

**Job Service North Dakota**

**Reemployment Services Plan**

**PY 2004**

# **Job Service North Dakota PY 2004 Reemployment Services Plan**

## **1. Plan Part I. PY 2004 Program Plan Narrative**

### **i. Background and Need for Funds.**

This plan is submitted to apply for the PY 2004 Reemployment Service Allotment as listed in Training and Employment Guidance Letter (TEGL) Number 5-04.

North Dakota's PY 2004 allotment is \$252,589. The funds will be used to increase and target reemployment services to Unemployment Insurance (UI) claimants through North Dakota's Customer Service Offices (One-Stop Career Centers). These funds will be used to build on existing initiatives and targeting the funds where they are needed and will have the most positive outcomes. Enhanced services will be delivered to claimants who are not returning to their previous employers in an attempt to maintain duration and exhaustion rates.

All PY 2003 grant funds have been expended. This application covers only activities planned for PY 2004. In PY 2001, Job Service North Dakota allocated additional funds, above and beyond the PY 2001 grant allocation, to the Minot Customer Service Office to conduct a pilot project for the purpose of determining if additional assistance to customers enabled them to return to work faster. That pilot project has been completed. No additional funds were used in PY 2002 or PY 2003. In PY 2004, Job Service North Dakota must rely upon the PY 2004 grant funds to assist customer's return to work faster.

### **ii. Program Design.**

Job Service North Dakota will use these funds on strategies that link the call center to all of the available reemployment services within our One-Stop Career Center System to ensure that UI claimants receive the services necessary to return them to the workforce using the most effective methods available. Customers will have intensified services provided in orientation, assessment, and reemployment plan development/subsequent follow-up activities.

Customer Service Offices are notified electronically of claimants who establish a claim via the call center. Customer Service Office staff then schedule the claimant for orientation, assessment, and reemployment services. Customer Service Office reemployment staff are responsible for

providing orientation regarding our services. They follow a format that provides customers a clear understanding of the services they have available to them to help them return to work. This orientation is extremely important as it states the expectations Job Service North Dakota has for claimants to return to work as quick as possible. It is not only staff intensive but also time intensive.

Successful activities learned from the PY 2001 pilot project, as well as PY 2002 and PY 2003 activities are included in the PY 2004 plan. These activities include:

- a. Customers will be scheduled for orientation. During the orientation session, Job Service North Dakota will identify the steps that the customer will be using to return to work.
- b. Customers will be scheduled to see available reemployment staff. Each plan will be unique. The intent is to have the customer involved in activities as well as receiving services, but still be served by any member of the staff.
- c. Communication will be conducted by telephone, in person, and by mail. Mail will include newsletter type documents that extend and reinforce information provided during orientation.
- d. All customers are required to register on our on-line system, [www.jobsnd.com](http://www.jobsnd.com). This system provides an array of services to help workers find suitable employment. This website is designed to allow customers to control their own job searches. Job seekers may:
  - Create a personalized profile.
  - Build and store a resume.
  - Save job searches.
  - Apply for jobs online.
  - Use the Virtual Recruiter to look for jobs while offline.
  - Access current labor market information.
- e. Customer Service Office staff providing reemployment services use the online resume for job development purposes with appropriate employers.
- f. Specific services available to customers include:
  - Labor Market Information
    - 1) Growth and demand occupations
    - 2) Wages and benefits
    - 3) Education and training programs

- Resource rooms at Customer Service Offices
  - 1) Personal service by trained, knowledgeable staff
  - 2) Access to computers
  - 3) Access to Internet for job information
  - 4) Access to software
    - Resume writing
    - Choices (guidance to choosing a career)
    - Interviewing skills development
    - Library of occupational information
    - Financial aid
  - 5) Videos/profiles/information/books/materials
- Special assistance for veterans
- Assistance with choosing a career or job area:
  - 1) Interest testing and guidance
  - 2) Software and information to make career choices
- Assistance with developing an effective resume
- Assistance with creating unique job search strategies
- Assistance with specialized interviewing skills
- Participate in software skills development and testing
- Information about
  - 1) Schools
  - 2) Educational programs
  - 3) Financial aid
  - 4) Apprenticeships
- Participate in upcoming job and career fairs
- Link with other services such as education, social services, workers compensation, Vocational Rehabilitation, Tribal Employment Programs, Bureau of Indian Affairs, military veteran services, and migrant and seasonal farmworker programs

A team approach, integrating reemployment services with One-Stop Career Center partners, will be used to provide a full range of seamless services. This is essential in the construction of the claimant's reemployment plan, especially when there may be a need for additional training in the occupation the customer has as a goal. The individual will complete the registration process for services prior to plan development. This will help the staff in

communicating with our customers their choices for employment and providing further labor market information based on the customer's choice for matching services.

As the plan is developed the staff may request another team member to give support in specific areas if there is another specialist available. Any customer in need of training services will be staffed with Workforce Investment Act customer service specialists. Job Service North Dakota using Employment Services (ES), UI, TAA, WIA Title I services along with the services of other One-Stop partners will provide the necessary services to UI claimants enabling as many of them as possible to return to the workplace before exhausting their benefits.

Job Service North Dakota will pursue a strategy for improving the quality and quantity of reemployment services, building on existing initiatives and targeting the funds where they are needed and will have the most positive outcomes. To achieve this objective, Job Service North Dakota will review existing policies, procedures and research to determine best practices and next step strategies to provide a full range of seamless services to UI claimants.

**iii. Timeline and Milestones.**

The plan covers the twelve-month period July 1, 2004 through June 30, 2005. The monthly Duration and Exhaustion Report will be used to monitor progress by comparing current and historical data.

Job Service North Dakota anticipates that 6,100 claimants will be provided reemployment services in PY 2004. A breakout by quarter is as follows:

<b>PY 2004</b>	<b>Claimants</b>
2004-3	1,500
2004-4	1,550
2005-1	1,550
2005-2	1,500

**iv. Program Linkages.**

Job Service North Dakota has twelve One-Stop Centers, within four Customer Service Areas (CSAs), which deliver Wagner-Peyser Act (including reemployment services), UI and Workforce Investment Act core, intensive, and training services.

Job Service North Dakota, the One-Stop operator, receives funding for:

- Wagner-Peyser
- Workforce Investment Act (WIA)
- Unemployment Insurance
- JOBS
- Welfare-to-Work
- Labor Market Information (LMI)
- Veterans
- Trade Adjustment Assistance/North American Free Trade Act (TAA/NAFTA)
- Senior Community Service Employment Program (SCSEP)

Other One-Stop partners will be utilized based on the individual needs of the claimant and include:

- Adult Education and Literacy activities
- Vocational Rehabilitation
- Community Services Block Grant activities
- Post-secondary Vocational Education activities under the Carl D. Perkins Vocational and Applied Technology Act
- Department of Housing and Urban Development activities
- Work Experience and AARP activities under the Senior Community Service Employment Program (SCSEP)

Job Service North Dakota, through a Faith-Based and Community-Based Organizations Outreach Grant, has developed and implemented a SHARE Network. This network is designed to increase the number of faith-based and community-based organizations serving as committed and active partners in the One-Stop delivery system. Currently there are over 600 workforce development partners, faith and community-based organizations, businesses, and government agencies that are SHARE Network members. The SHARE Network contains over one hundred services ranging from Adult Employment and Training Services to Youth Services. Examples of services include:

- Child care
- Clothing
- Credit counseling

- Food assistance
- Medical assistance
- Tutoring

This extended partnership will be utilized in the provision of reemployment services to claimants. With all of these partners working together, it is directly helping our customers lift the barriers to sustainable employment.

**v. Delivery of Services.**

Delivery of reemployment services is described in Section 1. ii. Program Design on pages 1-4 of this plan.

**vi. Performance Outcomes.**

Outcomes/Measurements

Outcome	Measurement Tool
The duration rate will be compared with historical data to determine if intensified services maintain the current duration rate.	Duration & Exhaustion Report
The exhaustion rate will be compared with historical data to determine if intensified services maintain the current exhaustion rate.	Duration & Exhaustion Report

**vii. Anticipated Performance Outcomes.**

PY 2004 performance outcomes will be to maintain the duration and exhaustion rates. The method to measure attainment of these outcomes will be the Duration and Exhaustion Report. The successful activities used in the PY 2003 format will be emphasized in PY 2004.

**2. Plan Part II. PY 2003 Program Plan Modification.**

**i. Description of How the Remaining Funds Will be Used.**

A total of \$10,507 was carried over from PY 2003 funds. These funds were allocated to customer service offices to provide reemployment services to UI claimants. These funds have now been expended.

PY 2004 Reemployment Services Grant funds will not be used to update the UI profiling model, system building, or for capital purchases. None of the PY 2004 funds will be used for direct administration at the central office. The grant does participate in the indirect cost pools of the agency. The funds will be allocated for direct service staff to improve the quality and quantity of reemployment services for UI claimants.

**ii. Changes to the Plan.**

Job Service North Dakota had a special project that was piloted by the Minot Customer Service office in PY 2001. That pilot consisted of providing additional services to claimants whose Social Security number ended with the digits 6 and 7. Job Service North Dakota provided \$58,000 to conduct that project. These funds were in addition to the funds provided to Job Service North Dakota in the PY 01 Reemployment Services Grant. The results of that pilot project were identified in the report submitted for PY 01 on August 22, 2002. In PY 2004, Job Service North Dakota must rely upon the PY 2004 grant funds to assist customer's return to work faster.

**iii. Performance Measurement.**

The Duration & Exhaustion Report will be monitored monthly to show progress toward the identified outcomes. This comparative report on claim duration and exhaustion will be used to track the impact of reemployment service activities in PY 2004.

**3. Performance and Financial Report.**

Job Service North Dakota will submit one annual financial report (SF 269 Financial Status Report) and an annual narrative performance measurement report due ninety days after the completion of the project, September 30, 2005. The performance report will describe accomplishment of planned performance goals against actual attainment of the performance indicators identified by Job Service North Dakota. A description of activities and an overview of how the activities were accomplished will be included. If the goal(s) are not achieved, an explanation as to why the goals were not met and recommended action that would correct the problem will be included.