



# REEMPLOYMENT SERVICES PERFORMANCE REPORT

## Program Year 2005-2006

State: **California**

Date: **October 2006**

### STATE PERFORMANCE REPORT

#### OVERVIEW

For the past five years, California has used its Reemployment Services (RES) grant to fund the Job Service for Unemployment Insurance (JS4UI) program. The original requirement of the RES grant was to improve the quality and the quantity of reemployment services provided to Unemployment Insurance (UI) claimants, and the JS4UI program has exceeded this requirement throughout the five years. The JS4UI program consists of requiring individuals who file a new claim for UI benefits to register<sup>1</sup> with California's automated labor exchange system, CalJOBS<sup>SM</sup>. It also requires claimants to participate in a Personalized Job Search Assistance session (PJSA) or risk losing UI benefits.

The UI claimants who fail to complete a résumé in CalJOBS<sup>SM</sup> within 21 days are scheduled for a PJSA session. If vacant spaces exist they are filled with the remaining UI claimants who have already entered a résumé in CalJOBS<sup>SM</sup>. The Employment Development Department (EDD) feels 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. In addition, only those claimants who have been scheduled for a PJSA and fail to register are referred to UI for an eligibility determination under section 1253 (b) of the California UI code.

The PJSA is a 30 to 45 minute, customized one-on-one session that focuses on the UI claimant's work search needs. During the PJSA session, claimants provide their last five work search contacts, review their employment goals, and learn about work search methods. An overview of EDD and partner services available in the One-Stop Career Centers is also provided. The JS interviewer makes an assessment to determine which services may best benefit the claimant and provides appropriate services and/or referrals to jobs. Any UI eligibility issues identified in the session are recorded on the claimant's UI record. Moreover, the JS4UI program allows the EDD to strengthen the linkage between the UI and JS programs, as it relates to employment services to UI claimants.

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<sup>1</sup> Registration is defined as a completed résumé in CalJOBS<sup>SM</sup>

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### **ACCOMPLISHMENTS**

The operation of the JS4UI program during Program Year (PY) 2005-2006 continues to show significant results. For the period July 2005 through June 2006, the EDD identified and provided information to 876,858 UI claimants.<sup>2</sup> While not all of the 876,858 claimants who were provided information were required to attend a PJSA session, 280,648 elected to file a résumé in CalJOBS<sup>SM</sup>. This data was gathered from the CalJOBS<sup>SM</sup> database.

The EDD continues to create more opportunities for exposing UI claimants to employers who use CalJOBS<sup>SM</sup> to recruit workers. The purpose of the PJSA is to offer direct employment services to the most recently unemployed. During the PJSA, 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 CalJOBS<sup>SM</sup> and other Internet job sites. The JS4UI program 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 partners.

Based on available funding, the EDD set a goal of having 78,458 UI claimants attend a PJSA session. In order to achieve this goal, we scheduled 179,277 UI claimants for the PJSA. For PY 2005-2006, the EDD actually provided in-person PJSA services to 86,661 UI claimants. This performance outcome is 110 percent of the goal. This represents a 48 percent attendance rate for UI claimants scheduled to attend their PJSA appointment, which is a slight increase from the 47 percent attendance rate in the prior year. The JS staff continues to telephone claimants reminding them of their appointment time in an attempt to increase attendance. The JS4UI program has exceeded our goal for clients attending a PJSA for the past three program years.

The JS4UI program has resulted in significant savings to the UI trust fund because of three factors. First, in PY 2005-2006, the EDD identified 45,875 claimants who failed to register for work and referred those claimants to UI for an eligibility determination. Of the UI claimants identified and referred, EDD disqualified 11,528 for one week, thus saving the UI trust fund approximately \$3.2 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.

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<sup>2</sup> These claimants received a "Notice of Requirement to Register for Work in CalJOBS" letter, DE 8405.

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Although data are not available regarding the number of claimants UI disqualifieds or the length of time the claimant is disqualified, this results in additional savings to the UI trust fund.

The third factor which generates savings relates to claimants who cease claiming benefits after receiving the notice to attend a PJSA session. In a study<sup>3</sup> commissioned by California, Dr. Lou Jacobson examined UI claimants who filed a UI claim during the first four months of the JS4UI program to determine what impact the PJSA interventions had on benefit payments. The study concluded that the JS4UI interview requirement reduced the amount of benefits paid out by about \$2.5 million per month. Considering that the cost of administering the JS4UI program was estimated at about \$200,000 per month, the study concluded that the JS4UI program produced an exceptionally high cost-benefit ratio of more than \$10 saved for every \$1 spent.

### **ISSUE**

The most important issue for JS4UI is securing funding to continue the JS4UI program in the future. Fortunately, for PY 2006-2007, the California Legislature and Governor authorized the use of State Contingent Funds to continue the JS4UI program for one year. There is no guarantee, however, that State funding will be available for the JS4UI program in following years.

### **EXPENDITURE OF GRANT FUNDS**

The EDD continues to expend grant funds effectively and has significantly reduced carry-forward funds each year. The EDD identified unspent funds of only \$24,647 from the PY 2005-2006 grant. These funds will be carried into PY 2006-2007, and the EDD expects to expend these remaining funds in the first quarter of that year.

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<sup>3</sup> Dr. Lou Jacobson Evaluation of JS4UI Demonstration Project, August 29, 2003.

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**Report Period**

**July 2005- June 2006**

<b>JS4UI Statistics</b>	
• <i>Initial letters sent to UI claimants</i>	<i>876,858</i>
• <i>PJSA Pool Population</i>	<i>277,892</i>
• <i>Clients Scheduled for PJSA</i>	<i>179,277</i>
• <i>Clients Did Not Show for Appointment</i>	<i>85,587</i>
• <i>Clients Attended PJSA (Actual)</i>	<i>86,661</i>
• <i>Appointment Cancelled by EDD Staff</i>	<i>5,365</i>
• <i>Appointment Result Not Posted By EDD Staff</i>	<i>1,664</i>
• <i>Statewide Performance Goal (Attend PJSA)</i>	<i>78,458</i>
<b>Percent of Goal Achieved</b>	<b>110%</b>

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	<u>Northern</u>	<u>LA City</u>	<u>LA County</u>	<u>Southern</u>	<u>Statewide</u>
<b>First Letters</b>					
July- Sept 2005	61,292	47,542	48,211	57,708	214,753
Oct- Dec 2005	59,240	43,005	47,891	48,776	198,912
Jan - Mar 2006	70,999	48,905	55,577	58,577	234,058
Aprl- June 2006	63,931	51,116	53,187	60,901	229,135
<b>Total Year to Date</b>					<b>876,858</b>

<b>PJSA Potential Pool</b>					
July-Sept 2005	21,849	16,392	15,820	17,972	72,033
Oct- Dec 2005	18,033	12,854	14,348	13,561	58,796
Jan - Mar 2006	23,486	15,822	17,889	16,092	73,289
Aprl - June 2006	21,690	16,822	17,192	18,070	73,774
<b>Total Year to Date</b>					<b>277,892</b>

<b>July 05-Jun06</b>					
Scheduled	59,992	39,894	38,267	41,124	179,277
Attended	28,118	20,570	20,007	17,966	86,661
Did Not Show	29,157	17,969	16,772	21,689	85,587
Cancelled	2,141	949	1,183	1,092	5,365
<b>Results Not Posted</b>					<b>1,664</b>

<b>Total Goals</b>					
For the Year					
05-06	23,314	17,601	18,582	18,960	78,458

<b>Monthly</b>					
Division goal					
to achieve	1,943	1,467	1,549	1,580	6,538

<b>Percent of goal achieved</b>	121%	117%	108%	95%	110%
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