



September 29, 2005

Mr. Richard Trigg, Regional Administrator
U.S. Department of Labor, Region VI
71 Stevenson Street, Suite 830
San Francisco, CA 94119

Dear Mr. Trigg:

In accordance with the instructions outlined in the Training and Employment Guidance Letter No. 5-04 dated September 24, 2004, this letter transmits California's narrative Reemployment Services performance report for Program Year 2004.

The report includes an explanation of outcomes and accomplishments. It has been an encouraging program year, and as you will note, California well exceeded its performance goals.

Thank you for the opportunity to share this program performance report. If you have questions, or need additional information, please contact Mr. Joe Scott, Employment Services Section Manager, Job Service Division, at (916) 654-9286.

Sincerely,

A handwritten signature in cursive script that reads "Bill Burke".

BILL BURKE
Acting Deputy Director
Job Service Branch

Enclosures

cc: Joe Scott, MIC 37



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bcc: Gay Gilbert, Administrator,
Office of Workforce Investment, USDOL
Ralph Zackheim, USDOL Region VI
Laura Anderson, MIC 80
Gus Margarite, MIC 37
Jerri Mckenzie, MIC 37

REEMPLOYMENT SERVICES PERFORMANCE REPORT PY 2004-2005

State: California

Date: September 2005

STATE PERFORMANCE REPORT

OVERVIEW

For the past four years, California has used its Reemployment Services grant to fund the Job Service for Unemployment Insurance (JS4UI) project. The JS4UI project consists of requiring individuals who file a new claim for Unemployment Insurance (UI) benefits to register¹ with California's automated labor exchange system, CalJOBSSM. It also requires claimants to participate in a Personalized Job Search Assistance session (PJSA) or risk losing UI benefits. Claimants who fail to complete a CalJOBSSM résumé are given priority for selection to a PJSA session. The programming priority was implemented effective July 2004. UI claimants who fail to post a résumé in CalJOBSSM within the 21-day compliance period are the first to be scheduled to a PJSA session. If space remains for a session, the slots are filled with other UI claimants. The Employment Development Department (EDD) believes it is important to prioritize non-compliant claimants first in order to provide an opportunity for more UI claimants to become familiar with the registration process. Additionally, only those claimants who have been scheduled to a PJSA session and fail to register are referred to UI for an eligibility determination under section 1253 (b) of the California UI code.

The PJSA session is a 30 to 45 minute customized, one-on-one interview that focuses on the claimant's work search needs. At the time of the PJSA session, claimants provide their last five work search contacts, and the claimant's employment goals and work search methods are discussed. An overview of EDD and partner services in the One-Stops is also provided. The interviewer makes an assessment of which services may best benefit the claimant and provides appropriate services and/or referrals. Any eligibility issues identified in the session are recorded on the claimant's UI record. Additionally, the JS4UI project allows EDD to strengthen the linkage between the UI and JS programs, as it relates to employment services to UI claimants.

ACCOMPLISHMENTS

The accomplishments the JS4UI project achieved during Program Year (PY) 2004-2005 well exceeded the grant expectation. Of particular note, from July 2004 through June 2005, the EDD identified, contacted, and provided information to 989,624 UI claimants.² This activity demonstrates the strong linkage between UI and JS. It

¹ Registration is defined as a completed résumé in CalJOBS.SM

² Information was provided via a Notice of Requirement to Register for Work Letter, DE 8405.

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resulted in an additional 309,977 UI claimants filing résumés in CalJOBSSM. This is a significant increase from the expected performance outcomes of 100,000 as stated in the PY 2004 service allotment plan. The EDD continues to create more opportunities for exposing UI claimants to employers who use CalJOBSSM to recruit workers. The JS4UI project has also increased UI claimant access to the various employment services such as workshops, resource rooms, and training options offered by EDD and our One-Stop Career Center partners.

Further outcomes include 220,026 UI claimants scheduled for a PJSA session. This is significantly more than the goal EDD set for PY 2004 of 150,000 UI claimants scheduled. The purpose of the PJSA session is to offer direct employment services to the most recently unemployed. During the PJSA session, staff provides work search reviews, information and referral on supportive services, labor market information pertaining to the claimant's job objective, and assistance with Internet job search using CalJOBSSM and other Internet job sites. The EDD set a goal for PY 2004 to have 93,000 UI claimants attend PJSAs based on grant funding for that year. However, EDD adjusted the goal upward to account for carry-in funds from the prior program year and established a new goal of 94,648. For the PY 2004, the EDD provided in-person PJSA services to 103,632 UI claimants. This performance outcome is 109 percent of the goal.

The JS4UI project has achieved over 100 percent of goal for PJSA participation for the past two program years. In PY 2004, 47 percent of UI claimants scheduled for a PJSA reported to their appointment. Although this is a slight reduction from the 51 percent attendance rate in PY 2003, JS staff continue to telephone claimants reminding them of appointments to meet participation goals.

The JS4UI project has resulted in significant savings to the UI trust fund because of three factors. First, in the PY 2004, the EDD identified 64,000 claimants who failed to register for work and were scheduled for an UI eligibility determination. Of the UI claimants identified, EDD disqualified 14,072. With the disqualification of one week, the savings to the UI trust fund is approximately \$ 4.2 million. Second, the EDD continues to flag UI claims for other non-related attendance issues such as wages, lack of availability, and other issues directly related to UI benefits. Although data is not available on the number of claimants UI disqualifies or the length of time the claimant is disqualified, this results in additional savings to the UI trust fund. The third identified savings is the "hassle factor", as identified by Dr. Lou Jacobson's study.³ A study commissioned by California examined UI claimants who filed a UI claim during the first four months of the JS4UI project to determine what impact the PJSA interventions had on benefit payments. The study concluded that the JS4UI

³ Dr. Lou Jacobson Evaluation of JS4UI Demonstration Project, August 29, 2003.

**REEMPLOYMENT SERVICES PERFORMANCE REPORT
PY 2004-2005**

State: **California**

Date: **September 2005**

interview requirement reduced the amount of benefits paid out by about \$2.5 million per month.

Considering that the cost of administering the JS4UI project was estimated at about \$200,000 per month, the study concluded that the JS4UI produced an exceptionally high cost-benefit ratio of more than \$10 saved for every \$1 spent.

Issue (PY2004)

No issues or problems were experienced for PY 2004.

- **Expenditure of Grant Funds**

As stated in the PY 2003 report, the EDD continues to make significant reductions in the carry-forward funds each year. Although we had savings of \$556,000 from PY 2003, the EDD identified a savings of only \$59,000 from the PY 2004 grant. The funds will be carried into PY 2005, and the EDD expects to expend the remaining funds the first quarter of PY 2005.

Report Period

July 2004 through June 2005

JS4UI Statistics	
• Initial letters sent to UI claimants	989,624
• PJSA pool population	356,663
• Clients scheduled	220,026
• Clients did not show for appointment	109,405
• Clients attended (actual)	103,632
• Attendance goal (based on PY 2004 grant and carry-in funds)	94,648
Percent of Goal Achieved	109%

**REEMPLOYMENT SERVICES PERFORMANCE REPORT
PY 2004-2005**

State: **California**

Date: **September 2005**

JS4UI/PJSA Program Report Period July 2004 through June 2005

	North	LA City	LA County	South	Central	Statewide
First Letters						
July- Sept 2004	71,578	38,377	34,836	65,629	44,912	255,332
Oct-Dec 2004	68,807	31,098	29,234	57,700	49,043	235,882
Jan-Mar 2005	77,692	34,980	33,281	56,977	47,984	250,914
Apr-June 2005	74,789	38,780	30,954	59,351	43,622	247,496
Total Year to Date	292,866	143,235	128,305	239,657	185,561	989,624

PJSA Potential Pool						
July-Sept 2004	28,122	14,940	13,351	24,049	17,106	97,568
Oct-Dec 2004	24,813	11,217	10,650	19,253	18,435	84,368
Jan-Mar 2005	30,557	12,717	11,269	23,777	19,645	97,965
Apr-June 2005	25,027	12,620	9,449	16,687	12,979	76,762
Total Year to Date	108,519	51,494	44,719	83,766	68,165	356,663

PJSA Statistics	Cumulative Totals					
July 2004-June 2005						
Scheduled *	80,636	31,002	24,431	50,355	33,602	220,026
Did Not Show	40,469	14,183	11,212	26,852	16,689	109,405
Attended	37,386	15,886	12,440	21,998	15,922	103,632
Cancelled	2,626	736	439	1,155	897	5,853
Total Goals (as revised for available funding)**	27,496	12,851	12,195	24,132	17,974	94,648
Monthly Division						
Goal to Achieve	2,291	1,070	1,016	2,011	1,497	7,887
Percent of Goal Achieved	136%	124%	102%	91%	89%	109%

*Total of 1,136 were carried into new SFY 05-06.

** Included carry-in dollars from prior year.

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