

MISSOURI

DEPARTMENT OF ECONOMIC DEVELOPMENT

Matt Blunt
Governor

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Director

Division of Workforce Development

Roderick Nunn
Director

September 30, 2006

Administrator
Office of Workforce Investment
ATTN: Gene Tichenor
Employment & Training Administration
U.S. Department of Labor
200 Constitution Avenue, NW
Washington, DC 20210

Dear Mr. Tichenor:

The Missouri Division of Workforce Development (DWD) is submitting the enclosed Reemployment Services Performance Report for Program Year 2005 (PY05).

Missouri's performance shows that two out of the four outcomes were met or exceeded for PY05 for service to profiled claimants. The rate for duration of profiled claimants receiving benefits decreased slightly, while those claimants exhausting benefits increased slightly (<1%). Service to Unemployment Insurance Claimants has improved in referral to employment and Workforce Investment Act (WIA) services and reemployment services. Strategies for improved service to claimants along with integration and training of frontline staff continue to be developed and implemented.

Should you have questions or need additional information for the ETA 9100 report, please contact Janeen Osborne at (573) 526-8260 or by email at janeen.osborne@ded.mo.gov.

Sincerely,



Roderick Nunn
Director

RB/JO/DP

Enclosure

c: Roger Baugher
Dawn Busick
Randy Cottrell

REEMPLOYMENT SERVICES PERFORMANCE REPORT**STATE: Missouri****DATE: September 27, 2006****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.

Reemployment Services Performance Report Program Year 2005**1. Reduce the duration of profiled claimants receiving benefits by 10%**

The duration of profiled claimants receiving benefits had a slight decrease of less than 1% from the reporting quarters in Program Year (PY) 2004 to PY 2005.

2. Reduce the rate of Unemployment Insurance (UI) benefit exhaustion by 5%

There was an increase of less than 1% from PY2004 to PY2005 of profiled claimants that exhausted their benefits.

3. Increase the number of UI claimants attending Workforce Linkage workshops by 10%

The rate of Workforce Linkage workshop attendance has increased by 39% compared with PY2004.

4. Increase the rate of referrals for UI claimants by 5%

The rate of UI claimants referred to employment in PY 2005 was 64% which is an increase in referral to employment of 7% compared to PY2004.

The rate of UI claimant referral to Workforce Investment Act (WIA) services was 9% during PY 2005, which is an increase of 3% compared to PY2004.

Eligible UI Claimant (ETA 9002 Report Cumulative Report) Comparison

Eligible UI Claimant	PY2005	PY2004
Total Active Job Seekers	125,518	210,671
Referred to Employment	80,146	119,231
Referred to WIA Services	11,683 (9% referral)	12,912 (6% referral)

ETA 9048 Worker Profile & Reemployment Services Activity Comparison

	PY2005	PY2004	
Number put in selection queue	14,118	23,250	7% decrease
Number referred to services	11,611	8,219	
Percentage referred to services	82%	35%	47% increase

ETA 9049 Worker Profiling & Reemployment Services Outcomes Comparison

(Report period is January 1, 2004- December 31, 2005 for PY 2005)

(Report period is January 1, 2003- December 31, 2004 for PY 2004)

Claims Experience for Profiled and Referred Claimants

	PY2005	PY2004	
Number Exhausted Benefits	3890	3,884	>1% increase
Average Compensated Duration	16.35 weeks	16.8 weeks	<1% decrease
Average Benefits Paid	\$3158	\$3270	<4% decrease

Performance Outcomes for PY 2005 generally is very positive.

Missouri did not meet the profiled claimants reduction of duration on benefits by the proposed amount, however, there was a slight decrease in the length benefits were claimed.

The number of UI claimants profiled and referred decreased by 7% which exceeds the planned performance outcome.

There was an increase in the number of UI claimants referred to services with a 3% increase of referrals to WIA services. The Division of Workforce Development (DWD) made a concerted effort to improve services to all UI claimants during PY2005.

Some strategies have been identified and implemented. One strategy is to designate a time and day in the worker profile report letter for local offices that wish to hold group orientations. This would allow the orientation to be done with a presentation informing UI claimants about WIA services. The expectation is that assessment appointments could be made or completed the same day. Some local offices do not have the physical space to hold group orientations and have decided not to change the way their orientations are conducted.

This strategy was utilized by some offices. It was not feasible for others to continue this due to lack of profilers attending orientation on the appointed date.

Another strategy implemented is a report that lists all available profilers during the week. This strategy has worked well for DWD in PY2005. It brought to DWD local office staff's attention the number available and the need to provide them services now rather than later. There have been more weekly requests per office resulting in more UI profiled claimants receiving services sooner.

The Reemployment Services Worker Profile Guidelines are being updated for distribution to frontline staff. The updated version for PY2006 will include information on how to case manage the services provided to profilers and keep better track of service completion by the profiled claimants.

Workforce Linkage use is up 39%. A 29% increase was noted in the number of services enrolled in by UI claimants including profiled claimants. A 31% increase of services being completed by UI claimants and Profiled Claimants was noted in PY 2005 from PY 2004. There has been an improved working relationship between DWD and WIA partners in service delivery of job readiness classes to customers. The goal has been to better serve UI claimants and WIA customers when feasible in career readiness classes.

A new strategy that DWD will pursue in PY2006 is a contract with Alchemy to develop modules for job readiness services for all UI Claimants to use when time and staff is limited. The goal for Alchemy modules is to give customers a choice of modules requiring shorter time to complete, leading to quicker reemployment. For staff, the goal is to free up their time to spend with customers who need more one on one attention at the Career Centers.

In Summary, Missouri continues to identify and create strategies to serve all UI claimants and customers along with the integration of staff to offer more services in an efficient matter. Missouri DWD will continue to track, train staff, and provide services to all UI Claimants including Profiled Claimants in PY2006.