

Worker Profiling and Reemployment Services Plan

STATE OF IOWA

IOWA WORKFORCE DEVELOPMENT

RE-EMPLOYMENT PROJECT

These funds will be administered by the Iowa Wagner-Peyser grant recipient which is the:

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- Time period – July 1, 2004 through June 30, 2005
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Introduction

Iowa Workforce Development (IWD) operates the Worker Profiling and Reemployment Services Program (WPRS) through local program operators in the sixteen (16) Workforce Investment Act Regions. This plan requires that the reemployment allotments provided in the PY 2002 funding for Wagner-Peyser be used to enhance and target the labor exchange services to unemployment insurance (UI) claimants provided within the framework of the One-Stop Centers. Local areas will use these funds to expand integrated services with One-Stop partners, conduct workshops, conduct individual assessments, job development, and case-manage the WPRS client.

The Iowa strategy has been and continues to be, to use Reemployment grant funds to enhance direct service delivery to unemployment insurance (UI) claimants. Funds will be used primarily by local program operators working directly with UI claimants. Iowa has been successful in engaging claimants in reemployment services, regardless of whether the claim is filed through the central call center or in a field office. The emphasis the past year has been integration of Reemployment services into the One-Stop delivery system, and that will be a continuing emphasis in Program Year 2004.

Program Design

UI claimants likely to exhaust benefits are identified by an automated formula, and lists of claimants eligible for Worker Profiling and Reemployment Services are transmitted electronically to Workforce Development Centers. Staff contacts the claimants and schedule them for orientation services.

The orientation will explain reemployment services available to the claimant and will include the following functions:

1. Explanation of reemployment services that are available to the claimant in their geographical area.
2. Determine if the claimant has received previous reemployment services and whether additional participation will be received to meet continued UI eligibility for benefits.
3. Identify claimants that may have been referred in error; ie. union members with access to a hiring hall; or claimant with a definite recall date with their previous employer.
4. Advise claimants that continued eligibility for UI benefits is contingent upon the claimant's participation in reemployment services.
5. Prepare and individual re-employment plan.
6. Employment service staff will provide UI staff the attendance information and results of orientation and assessment. This will be done so issues that require unemployment insurance benefit eligibility may be addressed and a decision can be made for justifiable cause not to participate in reemployment services.

Based on information gained during the orientation process, claimants that have, the necessary skills, knowledge and abilities required to fill current job openings listed with Workforce Development staff, would be referred to employers.

Claimants that refuse referrals or refuse job offers made by the employer will be scheduled for a fact-finding interview to adjudicate a job refusal issue.

Claimants who are not referred to job openings will be required to participate in a re-employment component such as job search assistance workshops. These workshops will be in modules in order for the claimant to participate in only those workshops determined to be necessary for them to find employment opportunities. Workers will be offered workshops that will include the following topics:

1. Initial Assessment
2. Career Exploration
3. Career Inventories
4. Labor Market Information
5. Worker Surveys
6. Dealing with Job Loss
7. Financial Management

8. Self-directed Job Search
9. Community Resources and Employment Programs.
10. Self-directed Resume Development and Job Application Procedures
11. Information on Job Keeping in today's Work Environment
12. Applying for Financial Aid

Program Operations Through the One Stop.

The local One-Stop Centers are required to provide UI claimants with early intervention and immediate referrals to suitable job openings, including employment services customized to their job finding needs, such as job search workshops, job development, and screening for referrals to jobs, or other support services. This will speed UI claimants' reentry into employment. Services provided should be integrated into the One-Stop service delivery system to ensure the maximum benefits for unemployment insurance claimants. The goals of the new approach are to create a flexible environment capable of being proactive instead of reactive to client needs.

Claimants will be referred for reemployment assistance if their score is above a threshold necessary to meet the goal of selecting approximately 5550 UI claimants that are currently identified as not returning to their last employer. This goal is a 10% increase from last year.

When a profiled class is determined, referrals will be made to local IWD Workforce Centers for a joint staff orientation. From the orientation session, it will be determined who will provide reemployment services. If re-employment training is needed the claimant will be referred to WIA.

An intake assessment is conducted and needed services are identified. An individualized reemployment service plan is then prepared, in consultation with the claimant. The service plan will list progressive services for which claimant participation is required. The agreed-upon service plan will then be signed by both parties to reinforce its contents and importance.

We estimate 5550 profiled claimants will be referred to an orientation this year. This goal is a 10% increase from last year's goal. Experience has shown that this number should allow for the maximum number of claimants to be served, while allowing for staff time to provide the needed services. Non-profiled dislocated workers could also participate in the workshops.

Performance Outcomes/Goals

Iowa will increase the number of claimants serviced in RES. In Program Year 2003, Iowa's goal was to serve 5045 claimants. In Program Year 2004, Iowa projects to serve 5550 claimants, an increase of 10%.

All claimants completing RES services will be provided an evaluation form and asked to rate the effectiveness of the service provided. The average rating should exceed 3.5, with a score range of 1 meaning poor services, to 5 meaning excellent services.

As part of a local office evaluation procedure, all regions will be visited in PY 2004. Part of the evaluation will include a discussion with management, ES staff, and partner staff regarding the delivery of RES services.

Iowa is using data from the ETA 9002 report to evaluate the effectiveness of claimants that have "entered-employment". It is our hope that by increasing the number of RES clients receiving re-employment services the percentage of claimants that have entered employment each quarter will equal or exceed the rate for all other customers. During the past five quarters, the entered employment rate for all job seekers has averaged 65%, while the entered employment rate for UI claimants has averaged 69%.

Iowa is exploring the possibility of measuring the UI weeks claimed for claimants provided RES services, compared with the UI weeks claimed for other non-job attached claimants. Since those profiled for RES services are at-risk for long-term receipt of UI benefits, the goal is to lower the number of weeks to the same level as the average for other non-job attached claimants

Program Performance Outcomes

1. Iowa will provide 5550 UI claimants with RES services.
2. The average rating by claimants receiving RES services will exceed 3.5.
3. The entered employment rate for eligible claimants will be equal to or higher than the statewide average for other job seekers.

Costs

The PY 2004 allocation and remaining balance of the funds from PY 2003 will be used for the delivery of RES workshops, purchase of supplies, and support for staff delivering the workshops.

A modification of the Reemployment Services Grant for Program Year 2003 and a request to use the balance of the PY 2003 is being submitted with the PY 2004 Plan, because several issues arose that impacted the ability of Iowa Workforce Development (IWD) to obligate Reemployment Services dollars during the Program Year. The primary issue was that several staffing vacancies impacted the program. Due to pending state legislation that could have impacted IWD's overall staffing (potential layoffs) IWD took a conservative approach and filled only a few critical vacancies during the 3rd and 4th quarters. This created a surplus of personnel and non-personnel resources.

In addition, some innovative approaches in delivery services to UI claimants were attempted involving partner agencies. Some resources allocated for workshops and support services provided by partner agencies, did not materialize.

And finally there were issues in the timely identification of the surplus amount. Once IWD became aware surpluses in some Regions in late 2003, a redistribution of funds was undertaken, but there was not sufficient time to spend the remaining dollars. Local office management has redirected resources to focus on this population, identified merit

covered staff to deliver the program, and is in a better position to plan and purchase the supplies and equipment they will need for the delivery of their program and workshops.