



Program Year 2004 Reemployment Services Allotment Plan

(Reference: Training & Employment Guidance Letter No. 5-04)

Part 1 (PY 2004 Program Plan Narrative)

Overview

The Oregon Employment Department is requesting reemployment service allotment funds for PY 2004. Use of these funds will continue to build upon the claimant reemployment successes achieved in PY 2002 and PY 2003. With continued funding, staff will be afforded the opportunity to continue to provide services designed to get Unemployment Insurance claimants back to work in the earliest time possible.

The Employment Department's agencywide claimant reemployment strategy is to conduct an ongoing dialogue with all Unemployment Insurance (UI) claimants, follow-up on their job search efforts, and help individuals learn about and use the many reemployment services and tools available through the One-Stop system. Reemployment tools and services include: group orientations to reemployment services, job search workshops, job interview preparation, resume writing assistance and individualized labor market information.

UI claimants have identified their expectations for services to be provided by the Employment Department. These services include:

- more appropriate job notifications/referrals
- personal interviews with Employment Department staff for work search tips
- interaction with Employment Department staff earlier and more often upon filing their initial UI claim
- orientation to programs and services available to the unemployed
- assistance with resumes and interviewing techniques

We are confident that this proposal continues funding to meet those expectations.

Purpose

The purpose of this plan is to continue efforts to reemploy claimants. The Department will do this by providing claimants with an increased awareness of available services; and by improving our ability to match these individuals to suitable employment opportunities.

Reemployment services provided by dedicated staff in selected field offices will continue to focus on the following activities and services:

1. interviewing for enrollment in job placement services and activities;
2. introducing claimants to Employment Department and One-Stop partner reemployment services;
3. providing individualized labor market information
4. matching claimants to job openings; and
5. matching job openings to the UI claimants.

Description of How Funds Will Be Used

PY 2004 funds will be used to provide direct service delivery to UI claimants and build upon the success of the current Federal reemployment plan. The continued funding will be allocated for full time equivalent (FTE) positions in selected field offices. The offices selected are located in diverse industrial and occupational labor markets and serve large numbers of claimants. Dedicated staff will work exclusively with UI claimants to provide reemployment services in these offices.

The \$656,245 allocated to Oregon for Program Year 2004 and any carry over funds from Program Year 2003 will be used to fund 11.04 FTE. There were 8.54 FTE positions distributed to the selected field offices. Two FTE will be used to telephone claimants who fail to fully register with the Employment Service within in 2-3 weeks following the filing of their initial claims. Claimants will be reminded that a 'matchable' registration is a requirement for Unemployment Insurance recipients. One half FTE will be assigned to the Employment Department administrative office for program management

Early introduction of UI claimants to reemployment services will remain a priority. The Federal funding will be used to provide reemployment services to new claimants, profiled claimants who are selected for the Worker Profiling Program and to those who have claimed 8 consecutive weeks of benefits.

Activities for Reemployment Services

For the period of July 1, 2003 to June 30, 2004, UI claimants comprised 63% of the total job applicant pool. It is apparent that more claimants can be served by a broader reemployment strategy.

Much of Oregon's effort during this grant period will be concentrated on getting unattached UI claimants fully registered in the new iMatchSkills system as soon as possible in the life of their claim. Data elements critical to a basic ES registration are passed electronically from new

claims to iMatchSkills and ES is charged with obtaining customer information complete enough to match claimants to appropriate jobs.

Staff Assisted Services for New UI claimants

The key to a successful claimant reemployment program lies in customized reemployment services based on claimant needs. This plan continues resources to deliver a broad range of services to new claimants including job search assistance, customized labor market information, in-depth interviews, referrals to supportive services, and introduction to services available through the One-Stop system. Inclusively, these services will significantly increase the likelihood of claimants returning to suitable work more rapidly.

Claimants who do not have a return to work date within eight weeks, or who are not members of closed referral unions will be identified at the time of the initial claim. These unattached claimants will be enrolled and become part of the job matching pool. As information is gathered from claimants, their enrollments may be enhanced to include additional occupational codes and skills (as appropriate), expanded work history, experience, education and training along with occupational licenses and certificate information to greatly increasing their job match prospects. Claimants will also receive an explanation of the Employment Department's reemployment services including Job & Career Center resources, Internet access to information and services, job openings (Oregon and nationwide), labor market information and other services available through the One-Stop system. Searches for current job openings within the claimant's labor market area will also be conducted.

Increased information up-front regarding the skills and experience of claimants will lead to better future job matches on job orders and will assist staff in referring qualified applicants to employers.

Services to Profiled Claimants

Oregon's Worker Profiling system identifies claimants who are most likely to exhaust benefits. Not all profiled claimants are selected for the Worker Profiling Reemployment Services Program because of the limited capacity of the field offices. The Federal allocation funding may be used to provide reemployment services to more profiled claimants who would not have been selected without the additional resources. As information is gathered from profiled claimants, their enrollments may be enhanced to include additional occupational codes and skills (as appropriate), expanded work history, experience, education and training along with occupational licenses and certificate information to greatly increasing their job match prospects. Claimants will also receive an explanation of the Employment Department's reemployment services including Job & Career Center resources, Internet access to information and services, job openings (Oregon and nationwide), labor market information and other services available through the One-Stop system. Searches of current job openings within the claimant's labor market area may also be conducted that result in referrals to work opportunities.

Services to Claimants Who Have Claimed 8 Consecutive Weeks of Benefits.

UI claimants who claim 8 consecutive weeks of benefits are identified for staff to evaluate their work search activities. Under our plan, claimant reemployment resources may be used to provide increased, individualized services to these claimants. As additional information is gathered from these claimants, their enrollments may be expanded. Claimants will also receive an explanation of the Employment Department's reemployment services including Job & Career Center resources, Internet access to information and services, job openings (Oregon and

nationwide), labor market information and other services available through the One-Stop system. Searches for current job openings within the claimant's labor market area may also be conducted with referrals to JOBS Plus subsidized wage opportunities.

How Services Will Be Delivered Through the One-Stop System

The Employment Department's claimant reemployment strategy will utilize all appropriate services within the One-Stop system. Our strategy will continue to result in more claimant referrals to other One-Stop services. Information regarding opportunities for claimants needing short-term vocational training, on-the-job training, and/or other support services will be available within the One-Stop system.

Program Performance Outcomes

PY 2003

In PY 2003, Oregon established performance goals of meeting or exceeding our PY 2002 performance in total claimant hires, obtained employments and placements.

Eight selected offices, with large claimant populations, that were allocated the additional claimant reemployment actually exceeded their PY 02 claimant hire performance! The accumulative claimant hire goal for those offices was 9,645 for the Program Year. The selected offices produced 10,372 claimant hires.

During Program Year 2003, Oregon experienced one of the highest unemployment rates in the nation. Even so, Oregon was within 15% of accomplishing the statewide claimant hire goal.

<i>Performance Measurement</i>	<i>PY 2002 Performance</i>	<i>PY 2003 Goal</i>	<i>Achievement</i>
Claimant Hires	21,254	21,996	19, 472
Claimant Obtained Employments	76,488	77,690	53,885*
Claimant Placements	97, 752	99, 686	73, 357*

PY 2004

Our PY 2004 performance goals are based upon the current Oregon economy and reduced staffing resources.

PY 2004 OUTCOMES FOR CLAIMANTS	MEASUREMENT ⁽²⁾
▪ The total number of claimant hires* statewide will meet or exceed <u>20,326</u> in Program Year 2004	Oregon Automated Reporting System (OARS)
▪ The total number of claimants obtaining employment** statewide will meet or exceed <u>56,852</u> in Program Year 2004	OARS
▪ The total number of claimant placements*** statewide will meet or exceed <u>77,178</u> in Program Year 2004	OARS

(*) Claimant Hires: Hires of claimants on jobs as a result of a direct referral by the Employment Department.

(**) Claimants obtaining employment: Claimant securing employment within 90 days of receiving a qualifying service:

- participation in job search activities
- accepting a position resulting from use of a job service sponsored automated labor exchange
- receiving vocational guidance or testing services
- development of an employability plan
- completion or termination of a skills training program to which the Employment Department referred the claimant

(***) Claimant Placements: The sum of claimant hires and obtaining employment counts

Enhanced Enrollments

Two temporary employees will be enlisted to call UI claimants that are not fully registered in the iMatchSkills system within 2/3 weeks of their initial claims. Claimants will be directed to provide complete ES registration information within one week of the reminder calls. The intent of the initiative is to insure that claimants have ES registrations that can be matched to available jobs. Programming enhancements will be made to the iMatchSkills system to capture information regarding claimant registrations.

Milestones

The Department monitors progress toward meeting annual performance outcomes through generation of monthly activity reports. The reports are posted on our Intranet site.

Part 2 (PY 2004 Program Modification)

We carried \$87,501 into Program Year 2004. There were 3 primary reasons for unexpended amount was:

1. The continued high rate of unemployment in Oregon found many of our claimant reemployment staff being redirected into new and continued claims activity.
2. Our agency began implementing a new Strategic Plan in August of 2003. The plan calls for removal of Unemployment Insurance staff from the field offices and into 3 call centers by July 1, 2005. Transferring of staff into the new centers, with some dislocation of current ES staff impacted claimant reemployment activities.
3. Oregon developed and implemented a Web based labor exchange system called iMatchSkills. This resulted in the many claimant reemployment staff becoming involved in testing, building the applicant database and training on the new system over several months. iMatch was implemented on a statewide basis on April 12, 2004. Staff continues to learn the new system and several enhancements have been implemented since the launch.