



# GEORGIA DEPARTMENT OF LABOR

148 ANDREW YOUNG INTERNATIONAL BLVD., N.E. ♦ ATLANTA, GEORGIA 30303-1751

MICHAEL L. THURMOND  
COMMISSIONER

December 6, 2005

Dr. Helen N. Parker  
Regional Administrator  
Employment and Training Administration  
U.S. Department of Labor  
Room 6M12  
61 Forsyth Street, S.W.  
Atlanta, Georgia 30303

Dear Dr. Parker:

Enclosed is Georgia's PY 2004 Reemployment Services performance report. A copy of this will also be provided to Ms. Gilbert in the National Office. Please call me at (404) 232-3515 if you have any questions about the report.

As noted in the attached narrative, we believe the ETA 9048 report has not captured all of the services provided to Profiled customers in Georgia. Thus, we request the opportunity to amend the PY04 performance report when we resolve the discrepancies in the ETA 9048 report.

Sincerely,

Glenn H. Collins  
Assistant Commissioner  
Employment Services

Enclosure  
cc: Gay Gilbert, USDOL

# **Program Year 2004 Reemployment Services Report State of Georgia**

## **Services to Customers**

During Program Year 2004 (PY04), the Georgia Department of Labor provided Reemployment Services to 66,525 customers. The decrease in total customers provided services from PY03 is in line with the year to year drop in the number of Unemployment Insurance claims filed. The customers served in PY04 received a variety of services from the department's 53 Career Centers and other One-Stop partner staff. The key Reemployment Services provided during the year included:

- workshops
- assessments
- job search assistance
- job development

As the department continued to focus on providing workshops and assessments, many other quality services were also provided to Profile-referred customers and other claimants. Seventy-eight percent of participants attended job search workshops; 15% attended resume workshops, and 70% attended some other type of workshop.

Additionally, during PY04 staff provided 7,329 (11%) of the Reemployment Service customers with job development services, up 3% from the prior year. Testing services increased from 3% of the Reemployment Service customers in PY03 to 5% in PY04. This reflects the continued emphasis on use of O\*Net assessment instruments, on which staff have been fully trained.

Additionally, 38% of the Reemployment Service customers were referred to training during PY04, compared to 22% in PY03. This increase is the result of the department's enhanced working relationship with the other One-Stop partners. Staff training has been provided to Vocational Rehabilitation and Workforce Investment Act staff, as well as to Career Center staff. This has fostered greater communication and interaction among the partners on behalf of mutual customers. Staff also work closely with technical colleges, to ensure that customers have every opportunity for training, skills upgrade and basic education assistance.

The Entered Employment Rate for Reemployment Service customers increased from 31% in PY03 to 36% in PY04, and the Obtained Employment Rate advanced by 5% over the prior year. This exceeds the goal set in the PY04 Plan. Additionally, the percent of Reemployment Service customers placed in PY04 increased by 1% over PY03 levels.

NOTE: The data referenced above are from the department's monthly REU Report for PY04. This information is summarized in Attachment A. The official data from the ETA 9048 report are included as Attachment B. However, the ETA 9048 data do not reflect all of the customers to whom reemployment services were provided during the year.

### **Tools and Staff Training**

The department purchased answer sheets and score reports for the O\*Net assessment instruments with PY04 Reemployment Service funds. Additionally, 69 staff attended job search workshop training, and 40 staff attended financial workshop training.

The department has developed a three-tiered training program for staff to assist job seekers with resume writing, and various classes of each level were held during PY04. Now that several staff are Certified Professional Resume Writers and others have attained expertise in developing resumes, the department has been able to add value to claimants' and other job seekers' job search efforts, both in day-to-day services in the career centers and at job fairs, including those sponsored for Hurricane Katrina job seekers.

## Attachment A

### Georgia's Reemployment Services and Outcomes - PY03 and PY04

Service/Outcome	PY04		PY03	
	Services	% of total served	Services	% of total served
<u>Number of Participants</u>				
Total REU	66,525		73,773	
Profiled	27,675		34,168	
<u>Workshops</u>				
<b>Job Search</b>				
Total REU	51,593	78%	56,692	77%
Profiled	20,879	75%	25,830	76%
<b>Resume</b>				
Total REU	9,683	15%	9,781	13%
Profiled	4,136	15%	4,227	12%
<b>Other</b>				
Total REU	46,689	70%	16,566	22%
Profiled	19,389	70%	8,019	23%
<u>Job Developments (# of Individuals)</u>				
Total REU	7,329	11%	4,921	6%
Profiled	3,110	11%	2,678	7%
<u>Referred to Training</u>				
Total REU	25,476	38%	16,566	22%
Profiled	8,661	31%	8,019	23%
<u>Testing</u>				
Total REU	3,610	5%	2,336	3%
Profiled	1,339	5%	994	2%
<u>Entered Employment</u>				
Total REU	23,679	36%	22,939	31%
Profiled	9,707	35%	10,320	30%
<u>Placements</u>				
Total REU	2,090	3%	1,863	2%
Profiled	1,106	4%	1,024	2%
<u>Obtained Employments</u>				
Total REU	21,634	33%	21,104	28%
Profiled	8,618	31%	9,313	27%

Source: 6/30/04 and 6/30/05 GDOL Monthly Services Reports, Reemployment Services

## Attachment B

### Georgia's Reemployment Services Data - PY03 and PY04

Service	PY04		PY03	
	Number Served	% Receiving Services, of Total Referred	Number Served	% Receiving Services, of Total Referred
Number referred to services	30,349		41,919	
Orientation	17,350	57%	24,378	58%
Assessment	21,360	70%	30,044	71%
Counseling	911	3%	657	1%
Placement services/referrals	15,736	52%	25,686	61%
Job search workshops/job clubs	17,567	58%	31,056	74%
Referred to education & training	493	2%	999	2%

Source: ETA-9048 Reports for PY03 and PY04