

## REEMPLOYMENT SERVICES PERFORMANCE REPORT

STATE: Washington

DATE: 9-30-05

**STATE SPECIFIC PERFORMANCE REPORT** (Add additional sheets if necessary.)

*Describe activities and an overview of how the activities were accomplished. Include milestones, and positive outcomes achieved. Compare accomplishment of planned performance goals with the attainment of the performance indicators identified by the State in the annual plan.*

Washington's PY 2004 plan for Claimant Reemployment Services utilized an integrated service design funded by both state and federal funds to help claimants return to work. State trust fund -- Claimant Placement Program (CPP) resources were focused to provide services to claimants during the first five weeks of their claim, federal Reemployment Services Grant (RES) funds were used to target claimants who were approximately five weeks into their claim to provide one-on-one job referral and matching services, and state unemployment services resources and federal UI Reemployment and Eligibility Assessment (REA) funding provides Job Search Review activities to individuals in the later part of their claim. This partnership has helped to strengthen the linkage between UI TeleCenters and all of the available reemployment services integrated in local WorkSource centers to ensure that UI claimants receive the services necessary to return to work quickly.

Overall goals for this integrated approach include:

1. Increase the number of UI Claimant/WorkSource customers who get a job following a WorkSource staff assisted service.
2. Increase the number of employers whose suppressed job orders had at least one job opening filled.
3. Increase the number of openings on suppressed job orders.

Using this integrated approach, services to be delivered in the first weeks of the claim were designed as follows:

- Claimant Placement Program (CPP) receives and reviews the Profile List and schedules Job Hunter Orientation Workshop through the SKIES case-management system.
- Utilizing a Claimant Progress Tool, accesses claimants with a Work Search requirement, follows up to offer services, updates O'Net codes, makes job referrals

- Deliver Orientation to WorkSource (one-stop) services

A special Job Match Initiative (JMI) funded with state Claimant Placement (CPP) Funds utilizes the Claimant Progress Tool to provide one-on-one claimant based services providing job matching, job development and job referral services.

The Reemployment Services Grant (RES) targets claimants beginning in their fifth week of receiving an unemployment check. One-on-one customized services include an in-depth assessment, job matching services, and contacting employers to increase job order listings.

The Job Search Review Program/UI Reemployment and Eligibility Assessment also utilizes the Claimant Progress Tool to link claimants to reemployment services, monitor compliance, verify identity, review job search log, make job referrals and reduce the duration of UI benefits.

Washington's award winning Claimant Progress Tool was created in PY 2002 via a collaboration of Washington's Labor Market and Economic Analysis (LMEA) branch, the UI Division and the WorkSource Operations Division, and enhanced and maintained with Reemployment Services Grant money funding 1.5 positions in PY 04 in the LMEA branch. It was first piloted only with Reemployment Services customers and later expanded for use in offering claimant reemployment services to all profiled claimants. Security access is offered to Employment Security Department merit staff who provide claimant reemployment services. Partner staff can access aggregate reports available through the Claimant Progress Tool but because of UI confidentiality rules, access is not granted to non-ESD staff.

In PY 2004 the Reemployment Services Grant (\$841,774) was allocated to fund ten positions in eight WorkSource Centers in areas of relatively high unemployment where there are the most dynamic labor markets and opportunities for claimants returning to work. Sites funded are in the following communities:

- |                                  |                 |
|----------------------------------|-----------------|
| • Snohomish County/Everett       | 1 FTE position  |
| • King County/Seattle area       | 3 FTE positions |
| • Pierce County/Tacoma area      | 2 FTE positions |
| • Vancouver area                 | 2 FTE positions |
| • Columbia Basin/Tri-Cities area | 1 FTE position  |
| • Spokane area                   | 1 FTE position  |

A statewide reemployment performance workgroup, reflecting a cross section of local and state supervisors and staff, established a statewide goal for the Reemployment Services Grant of 5,000 Entered Employments for PY 2004. A standard was set of 500 entered employments for each of the ten WorkSource Specialists in the eight sites described above. The goal of 5,000 Entered Employments was the same in PY 2003. The goal was surpassed both years. In

PY 2004 more than 8,700 claimants returned to work within six months of first staff assisted service by RES funded staff. As Employer Wage Records become available and are analyzed, the number will increase.

In PY 2004 a total of 13,057 claimants were provided intensive reemployment services through the RES Grant. In PY 2003, RES staff "touched" more claimants (33,216) with the RES grant, but state staff had a concern that there was a lack in the intensity and quality of services. In PY 2004, reemployment staff were encouraged to spend more time with each claimant, serving fewer claimants with more personalized services, yet achieving the goal of 5,000 entered employments. As mentioned above, 8,747, claimants have returned to work within six months of receiving their first service under this grant.

A process improvement group was formed that included state staff and local staff to develop recommendations for better integration of ES, UI, TAA and WIA Title 1 to work more closely together to deliver seamless services to UI Claimants through the one-stop system. Within the Washington Employment Security Department, the Trade Act operational oversight was moved from the Employment and Training Division to the WorkSource Operations Division to more closely align state level oversight of local Trade Act operations. The same state level manager oversees ES, TAA, and state Claimant Placement (CPP) Program reemployment services and state funded Training Benefits, resulting in a closely integrated system. The Employment and Training Division is the state administrative entity for WIA, including Rapid Response and Dislocated Worker Services. Weekly Coordination meetings of the staff and managers of the UI, WorkSource and E&T Divisions, helps to nurture a very close working environment that fosters integrated reemployment services for claimants. In two Workforce Development Areas (WDA) partner agencies have a lead role in operation of Trade Act services. In all WDAs case managers are directed to co-enroll Trade Act participants when it is appropriate.

At the end of PY 2004, there remained approximately \$100,000 unexpended. A budget modification was submitted, and approved by Region 6, to spend the carryin funds in first quarter of PY 05. At the time of this report, Washington is in need of an advance of PY 05 funds to continue providing RES to claimants.

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