

# STATE OF ALASKA

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**Department of Labor and Workforce Development**  
Employment Security Division

September 30, 2005

Mr. Richard C. Trigg, Regional Director  
U.S. Department of Labor  
Employment and Training Administration, Region 6  
71 Stevenson Street, Suite 820  
San Francisco, CA 94105

Dear Mr. Trigg:

We are pleased to submit the year-end Reemployment Services Performance Report for Program Year 2004. The report is enclosed as attachment "b" of OMB No. 1205-0424 as requested.

We have been successful in delivering Reemployment Services to UI claimants and believe it is an effective use of federal funds. We recommend Reemployment Services continue as a proven alternative to Personal Reemployment Accounts.

If you have any questions, please feel free to contact Jason Burke at (907) 465-1198.

Sincerely,



Tom Nelson  
Director, Employment Security Division

Enclosures: Attachment b. OMB No. 1205-0424

cc: Greg O'Claray, Commissioner  
Juan Regalado, Federal Project Officer  
Gay Johnson, USDOL Region 6, Seattle  
Todd Yamamoto, USDOL Region 6, San Francisco  
Bill Kramer, UI Support Services Manager  
Mark Mickelson, Program Coordinator, Employment Services  
G Ole Olson, ESD Budget Section  
Jason Burke, Employment Security Analyst III

**REEMPLOYMENT SERVICES PERFORMANCE REPORT**

STATE: Alaska

DATE: September 30, 2005

This report is for the Program Year 2004 that began July 1, 2004 and ended June 30, 2005. The Alaska Department of Labor and Workforce Development, Employment Security Division (ESD), submitted a no cost modification on June 29, 2005. In its annual plan, ESD identified the following activities for the Worker Profiling Reemployment Services program:

1. Maintain a strong link for the UI claimant to the services offered in Job Centers,
2. ...emphasis on quality service with employer and job seeker matching, and
3. Improve connection to WIA services for program claimants, while maintaining the staff-assisted services provided by the Job Centers to serve as many UI claimants as possible.

This report will detail the above activities, as well as system improvements, changes in operations, and accomplishment of performance goals during Program Year (PY) 2004.

**Activities Completed in PY 04***Linkages between Unemployment Insurance (UI) Call Centers and Reemployment Services Activities at Job Centers*

- Supplemented UI referrals on non-profiled claimants to job center services with WPRS staff follow up via telephone or by mail. Increased UI Call Center use of the email shells and a referral form developed during last program year.
- WPRS staff participated in UI staff quarterly meetings to discuss events, share UI referral success stories, and answer questions about job center services.
- Ensured UI claimstakers updated DOT codes to facilitate the ES job matching of claimants with current job listings.
- Provided a WPRS program overview and tour of the local Job Center to all new UI Call Center staff.
- Created and expanded a WPRS Resource site on the intranet with policy, forms and reports for staff reference.
- Developed a promotional script for partner services to play to UI claimants placed on hold for the call center. Purchased a recording device for Juneau. Will pilot in Juneau and expand to Anchorage and Fairbanks in PY 05. Messages will provide information on web sites,

**REEMPLOYMENT SERVICES PERFORMANCE REPORT**STATE: **Alaska**

DATE: September 30, 2005

Job Fairs, Job Center workshops and services.

- Delivered routine presentations to UI Call Center staff on ES programs, referral process and Reemployment Services.

*Service Delivery to Improve the Quality and Quantity of Direct Reemployment Services for UI claimants.*

- Purchased and distributed training DVDs and videos on resume writing, interviewing, and job retention techniques as well as basic computing skills for offices with slow Internet connectivity.
- Held a statewide training for WPRS staff and supervisors, with an emphasis on case management, and an introduction to the new web-based Alaska Labor Exchange system (ALEXsys).
- Held monthly teleconferences inform of progress on grant goals, changes to policy or procedures, technical issues encountered in the previous month, future/pending changes to the program or department, success stories and best practices.
- Provided 9048 reports for monthly analysis by local offices. Allowed for immediate correction of inconsistencies and improved annual performance.

*Integration of Reemployment Services with Job Center Partners*

- Facilitated UI participation at thirteen "One-Stop Academies" around the state. Supported travel for UI Management to participate with local partners (including WPRS) in discussing recruitment and referral, financial resources, and joint case management capabilities.
- Established an integration plan between case managers for WPRS, Trade Adjustment Act, and Job Training services in Anchorage.
- Hired a Community Development Specialist in Anchorage to specifically serve the WPRS clients and to compliment the partnering effort.
- Tailored WPRS PowerPoint orientations to include an appropriate level of detail on Job Center partner services by local office with respect to funding levels.
- Initially WPRS case managers in five offices were assisting in the application process for Workforce Investment Act Training Services. While this increased efficiency and promoted partnering, it became impracticable when WIA funds became limited. Staff still addresses WIA training services in the orientation and referral process, and follow up on the status of referrals.

**REEMPLOYMENT SERVICES PERFORMANCE REPORT**STATE: **Alaska**DATE: **September 30, 2005***System Improvements*

- Redesigned several job centers to facilitate a collaborative case management approach. As part of the redesign team, WPRS representatives revamped local procedures to integrate customer flow.
- Wrote a specification for the UI Voice Initiated Claims, Telephonic Online Response (VICTOR) system. When a UI claimant files their bi-weekly claim they will be asked several questions to the effect if they would like contact information about job seeker services, job training, vocational rehabilitation or public assistance. Based on their response they will then be provided the phone number or address of the partner nearest to their current address. This may be implemented at a later date with other maintenance or upgrade requirements.
- Outlined enhancements to compliment ALExSys, which is anticipated for release in April 2006. Ongoing development of an online orientation, transition plan, policies and procedures, and data transfer to streamline services to UI claimants.

*Changes in Operations*

- Initially hired additional non-permanent staff to field WPRS case management. As these staff began to fill other permanent state positions, ESD began employing existing permanent staff as WPRS case managers.
- Supported ongoing programming activities that help maintain the link between the ES and UI systems to support the ALExSys transition. This included electronic transfer of data for optimal efficiency in coordinating ALExSys with DBII, and a retooling of processes and notices, which will require data from both systems. This activity will maintain the connectivity between UI and ES, and alleviate demands on WPRS staff time.
- Authorized additional training of new staff by locally experienced field staff under the direction of central office.
- Designated staff for WPRS case managers to contact with ongoing technical assistance, programmatic issues and the ALExSys transition. The full-time coordinator for the Reemployment Services Grant resigned in April 2005.
- State of Alaska hired a regional manager for the Kenai Peninsula region. All regional managers oversee WIA and ES functions.

**REEMPLOYMENT SERVICES PERFORMANCE REPORT**STATE: **Alaska**DATE: **September 30, 2005****PY 04 Performance Outcomes**

- The state established a performance standard of 400 program claimants receiving and completing (9048, item c1) for each full-time staff member. The actual outcome was 4,592. Given an average of 11.25 FTEs for this program year, the state exceeded its goal. This included a rotation of approximately three full time staff throughout the year, with four month-long periods where positions were vacant or in training.
- The state also established a performance standard to ensure qualified ES clients received job matching and referrals to appropriate openings statewide. The goal was 1,510 and the actual outcome was 1,808 as measured on the 9048, item b5. This allowed the state to maintain the same level of program clients (in spite of reduced staffing and fewer UI claimants being brought into the program) that are Referred to Job Placement Services and Referred to Employers.

**Total Costs for PY02**

The state's greatest expense was for staff personnel services. It also focused on improvements to technology that will compliment the ALExSys project.

The major travel expenditure was for the WPRS training conference. The WPRS program supported travel to Anchorage from outlying areas for WPRS staff development, visits with Anchorage Job Centers, and meetings with partners and the Anchorage UI Call Center.

The Employment Security Division submitted a no-cost modification request for approximately \$203,500 on June 29, 2005. This extension will support ongoing PY 04 activities, including personnel cost and programming cost for the ALExSys transition.