



GEORGIA DEPARTMENT OF LABOR

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

MICHAEL L. THURMOND
COMMISSIONER

October 3, 2006

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 2005 Employment Services performance report. A copy of this will also be provided to Mr. Tichenor in the National Office.

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 are providing supplemental data that provides more detail on Georgia's Reemployment Services and Outcomes.

Please call Glenn Collins at (404) 232-3515 if you have any questions about the report.

Sincerely,


Judy Bryson
Deputy Commissioner

Enclosure
cc: Gene Tichenor, USDOL

Program Year 2005 Reemployment Services Report State of Georgia

Services to Customers

During Program Year 2005 (PY 05), Reemployment Services were provided to 63,216 customers. As reflected on Attachment A, the quantity of services provided to Reemployment Services customers increased significantly from PY 04 levels.

The Department's 53 Career Centers and other One-Stop partners continue to focus on services that aid customers in finding quality jobs as quickly as possible. Utilizing this information, workshops and services are provided that enable customers to highlight their strengths and to improve their job search strategies.

As a result of this focus, 79% of the PY 05 Reemployment Services participants attended a job search workshop, 18% attended resume workshops, and 79% attended some other type of workshop. Of significance is the increase in the number of customers receiving individual resume training. Some 9,683 were provided resume training in PY 04; in PY 05, the number increased to 11,124.

Referrals to training continue to increase as interaction and communication among the state's workforce system partners focuses on efforts to ensure that customers have every opportunity to enhance or upgrade their skills and receive basic education assistance.

The Entered Employment Rate for Reemployment Service customers increased from 36% in PY 04 to 40% in PY 05, and the Obtained Employment Rate increased by 2% from PY 04 to PY 05.

NOTE: The data referenced above are from the department's monthly REU Reports for PY 04 and PY 05. This information is summarized in Attachment A. The official data from the ETA 9048 report are included as Attachment B.

Staff Training and Reemployment Tools

The department has developed a three-tiered certification process that provides staff the opportunity for certification as a professional resume writer at the bronze, silver and gold levels. During PY 05, a total of 286 staff throughout the state attended this training. This has allowed each Career Center in the state to establish this value-added service for job seekers.

Additionally, the department has established a process for mobilizing the certified resume writers to assist customers during Rapid Response activities associated with large layoffs and business closings. A total of 2,300 customers were assisted through this "TeamSOS" process. The individualized resume assistance service is very popular with customers,

allowing them to broaden their in-person jobs search efforts as well as their on-line searches. Staff have also appreciated the opportunity to upgrade their skills and to add this to their service offerings.

There have been many additional staff training sessions conducted during PY 05 to enhance staff skills and abilities to assist customers to return to work as soon as possible. These sessions included:

- 23 Career One-Stop Workshops
- 6 Employer Marketing Representative online support workshops
- 4 REU Workshops
- 6 Workshop Facilitation Workshops
- 2 Money Smart Workshops
- Each of the 53 Career Centers received training on Serving Limited English Proficiency customers
- 13 Job Fair Energizer Workshops
- 1 Certified Resume Writer Refresher session
- 10 Mini Resume Workshops, and
- Federal (NVTI) Veterans' TAP Certification Training and NVTI Certified Case Manager Training, in preparation for assisting service members returning from Iraq and Afghanistan (Georgia's *Operation Welcome Home* initiative)

Re-employment Services funds were utilized to purchase workshop training materials and supplies and to purchase new customer self-help materials, reference books and guides for each of the 53 career center resource rooms.

Attachment A

Georgia's Reemployment Services and Outcomes - PY 04 and PY 05

Service/Outcomes	PY 04		PY 05	
	Services	% of total served	Services	% of total served
Number of Participants				
Total REU	66,525		63,216	
Profiled	27,675		28,695	
Workshops				
Job Search				
Total REU	51,593	78%	49,726	79%
Profiled	20,879	75%	21,443	75%
Resume				
Total REU	9,683	15%	11,124	18%
Profiled	4,136	15%	4,786	17%
Other				
Total REU	46,689	70%	50,108	79%
Profiled	19,389	70%	22,220	77%
Job Developments (# Individuals)				
Total REU	7,329	11%	10,075	16%
Profiled	3,110	11%	4,190	15%
Testing				
Total REU	3,610	5%	2,393	4%
Profiled	1,339	5%	749	3%
Entered Employment				
Total REU	23,679	36%	25,004	40%
Profiled	9,707	35%	9,483	33%
Placements				
Total REU	2,090	3%	2,621	4%
Profiled	1,106	4%	1,202	4%
Obtained Employments				
Total REU	21,634	33%	22,416	35%
Profiled	8,618	31%	8,292	29%

Source: 6/30/05 and 6/30/06 GDOL Monthly Services Reports, Reemployment Services

Attachment B

Georgia's Reemployment Services Data - PY 04 and PY 05

Service	PY 04		PY 05	
	Number Served	% Receiving Services, of Total Referred	Number Served	% Receiving Services, of Total Referred
Number referred to services	30,349		35,822	
Orientation	17,350	57%	16,870	47%
Assessment	21,360	70%	21,617	60%
Counseling	911	3%	1,487	4%
Placement services/referrals	15,736	52%	17,244	48%
Job Search workshops/job clubs	17,567	58%	15,452	43%
Referred to education & training	493	2%	325	1%

Source: ETA-9048 Reports for PY 04 and PY 05