

STATE OF ALASKA

FRANK MURKOWSKI, GOVERNOR

Department of Labor and Workforce Development
Employment Security Division

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September 30, 2006

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 2005. 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. Although funding was discontinued for key reemployment services, the State of Alaska will continue to seek appropriate alternatives to the extent possible.

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

Sincerely,

/s./

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
Ken Mill, Chief of Employment & Training
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, 2006

The Alaska Department of Labor and Workforce Development, Employment Security Division (ESD) as the recipient of Reemployment Services funds, is providing this report for the Program Year 2005 beginning July 1, 2005 and ending June 30, 2006. 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 details the above activities, as well as system improvements, changes in operations, and accomplishment of performance goals during Program Year (PY) 2005.

Activities Completed in PY 05

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.
- WPRS staff participated in UI staff monthly teleconferences to discuss events, share UI referral success stories, and answer questions about job center services.
- Created a Performance Management guide that outlined program expectations and tools for achieving program goals.
- Expanded the WPRS Intranet Resource site on the intranet with policy, forms and reports for staff reference.
- Collaborated with the UI Technical Unit on a monthly basis to determine best practices for the transition of reemployment services to the online format.

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

- Provided technical guidance on service to people with Limited English Proficiency.
- Provided skills training to promote attitude and awareness of persons with disabilities.

REEMPLOYMENT SERVICES PERFORMANCE REPORT

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- Purchased and distributed the *Job Hunting Handbook*, *Out-of-Hock and Out of Debt*, and *Surviving a Layoff or Downsizing* from Dahlstrom Books.
- Provided onsite and localized 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 staff 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 several “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.
- Followed up on integration plans between case managers for WPRS, Trade Adjustment Act, and Job Training services.
- Revised WPRS PowerPoint orientations to include details on Job Center partner services with respect to UI commitments and the ALEXsys resume tool.

System Improvements

- UI mandated registration of claimants in ALEXsys in May of 2006.

Changes in Operations

- Given the loss of UI Reemployment Services 210 monies, Employment Services is unable to support the array of case management services for WPRS claimants.
- The State is planning to expand appropriate reemployment services via ALEXsys, such as an orientation and assessment.
- A significant number of staff were transitioned out of reemployment services with the inception of ALEXsys.
- The State continues to provide full access to its job services through ALEXsys, and engages the public in self-service where possible to focus on persons requiring more intensive services.

REEMPLOYMENT SERVICES PERFORMANCE REPORT

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PY 05 Performance Outcomes

- The state established a performance standard of 300 program claimants receiving and completing (9048, c1) for each full-time staff member, while the program was fully operational. The actual outcome, up until the ALEXsys transition in April, was 3024. Given an average of 8.5 FTEs actively involved in case management activity during the operation period, the state exceeded its goal. Several WPRS staff were engaged in the ALEXsys transition as testers and trainers, and program leads were involved in planning.
- The state also established a performance standard to ensure qualified ES clients received job matching and referrals to appropriate openings statewide. The goal was 1132, and actual outcome was 975, as measured on the 9048, b5. This result was lower than expected due to the transition to the online system and reduced staffing. However, the state maintained a high number relative to the number of FTEs during the same period last year (approximately 113 referrals per FTE this operational year versus 118 during the same period last year).

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 WPRS program supported travel to outlying areas for WPRS staff development and meetings with partners.