

WORKER PROFILING RE-EMPLOYMENT SERVICES PLAN

FOR

STATE OF INDIANA

DEPARTMENT OF WORKFORCE DEVELOPMENT

The Worker Profiling Re-employment Services Plan (WPRS) for Program Year 2004 for the State of Indiana remains a customer personalized “model”. The program’s intent is to maximize Return On Investment both for the customer as well as the initiative itself by higher Entered Employment Rates as well as a speedier return to work for the participant. Although, self-assisted core services remain a mainstay of Indiana’s WorkOne offices, the Profiled customer will concentrate on staff-assisted intensive services through a mandatory participation process. The use of Re-Employment funds will be seen primarily in the staff-assisted services and follow-up with the participant.

Current Selection Model

- Claimants will be selected utilizing the following priorities:

Less than a High School education.

High school diploma only.

- Other selection criteria:

If the claimant does not possess current skills in clerical, sales, service, and/or agricultural occupations.

If the local (county) annualized unemployment rate is higher than the state average.

If job tenure is low.

Participation

- Applicants currently profiled in Indiana volunteer to participate in Re-employment Services beyond mandatory assessment and program orientation. Orientation sessions in many areas of the State also include a “mini” Job Search workshop or selection of specific modules of the workshop such as Resume Writing, Application/Interviewing, Skill Identification, Using Labor Market Information, and Internet Job Search that will personalize the job search activity to meet the specific customer needs.

Participation in the following services is mandatory in Indiana throughout this plan cycle.

Delivery of WPRS Services

- WorkOne Centers and selected Express sites select the number of participants to be profiled weekly. This selection is dependent on the size of the lists as well as staff availability during any particular week. All applicants are contacted, a plan developed, and previous services reviewed to determine whether an exemption is appropriate from any single activity or from mandatory participation in the program.
- Orientation sessions are provided each selected profiled claimant either in group format or individually to provide a comprehensive overview of the services available in the WorkOne or WorkOne Express sites by all partners.
- An Assessment will also be provided each individual applicant in order to decide on and implement an employment development plan. Re-employment services to include but not be limited to Job Search workshops, Job Clubs, Employment Counseling, Veteran Services, Resume Writing Assistance, Skill Identification Workshops, Application/Interviewing Skill Workshops, Using Labor Market Information Seminars, Internet Job Search Workshops, and certainly referral to employment are discussed when developing a plan. These services will be delivered in a planned format by Center staff.
- A WPRS file will be made for each participant that is not exempted from the program. This file will be comprehensive in nature and contain, at a minimum, a record of appointments and services provided.
- Applicants will be required to make a minimum of three employer contacts a week as well as fully utilize the computerized matching system in place in Indiana, as well as full utilization of the system’s Information Resource Area (IRA). Lists of employer contacts made will be provided bi-weekly to appropriate staff.
- Applicants currently participating in approved training programs will be exempted from the job search requirement until completion of training.

- Participation in the WPRS activities will be tracked and monitored through the Customer Self Service System (CS3). The following will be posted as listed below:

Selection
Exemption (if appropriate)
Orientation
Assessment
Job Search Workshop
Referral to training
Job referrals
Job Developments
Employment Counseling
Referral to supportive services

GOALS

- Indiana will incorporate the following goals set for PY 2004 (July 1, 2004).
 - Increase the number of profiled claimants participating and being assessed by 20%
 - Increase the number of profiled claimants returning to work by 10%
 - Increase the number of UI claimants participating in intensive services by 20%

Fund Distribution

- The WPRS funds will be split between the local WorkOne Centers and the Central Office. There is not a firm percentage split between the above, but DWD will use a cost center management concept of budgeting and recording expenses.

Reporting Structure

- The Implementation Unit will provide quarterly reports with the above information. Quarterly reports will be as of September 30, December 31, March 31, and June 30.
- The annual financial report and narrative performance measurement report will be prepared and submitted 90 days after completion of the project.

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