the participant identify appropriate career goals, assess barriers, and will lead to the development of an individual service plan (ISP). The ISP may include time lines, benchmarks, scheduled activities and return sessions and follow up with the RSS.

**3. Counseling**

One-on-one counseling will be provided to keep participants focused on the goal to become reemployed in the shortest time possible and to overcome or eliminate any obstacles hindering the attainment of the goal.

**4. Structured Job Search**

Participants, with the assistance of the RSS, will develop an individualized structured job search plan. The plan will include a minimum number of weekly job referrals, job development, and job application efforts. Routine follow-up with employers by both the participant and the RSS may be part of the plan.

**5. Self-Directed Job Search**

Self-directed job search, using the resources of the One-Stop Centers, will be encouraged for those participants able to benefit from this process. The services or assistance of the RSS will be available for the participant if it becomes necessary or to provide the impetus for a successful job search experience.

**C. Group Activities**

**1. Job Search Skills Workshops/Job Clubs**

Job search skills workshops or job clubs will provide information and staff assisted help with techniques such as resume writing, job interviewing skills, completing job applications, understanding employer expectations, dressing for interviews, how to obtain and retain employment, and other related topics. The group setting will provide valuable insights from experiences learned by other members of the group. Job search techniques are learned effectively in a group setting which allows for interchange and feedback from members. The length of participation in the workshop will vary based on individual participant needs.

**2. Customized Workshops**

As needs for additional workshops are identified and deemed to be helpful

job search activities, staff will arrange to conduct workshops and make them available to the target population.

#### **D. Employer Services**

Comprehensive reemployment services must include the employer/business community. Staff will aggressively work with employers to determine their workforce needs, refer participants to employers, and job develop for individual participants. RSS will concentrate on the available job openings and facilitate the job matching process for each participant.

Because of the geographical, economical and cultural differences of the four counties of the State of Hawaii, the reemployment services provided in each county will differ and be left to the discretion of each branch, using any or all of the above activities that best suits its needs. Target groups within the UI claimant universe and the selection or priorities of the target group(s) will also be left to the discretion of the branches. The primary emphasis will be to be selective rather than attempting to spread a thin layer of reemployment services over a broad population, and to offer in-depth services to the targeted group. The key to all of the above services is to provide in-depth services based upon the individual service plan for each participant.

A participant will receive, at a minimum, the basic services offered all One-Stop Center participants. Once the participant decides to participate in the intensive reemployment activities, arrangements will be made to connect the participant with the RSS. This connection may happen immediately or within the first four (4) weeks after filing for UI.

#### **VII. LINKAGE WITH UI**

Issues concerning the participant's availability for work will be communicated with the appropriate UI office via the UI/WDD form which is currently used to share information between both offices. The UI office will determine the outcome of the issues reported to them. The UI/WDD communication system has been in place for many years and continues to work well for both agencies.

## VIII. MILESTONES

### July 1, 2004 – September 30, 2004 (1<sup>st</sup> Quarter)

During the 1<sup>st</sup> quarter of the project, activities will include the start-up of activities for the new grant using existing staff to do program planning and setting up internal procedures and logistics, if necessary, to implement the program including the coordination with UI and One-Stop Center partners. Activities may include the coordination of services to make the transition from PY 2003 funds to PY 2004 funds transparent to the participants.

At the end of the 1<sup>st</sup> quarter, data will be evaluated to determine if the 1<sup>st</sup> quarter benchmark accomplishments were met, and if necessary, arrange for corrective action. The ES 9002, AOSOS and WDD Branch Ad Hoc reports, and customer and employer satisfaction survey results will be used to measure the accomplishments.

<b>OUTCOME</b>	<b>BENCHMARK</b>
Increase the "Entered Employment" rate of UI claimants by 5%	80 UI claimants "Entered Employment"
Increase the percentage of UI claimants registered and participating in job search activities by 5%	18,493 UI claimants participating in job search activities
Achieve a customer satisfaction rate of 70%	Data will not be available until the end of the 4 <sup>th</sup> quarter
Achieve an employer satisfaction rate of 60%	Data will not be available until the end of the 4 <sup>th</sup> quarter

**October 1, 2004 – December 31, 2004 (2<sup>nd</sup> Quarter)**

At the end of the 2<sup>nd</sup> quarter, data will be evaluated to determine if the 2<sup>nd</sup> quarter benchmark accomplishments were met, and, if necessary, arrange for corrective action. The ES 9002, AOSOS, and WDD Branch Ad Hoc reports, and customer and employer satisfaction survey results will be used to measure the accomplishments.

<b>OUTCOME</b>	<b>BENCHMARK</b>
Increase the "Entered Employment" rate of UI claimants by 5%	180 UI claimants "Entered Employment"
Increase the percentage of UI claimants registered and participating in job search activities by 5%	18,724 UI claimants participating in job search activities
Achieve a customer satisfaction rate of 70%	Data will not be available until the end of the 4 <sup>th</sup> quarter
Achieve an employer satisfaction rate of 60%	Data will not be available until the end of the 4 <sup>th</sup> quarter

**January 1, 2005 – March 31, 2005 (3<sup>rd</sup> Quarter)**

At the end of the 3<sup>rd</sup> quarter, data will be evaluated to determine if 3<sup>rd</sup> quarter benchmark accomplishments were met, and if necessary, arrange for corrective action. The ES 9002, AOSOS, and WDD Branch reports, and customer and employer satisfaction survey results will be used to measure the accomplishments.

<b>OUTCOME</b>	<b>BENCHMARK</b>
Increase the "Entered Employment" rate of UI claimants by 5%	300 UI claimants "Entered Employment"
Increase the percentage of UI claimants registered and participating in job search activities by 5%	18,955 UI claimants participating in job search activities
Achieve a customer satisfaction rate of 70% of the total number of participants in the program	Data will not be available until the end of the 4 <sup>th</sup> quarter
Achieve an employer satisfaction rate of 60%	Data will not be available until the end of the 4 <sup>th</sup> quarter

**April 1, 2005 – June 30, 2005 (4<sup>th</sup> Quarter)**

At the end of the 4<sup>th</sup> quarter, data will be evaluated to determine whether the state met its performance outcomes. The ES 9002, AOSOS, and WDD Branch Ad Hoc reports, and customer and employer satisfaction survey results will be used to measure accomplishments.

<b>OUTCOME</b>	<b>BENCHMARK</b>
Increase the “Entered Employment” rate of UI claimants by 5%	400 UI claimants “Entered Employment”
Increase the percentage of UI claimants registered and participating in job search activities by 5%	19,186 UI claimants participating in job search activities
Achieve a customer satisfaction rate of 70% of the total number of participants in the program	Data will not be available until the end of the 4 <sup>th</sup> quarter
Achieve an employer satisfaction rate of 60%	Data will not be available until the end of the 4 <sup>th</sup> quarter

To ensure the delivery of quality services and to realize the performance outcomes desired, performance will be reviewed quarterly. Key performance factors to be monitored are the number of UI claimants provided reemployment services, the number of UI claimants served by activity, and the number of claimants who become reemployed. Customer surveys will be used to solicit information on the satisfaction with WDD services received by participants and employers. The survey results will help to identify problems and gaps in the service delivery system and to determine necessary corrective action.

**VIII. PERFORMANCE OUTCOMES**

<b>OUTCOME</b>	<b>MEASUREMENT</b>
Increase the “Entered Employment” rate of UI claimants by 5%	AOSOS and WDD Branch Ad Hoc reports
Increase the percentage of UI claimants registered and participating in job search activities by 5%	ES 9002 Quarterly Report
Achieve a customer satisfaction rate of 70% of the total number of participants in the program	Customer Satisfaction Survey
Achieve an employer satisfaction rate of 60%	Employer Satisfaction Survey