

**TENNESSEE DEPARTMENT OF LABOR  
AND WORKFORCE DEVELOPMENT**

**RE-EMPLOYMENT SERVICES PLAN FOR UI CLAIMANTS  
FOR PROGRAM YEAR 2004**

This plan for re-employment services for Unemployment Insurance (UI) claimants, Program Year (PY) 2004, for the Tennessee Department of Labor and Workforce Development (TDLWD) will cover the reporting period from July 1, 2004, to June 30, 2005.

Tennessee's Re-employment Allotment for PY 2004, (\$688,395) will be used to enhance direct service delivery to UI claimants at 17 sites, including career centers (CCs) and affiliated offices located in population centers throughout the state. A total of 17 field staff positions will be dedicated to providing expanded re-employment services at these sites. The total staff positions dedicated to Re-Employment Services will be 17.5. One-half of a position will be utilized in the Central Office to coordinate field activities. Training will be provided as needed to field staff.

Tennessee has in operation an Unemployment Insurance Call Center serving numerous counties across the state. It is anticipated that additional counties will be included in call center operations as the year progresses. Claimants filing with the UI Call Center are mailed an information packet concerning their claim, their responsibilities, etc. An insert introducing claimants to the Re-Employment Services Program is included in this packet. This insert encourages claimants to take full advantage of the program and also provides a list of services offered in the Tennessee Career Centers. Participants are encouraged to visit their nearest Tennessee Career Center to learn more about available resources.

Our website, [www.state.tn.us/labor-wfd/esdiv](http://www.state.tn.us/labor-wfd/esdiv), allows Tennesseans to file initial unemployment insurance claims as well as to certify weekly.

A form letter has been developed that will automatically be mailed to all claimants who are required to register for Job Service. The letter assures claimants that it is the goal of our agency to shorten the length of unemployment by making available numerous valuable services and opportunities through our partner agencies in the Tennessee Career System.

In accordance with the requirements of Training and Employment Guidance Letter No. 5-04, TDLWD proposes the following Plan of Action and Accountability Measures:

- TDLWD Job Service Program Support (JSPS) staff will continuously monitor local activities. Activity reports will be generated monthly and appropriate staff will be kept abreast of progress.
- TDLWD will continue to facilitate linkages with other agencies through our partnership in the Tennessee Career System. The Tennessee Career Center System provides comprehensive employment-related services to UI claimants and other job seekers through cooperation with our Workforce Investment Act (WIA) partners. Representatives from the WIA partners include staff assigned to Title I - training resources, Title II - Adult Education and literacy, Title III -Workforce Investment-related activities, including Wagner-Peyser Act services and other linkages (Trade Act of 1974, veterans' employment programs and Older Americans Act of 1965, Title IV Rehabilitation Act Amendments of 1998). All of these services are accessible through the Career Center System either in comprehensive career center offices with co-located staff or in affiliated field offices.

## PLAN COMPONENTS

TDWLD will offer re-employment services to mandatory (profiled) and voluntary participants concurrently in all career centers/affiliated offices statewide. Additionally, the seventeen (17) designated office sites that have a funded position are:

Memphis Poplar Career Center (CC)	Southeast CC (Chattanooga)
West TN CC (Jackson)	Mid-South CC (Tullahoma)
West TN CC (Paris)	Northeast TN CC (Johnson City)
Mid-TN CC-Nashville South	Rutherford Co. CC Murfreesboro)
Clarksville-Montgomery Co. CC	Five Rivers Regional CC (Talbott)
Robertson Co. CC (Springfield)	Anderson Co. CC (Oak Ridge)
Sumner Co. CC (Gallatin)	Northwest TN CC (Dyersburg)
South Central TN CC (Columbia)	Upper Cumberland CC (Cookeville)
Tennessee CC (Knoxville)	

Staff will provide a structured set of re-employment services on a schedule to be determined by each staff member assigned to profiling/re-employment activities. Services/activities will include appropriate selections from the following options, with others added when needed:

- **Orientation**

Mandatory and voluntary participants will attend orientation jointly in order to use time and resources efficiently. Both groups will receive an overview of re-employment services presented by the designated staff person in a scheduled group setting. The staff person will have an orientation script to insure that all major services are covered in a standardized manner. The

revised film "Re-Employment Services" will also be used at this session for the benefit of the group, including claimants who have been selected for mandatory participation in reemployment services as a condition of receiving UI benefits.

- **Individual Interviews**

Mandatory (profiled) participants will be asked to remain following the orientation session for abbreviated individual employment interviews and completion of the profiling data input into CMATS. Since profiled claimants must participate in or be exempted from re-employment services as a condition of receiving UI benefits, they will be given priority in receiving individual interviews on the same day they report for orientation. These interviews may be provided by the designated staff person or by other Wagner-Peyser staff in the office in order to serve the profiled claimants in a timely manner. All profiled claimants will be screened for referral to job openings during the initial interview.

All other claimants selected for re-employment services will be scheduled for individual interviews within a week of receiving orientation. They will also be encouraged to begin using self-search methods of job-seeking, such as America's Job Bank, America's Career Kit, the O\*NET database, self registration and job search in our Case Management Activity Tracking Systems (CMATS) and the TDLWD's labor market tool called "The Source."

- **Assessment/Employability Development Plans**

Profiled claimants as well as other claimants selected to participate in re-employment services activities will receive staff assistance in preparing individualized plans for increasing their employability. These employability development plans will be initiated early (during the first individual interview) and updated as needed during the re-employment process. The employability plans will be customized based on individual assessment and will address the needs of each claimant in order to maximize the assistance of re-employment services.

Assessment information gathered in the individual interviews will be supplemented as needed by results of objective assessment instruments that will be introduced in the Job Search Workshops (see below).

- **Job Search Workshops**

There will be a regular schedule of Job Search Workshops to include both profiled and other claimants. These will be a series of one-half day sessions devoted to a variety of job-seeking activities. Those activities include the use of labor market and occupational information in print form as

well as Internet-based. The newly-released U. S. Department of Labor assessment tools based on the O\*NET database will be offered to claimants interested in ascertaining their work interests, values, and abilities.

The workshops will also serve as a support group for claimants, particularly those who have recently lost jobs at the same company. Providing former co-workers a way to share their individual job search efforts builds on the camaraderie that they enjoyed at their previous place of employment and encourages claimants who know each other to share job-seeking information.

- **Referral to Training**

Claimants engaged in profiling/re-employment services will be made aware of the various training opportunities available in their home communities and in other geographic areas, as appropriate. Some of these training options include Title I- Workforce Investment Act, apprenticeship, Trade Adjustment Assistance (TAA), adult education (GED classes), Tennessee Technology Centers, community/2year/4 year colleges, private trade schools, and Tennessee Rehabilitation Centers.

- **Referral to Supportive Services**

All claimants participating in profiling/re-employment services will be screened for possible referral to any applicable supportive services. Examples are: Food Stamp Program, Department of Human Services, Rehabilitation Services, personal/family counseling services, child/dependent care, transportation assistance, legal services, health/medical/nutritional services, emergency food/financial services, clothing assistance, Federal Bonding Program, etc. The One-Stop career center concept of WIA partners makes these services more easily accessible to claimants when they report for participation in orientation or other plan components.

- **Resumé Preparation Assistance**

Resumé-writing software will be used to help claimants prepare the types of resumé that reflect their work experience and employment goals. Staff will provide instruction in use of the software individually or in Job Search Workshop groups.

- **Job Interview Skills**

In Job Search Workshops, staff will use a video presentation of interviewing behavior followed by group discussion of the right vs wrong ways of

responding to an employer's questions in an interview. Claimants may participate in role-play as a technique for preparing for job interviews

- **Job Interview Follow-up**

Claimants will be guided in how to effectively follow-up on job interviews by telephone and letter. They will receive help in composing their oral responses and their follow-up letters of appreciation to employers who have interviewed them for job openings.

## **RE-EMPLOYMENT SERVICE PLAN**

TDLWD fell short of anticipated goals for PY2003. The implementation of an internet-based data collection and reporting system (CMATS), numerous field staff changes, as well as the continued economic downturn, impacted the attainment of the yearly goal.

### **A. Reporting**

The PY2004 Narrative Performance Report will be made not later than September 30, 2005.

### **B. Goals**

1. 3.0% Workshop Attendance Increase
2. Exhaustion rate decrease by 0.1%.

Case Management Activity Tracking System (CMATS) and information from UI technical staff will be utilized to measure program attainment.