

Department of Employment, Training and Rehabilitation

# REEMPLOYMENT SERVICE PLAN PY2004

---



**State of Nevada's  
REEMPLOYMENT SERVICE PROGRAM (RSP) PLAN  
Program Year (PY) 2004**

**Agency Information:**

**Name:** Department of Employment, Training & Rehabilitation, Employment Security Division

**Contact Person:** Cynthia A. Jones      **Title:** Employment Security Division Administrator

**Address:** 500 E. Third Street, Carson City, Nevada 89713      **Phone:** 775-684-3909

**Funds Requested:** \$404,041.00

Nevada's Reemployment Service Program (RSP) for PY 2004 will be a continuation of the program developed and implemented during PY 2001 and expanded during PY 2002 and PY 2003. Nevada continues to focus on improving the processes currently in place and streamlining the delivery of services to claimants enrolled in the RSP.

**PROGRAM SUMMARY**

With the inception of Telephone Initial Claims it was recognized that a disconnect occurred between the unemployment insurance (UI) claimant population and workforce development services, particularly reemployment services. Nevada's Reemployment Service Program (RSP) was designed to reconnect UI claimants with employment and training services provided through the state's workforce investment system. The design of Nevada's RSP was premised on the principle that increasing the interaction and understanding between the Nevada JobConnect (NJC) system, the Employment Security Division's UI Initial Claim Call Centers and the individuals filing for UI benefits would result in a significant increase in the number of UI claimants returning to work and a subsequent reduction in the duration of their benefits.

Beginning in PY 2001, Nevada developed and implemented the RSP in three phases: hiring RSP Specialists to provide reemployment services exclusively to UI claimants; developing an Automated Claimant Call-In Letter (ACCL); and developing the One Stop Operating System's (OSOS) Interactive Voice Response Unit (IVRU) to contact UI claimants.

**PROGRAM BUDGET**

Nevada is requesting \$404,041 to fund operations of RSP from July 1, 2004 through June 30, 2005. Please see attachment A for PY 2004 budget detail.

**PROGRAM APPLICATION**

RSP Staffing

Nevada filled four full-time equivalent (FTE) RSP funded positions in PY 2001 and increased program staff by five additional FTE in PY 2002, for a total of nine positions statewide. PY 2003 funds were insufficient to fund all nine RSP positions. Therefore, three positions, assigned

to the RSP program were funded with Wagner-Peyser grant funds during PY 2003. However, significant staff turnover in positions funded by the RSP grant resulted in a surplus of \$49,503 at the end of PY 2003. These funds were carried forward to fund grant activities specified in the PY 2003 grant during the first quarter of PY 2004. The combination of PY 2003 carry forward funds and the PY 2004 RSP award will be sufficient to fund eight FTE RSP positions and associated program costs during this program year. Therefore, positions assigned to the program will be reduced from nine to eight FTE. The Department will no longer subsidize the RSP program with the Wagner-Peyser grant due to continued decreases in funding realized from this source in the face of increased demands for core services.

#### Automated Claimant Call-In Letter (ACCL)/Interactive Voice Response Unit (IVRU)

Nevada continues to use the ACCL and IVRU features developed and implemented in PY 2001. Both tools allow Nevada JobConnect (NJC) staff to strategically select and call in UI claimants to inform, educate and offer them mediated reemployment services, including job match and job referral activity. One new IVRU enhancement programmed in PY 2003 allows NJC staff to send an IVRU phone contact to a select group of UI claimants. When the claimant indicates that he or she has returned to work and no longer require reemployment services, an "Obtained Employment" activity is posted. This provides staff with a convenient, streamlined method to conduct employment follow up.

#### ACCL/IVRU Enhancements

Enhancements to the ACCL system that will increase the selection flexibility for NJC staff are currently being tested. The RSP programming enhancements, which require the work of the department's computer programmers, have been delayed due to competing priorities and limited information technology resources. The enhancements include but are not limited to selecting UI claimants by Veteran status and by the employer's account number to target claimants affected by mass layoff and/or business closure.

Another enhancement to the RSP system, which is currently under development, will allow users to initiate an electronic request to run a UI duration report by a selected date range. The UI duration report feature will compare the number of weeks RSP claimants received UI benefits with UI claimants not enrolled in RSP, thereby demonstrating the amount of UI Trust Fund savings associated with reduced claim filing. The ability to manage and evaluate the program's effectiveness will be enhanced by the ability to run this program on demand instead of only being able to ascertain the impact of the program on an annual basis. It is anticipated this system enhancement will be completed during PY 2004.

#### Service Delivery

The priority for PY 2004 is to focus on the process of service delivery to UI claimants. RSP Specialists will focus on working with claimants on an ongoing basis to provide a roadmap to reenter the workforce.

The continuing goal of the NJC system is to deliver services in a seamless, one-stop environment. NJC staff, regardless of funding source, is trained to offer reemployment services to UI claimants. The success of the workforce system is predicated on integration and

development of partnerships that improve customer services to all job seekers and employers. While the claimant is provided information on available workforce development services, the focus is to make a direct referral to employment openings listed in the NJC offices. If it is determined at initial assessment that the claimant's return to work could be enhanced by training, staff makes an appropriate referral to workforce development service providers. RSP staff link claimants to all available Wagner-Peyser and Workforce Investment Act (WIA) services. RSP Specialists verify identification and the continuing UI eligibility of the claimants for benefits and services.

During the past year, technical assistance and training were provided to NJC staff. In an effort to increase understanding and communication between programs and to offer more comprehensive services to UI claimants, continued training is planned.

Nevada continues to emphasize correct assignment of the O\*NET codes to UI claimants during the initial claim filing process. Both NJC and UI staff have received training on the use and correct assignment of the O\*NET codes to help reemployment services to be provided more efficiently. Several NJC staff members, including RSP Specialists, participate in a workgroup called Code Talkers to further this goal. Code Talkers review a random selection of OSOS files, review the accuracy of the assigned O\*NET codes and track coding errors. These Code Talkers assist staff in refining code assignments and identifying incorrect codes in order to promote continuous improvement in this important function.

### Program Goals

The Departments PY 2004 goals continue to be to reduce duration of UI benefits and increase the number of Entered Employments achieved by UI claimants.

#### **1. Achieve 5,145 individual Entered Employments of unemployment insurance claimants by June 30, 2005.**

This goal is specifically directed at increasing the number of claimants who have positive reemployment outcomes as a result of their interaction with the NJC system.

Wagner-Peyser Entered Employment activity is now based upon wage match data and includes wages from the Wage Record Interchange System (WRIS). The ETA-9002 C Quarterly Report – Job Seeker and Employer Performance Outcome Report is the States' official reporting instrument to report Labor Exchange Program services to the Department of Labor and includes Entered Employment counts on Eligible Claimants. This changes the timing of when Entered Employment information is available for reporting purposes. UI Claimant Entered Employment data for PY 2004 (July 1, 2004 through June 30, 2005) will not be available until August, 2006. The department proposes to submit an addendum report finalizing PY 2004 Entered Employment activity to Nevada's Reemployment Service Program (RSP) Performance Report by August 12, 2006.

In the interim, Nevada can provide a preliminary Entered Employment report based on a summary count of Employment Service (ES) Placements and Obtained Employments for UI claimants during PY 2004 to meet the federal PY 2004 Performance Report date of September 30, 2005. This method of reporting will not be as comprehensive as the wage match data and will result in fewer numbers. We fully expect that our final report to be submitted August 2006 will reflect the most accurate performance measurement of UI claimant Entered Employment data for PY 2004.

**2. Shorten the UI benefit duration of claimants participating in the RSP to 1.5 weeks less than the duration of the benefit of the general claimant population.**

The purpose of this goal is to determine if RSP related job search assistance reduces the length of time the UI claimant receives benefits. Benefit duration numbers will be obtained comparing UI duration during the period July 1, 2004 through June 30, 2005.

The unemployment rate has continued to decrease and is currently at a level reminiscent of that experienced before the last recession. As a result, those who were unemployed during PY 2003 tended to be more difficult to place or had limited attachment to the labor market. Even so, the duration rate of those who received RSP related services was consistent with the total population of unemployed individuals including hiring hall union members, TLO and interstate claimants of 15.2 weeks (including partial claims).

PY 2003 results demonstrated that RSP related activity reduced UI claimant receipt of benefits by 1.6 weeks, exceeding the goal of one week, compared to the general claimant population excluding hiring hall union members, temporarily laid off (TLO) and interstate claimants.

## **PROGRAM PARTNERSHIPS**

Nevada recognizes that in order to achieve the goals outlined in the PY 2004 Reemployment Plan, that workforce development programs and services must continue to work together to achieve maximum effectiveness of the available resources.

The following is a list of program partners who contribute to the successful outcomes that positively impact our UI claimants and their experience with the NJC system:

- Veteran Employment and Training Service (VETS),
- WIA service providers,
- Wagner-Peyser,
- Career Enhancement Program,
- Unemployment Insurance,
- Worker Profiling & Reemployment Service (WPRS),
- Trade Adjustment Assistance, and
- Rapid Response.

As always, Nevada continues to proactively engage, assist and advance RSP's primary objective: *"Connecting Unemployment Insurance Claimants to Reemployment Opportunities."*