

**ETA 9100**  
**PY 2005 Reemployment Services Performance Report**  
**Virginia Employment Commission**

**Submitted by:** Connie Davis. **Date:** September 29, 2006.

**Performance Goal:**

By June 30, 2006, an average year-long ratio of 55% when comparing number of claimants completing RSO and job placement services, to number of claimants eligible/put into selection pool.

Performance Indicator: Using DOL Report 9048, Items C2 and C5 will be 55% of A2.

Actual Performance: 48.3%

Comments: The eligible pool size increased by 2,614 or 33% this year, and we were unable to keep up with providing RSO services, both in terms of staff resource and facility availability, that would have enabled us to meet the 55% ratio goal. The increase was due in part to a general increase in number profiled (see later section), and in part to a mid-year adjustment to the statistical selection model. Despite not meeting the ratio goal, we served 5,129 people through RSO, a 17% increase over last year's 4,368 served.

Other contributing factors included a 20% (of pool) waived attendance rate; and, in much of the state, increased hiring activity. This showed up as persons who returned to work, were attached to employers or unions, were registered in training, or rescheduled for RSO (due to job interviews conflicting with RSOs).

Secondary Goal: In past years our secondary goal involved the ratio of assessment, counseling, job search workshops and education/training services provided to post-RSO participants, compared to the number of claimants completing RSOs. Due to integration limitations between VEC and WIA systems, we have continued to be unable to capture most WIA "refers/reports" and "completes" relative to those persons attending RSO services. This year we dropped this goal, due to an inability to reliably capture and measure progress toward goal.

**PY 2006:**

Goals:

- 1) 50% of eligible (pool) claimants will attend RSO during PY 2006.
- 2) 5,000 claimants statewide will attend RSO during the 12 months of PY 2006.

Factors:

Volume Trends - As the program year begins, we are seeing a continuation of the trend toward high profiling and pool numbers. Similar to PY 2005, our staffing and facilities resources will drive our ability to keep up with higher pool sizes. The ratio goal has proved useful as a feedback tool, allowing each office to easily compare their ratio to the goal ratio throughout the year. By setting a second (flat number) goal, we are committing to continue the level of service, in the event that

**ETA 9100**  
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we are unable to meet our first (ratio) goal.

Model Update - The statistical model used to identify WPRS-eligible claimants will be updated this Fall. Once this is done, the threshold level may need adjusting, perhaps multiple times. As a result, it is difficult to predict in advance pool sizes and resulting performance ratios based on pool sizes.

**Initiatives, Activities and Outcomes:**

PY 2005 activities have continued to support three initiatives.

1. Increased ratio of service provision to service eligibility.
2. Enhanced quality and standardization of RSO materials and procedures.
3. Increased partner services integration, communication and documentation.

Most activities are a continuation or expansion of strategies from prior years, which have yielded positive results.

RSO & Job Placement/Referral Services

**Activities Include:** RSO frequency based on each office's eligible pool size, rather than scheduling a fixed monthly session. Use of some partner facilities, to increase numbers served. Weekly RSO referrals to avoid claimants being dropped from the list. Focus on tighter waive criteria and rescheduling RSO claimants. Job service data reviews as a required RSO component. When possible, direct post-RSO customer contact. Outreach to special populations (Limited English, hearing impaired) through adaptive RSOs and Spanish materials. Cooperation with local Business Resource Unit (BRU) staff, to increase job referrals and services provided to RSO participants, such as match and refer RSO participants to employers' targeted recruitment needs. In some locations, mini-job fairs in the office on RSO days.

**Outcomes:** See page 1 for goal performance. While we fell short of meeting our ratio goal (page 1), there has been significant and positive performance this year. A comparison of goal related outcomes over five grant-funded years:

PY2005: 5129 attended, and this was 48.3% of eligible (pool) of 10611.

PY2004: 4368 attended, and this was 54.6% of eligible (pool) of 7998.

PY2003: 5355 attended, and this was 56% of eligible (pool) of 9552.

PY2002: 4800 attended, and this was 40% of eligible (pool) of 11800.

PY2001: 4000 attended, and this was 39% of eligible (pool) of 10180  
*Profiled.* Went from 110,740 to 93,520 to 69,687 to 59,051 to 69,886.

**ETA 9100**  
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**Virginia Employment Commission**

Monitoring & Performance Feedback

**Activities Include:** RSO Monthly outcomes reporting at local levels (eligible, waived, attended, reported to further services). Tracking of waive detail, e.g waives due to return to work. Written performance agreements in some offices. Virtual coordinator-staff-management teams. Exception monitoring (waives and rescheduled referrals). Direct coordinator observation and technical assistance to staff, and best practices modeling. RSO survey letters as feedback on usefulness of RSO to job seekers and as an additional source of jobs and services outcome information.

**Outcomes:** Use of these program management tools has kept goals and performance “up front,” so that all management and involved staff have a clear understanding of expectations, program results and how their office contributes to overall results. In addition, the self-reporting feature of RSO survey letters enable us to routinely inform and assist RS and WIA staff and management, recognize and positively reinforce best practices at the local level, and take earlier action to remediate procedural problems. All of this has contributed substantially to positive program results.

Quality & Consistency

**Activities Include:** A standard PowerPoint RSO presentation, with presenter notes and participant handouts, continues in use in all offices. VEC Website overview handouts encourage post-RSO use of the Website for job search and labor market information (finding employers, exploring occupational opportunities). These are updated as needed. Staff awareness of policies and procedures is maintained through continuous coordinator monitoring and communication, plus training and observation of new staff, in addition to the basic handbook documentation.

**Outcomes:** Same day RSO session evaluations, and 60 day follow-up surveys continue to show positive claimant response regarding RSO presentation, reference materials, services, staff helpfulness and caring attitude. Claimants say that the RSO handouts & having access to job search resource room materials and equipment (fax, computers, etc.) have helped them expand their job search, improve resumes, obtain more interviews and more effectively prepare for them. The PowerPoint presentation and presenter notes have shortened learning curves for new RSO staff and made it much easier for “back-up” staff to stand in for primary RSO presenters.

Sample Survey Comments: ...“I got a good paying job. And the reason I got it is I called [employers] the way you all taught me.”  
...“[After the RSO] I went on interviews, and nobody had called me [to an interview] before.”

## ETA 9100

### PY 2005 Reemployment Services Performance Report

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...“At a time when my confidence was down and my fight was gone, RSO renewed my hope and helped me to strategically target my search. And networking resulted in a good job that I will start next week.”

...“Afterward, I expanded on my skills and experiences, so more job codes appeared on my [job match database] printout..”

...“I had a much more comprehensive understanding of [job search] approaches, and this opened up other positions I could apply for.”

...“I did not know until the RSO of the many free services offered by the VEC. I have recommended you to others seeking employment.”

#### Partner and VEC Involvement and Communication

**Activities Include:** WIA staff as RSO guest speakers. Sharing RSO schedules and attendance lists with WIA and VEC’s BRU staff. Referral to BRU counselors for individual assistance and referrals. Services tracking and capture by WIA staff in selected One-Stop Centers.

**Outcomes:** Claimants’ survey responses indicate that they returned to VEC or partner organizations for self-services, individualized services, workshops or resource room activities, and many say they were not aware of these services prior to attending the RSO. BRU activity with RSO clients in one region has resulted in 646 employed out of 763 active clients from February 2005 until July 2005. Corresponding results for PY 2005 are incomplete, until BRU staff can access more recent wage record data later this fall.

#### ETA 9049 Outcomes

Due to the ETA 9049 (WPRS Outcomes) report’s reliance on wage records, ETA 9049 data is always less than current. Here are the most recent ETA 9049 trends, through 2004, for average UI duration, benefits and reemployment in a different industry.

**Following 911:** Between October, 2001, and June, 2003, the average UI duration for claimants selected for WPRS/RSO services spiked, ranging from 26.4 to 29.3 weeks. Average benefits paid followed a corresponding trend, ranging from \$7,495 to \$9,374.

**Since then:** From July, 2003 through December 2004, average duration has retreated steadily each quarter, from 23.4 weeks starting July, 2003, to around 20.1 weeks for most recent 4 quarters reported; and average benefits paid have also retreated from \$6,300 starting July, 2003, to around \$5,150 for most recent 4 quarters reported. During this same time frame, the number employed in a different industry remained high, averaging 81% of those re-employed.