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**State of Wisconsin
Department of Workforce Development**
Jim Doyle, Governor
Roberta Gassman, Secretary
Bill Clingan, Division Administrator

October 3, 2006

Mr. Gene Tichenor
Administrator
Office of Workforce Investment, Room S-4231
200 Constitutional Avenue, N.W.
Washington, D.C. 20210

Dear Mr. Tichenor:

Enclosed herein you will find a copy of the State of Wisconsin PY 2005 Re-employment Services Program Narrative Report (ETA Form 9100) in compliance with and Employment Guidance Letter (TEGL) No. 7-05. Our initial attempt to submit this report to you failed, was returned, and received by our office on today's date. I apologize for any inconvenience this has caused.

The narrative reports all activity for the Re-employment Services Program. It compares the accomplishments of planned performance goals, with the attainment of the performance indicators, including the goals identified in the approved PY 2005 plan. The narrative also includes an explanation of problems or delays, corrective action plans and resulting outcomes, as well as program budget and modification details.

If you have any questions, please feel free to contact me at (608) 267-7514 or email at Brian.Solomon@dwd.state.wi.us.

Sincerely,

A handwritten signature in black ink, appearing to read 'Brian Solomon', with a long horizontal line extending to the right.

Brian Solomon
Director
Bureau of Job Service

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State of Wisconsin
Department of Workforce Development
Jim Doyle, Governor
Roberta Gassman, Secretary
Bill Clingan, Division Administrator

September 27, 2006

Mr. Byron Zuidema
Regional Administrator
U.S. Department of Labor/ETA
230 South Dearborn St., Room 638
Chicago, Illinois 60604

Dear Mr. Zuidema:

On behalf of the State of Wisconsin, I am pleased to submit our state's PY 2005 Re-employment Services Program Narrative Report (ETA Form 9100). The report is submitted in compliance with, and pursuant to, instructions contained in Training and Employment Guidance Letter (TEGL) No. 7-05.

The narrative reports all activity for the Re-employment Services Program. It compares the accomplishments of planned performance goals, with the attainment of the performance indicators, including the goals identified in the approved PY 2005 plan. The narrative also includes an explanation of problems or delays, corrective action plans and resulting outcomes, as well as program budget and modification details.

If you have any questions, please feel free to contact Brian Solomon at (608) 267-7514 or email at Brian.Solomon@dwd.state.wi.us.

Sincerely,

Bill Clingan 
Division Administrator

cc:  Mr. Gene Tichenor, Administrator, OWI
Mr. Brian Solomon, Director, Bureau of Job Service

**RE-EMPLOYMENT SERVICES (RES) PERFORMANCE REPORT---ETA 9100
STATE OF WISCONSIN---PROGRAM YEAR 2005**

In Program Year 2005 (PY 05), July 1, 2005 through June 30, 2006, the Wisconsin Department of Workforce Development (DWD) referred 20,345 Unemployment Insurance (UI) claimants for services via the Worker Profiling and Re-employment Services Program (WPRS), an increase of 11% from Program Year 2004 (PY 04). Services were offered in 54 Job Centers across the state, three fewer locations than in PY 04.

Data through the third quarter of PY 04 show \$17,008,040 in unclaimed benefits for individuals referred to the program. PY 05 data show \$17,327,024 in unclaimed benefits for claimants profiled in the first 3 quarters of the program year, a figure which represents a 2% increase in the total remaining benefit amount, and a 19% increase in the average per claimant increase savings from \$929 to \$1,112 per claimant. While the re-employment services program may not deserve full credit for the reduction in benefits claimed, evaluations of the services provided repeatedly show that claimants find value and benefit in the RES program and its services.

	PY 04*	PY 05*	Var.
Remaining UI Benefit Amount	\$17,008,040	\$17,327,024	101.9%
Profiled Claimants Referred	18,312	15,577	85.1%
Avg. UI Benefit Savings/Claimant	\$929	\$1,112	119.8%

*Data through 3 Quarters.

I. Program Performance and Goals

It is important to note factors that contributed to overall program performance in PY 05:

- a reduced WPRS allocation from PY 04 to PY 05 resulted in fewer staff being funded to provide WPRS services, and
- minimal gains in the state's economy meant fewer job seekers returning to work as quickly as predicted

Even with these factors present, Wisconsin served 11% more claimants than the previous year while increasing the high level of UI Trust Fund savings by nearly \$319,000. The WPRS funding allocation was used to support 13 full-time equivalent (FTE) positions, allocated among more than 50 Job Service field staff providing services to UI claimants.

RE-EMPLOYMENT SERVICES PERFORMANCE REPORT---ETA 9100
STATE OF WISCONSIN—PROGRAM YEAR 2005

Program Outcomes

- A. Maintain 55.7% referral rate of UI claimants to WPRS services.
Exceeded - PY 05 data shows 74.8% of claimants reported for initial orientations.

- B. Maintain 85% completion rate of UI claimants referred for services.
Not Met – PY 05 data shows 82.1% of claimants completed services.

ETA 9048						
Worker Profiling and Re-employment Services Activity PY 05						
	<u>Jul-Sep</u> 05	<u>Oct-Dec</u> 05	<u>Jan-Mar</u> 06	<u>Apr-Jun</u> 06	PY 05 Total	
<i>Profiled Claimants</i>						
1. Total Profiled	53,426	52,196	99,173	52,308	257,103	
2. Number put in Selection "Pool/Queue"	23,914	31,486	27,342	24,191	106,933	
3. Number Referred to Services	4,688	5,944	4,945	4,768	20,345	
4. Number Exempted from Services	268	445	161	204	1,078	
<i>Profiled Claimants Referred and Reporting to Services</i>						
1. Number Reported to Services	3,551	4,401	3,812	3,462	15,226	74.8%
2. Orientation	3,494	432	3,687	3,373	10,986	
3. Assessment	1,094	1,452	1,257	1,099	4,902	
4. Counseling	261	326	217	209	1,013	
5. Job Placement Services and Referrals to Employers	520	712	564	522	2,318	
6. Job Search Workshops or Job Clubs	1,628	1,971	1,744	1,667	7,010	
7. Referral to Education and Training	549	721	649	617	2,536	
8. Self Employment Program	0	0	0	0	0	
<i>Profiled Claimants Referred and Completing Services</i>						
1. Number Completed to Services	4,044	4,780	4,085	3,801	16,710	82.1%
2. Orientation	3,494	4,322	3,687	3,373	14,876	
3. Assessment	1,072	1,428	1,247	1,089	4,836	
4. Counseling	232	278	193	200	903	
5. Job Placement Services and Referrals to Employers	505	698	560	511	2,274	
6. Job Search Workshops or Job Clubs	1,400	1,626	1,324	1,270	5,620	
7. Referral to Education and Training	412	510	483	488	1,893	
8. Self Employment Program	0	0	0	0	0	
Lower Authority Appeals Resulting from Determination of Refusal or Referral Issues	0	2	2	0	4	

RE-EMPLOYMENT SERVICES PERFORMANCE REPORT---ETA 9100
STATE OF WISCONSIN—PROGRAM YEAR 2005

C. Maintain UI Trust Fund Savings of \$1,000 per claimant served.

Exceeded – Data available for the first 3 quarters of PY 05 show an average UI Trust Fund Savings of \$1,112 per claimant served.

	<u>Jul-Sep 05</u>	<u>Oct-Dec 05</u>	<u>Jan-Mar 06</u>	<u>Apr-Jun 06</u>	Total
PY 05/SFY06	\$6,092,486	\$5,133,152	\$6,101,386	\$0	\$17,327,024
Total Pool (unduplicated count)	7,135	6,938	6813	0	20,886
Total Selected/Referred to WPRS	4,688	5,944	4,945	0	15,577
Pool Penetration Rate	56.20%	54.90%	59.30%	0.00%	74.58%
Avg. Savings/Referred	\$1,300	\$864	\$1,234	Data Not Yet Available	\$1,112

C. Decrease UI claimant exhaustion rate of those served by WPRS by 1%.

Exceeded – The most recent data for WPRS shows that claimants served in the WPRS program have a lower rate of benefit exhaustion (47.06%) than those claimants not served by the program (51.40%).

ETA-9049 Worker Profiling and Re-employment Services Outcomes						
<u>Served</u>	<u>12/31/2004</u>	<u>09/30/2004</u>	<u>06/30/2004</u>	<u>03/31/2004</u>	<u>Total</u>	<u>Exhaust Rate</u>
Number Claimants	4,502	5,313	5,331	0	15,146	
Number Exhausted	2,167	2,420	2,541	0	7,128	47.06%
Average Compensated Duration	16	16	17	0	16.3	
Average Total Benefits Paid	\$3,936	\$4,003	\$4,123	\$0	\$4,021	
<u>Exit Pool</u>	<u>12/31/2004</u>	<u>09/30/2004</u>	<u>06/30/2004</u>	<u>03/31/2004</u>	<u>Total</u>	<u>Exhaust Rate</u>
No. Claimants	4,978	4,085	5,202	0	14,265	
No. Exhausted	2,389	1,968	2,549	0	6,906	51.40%
Avg. Compensated Duration	16	16	16	0	16.0	
Average Total Benefits Paid	\$3,881	\$3,945	\$4,040	\$0	\$3,955	

Program Goals

Goal A. Maintain a high number of UI Claimants referrals to PY 05 WPRS Orientation, based on available funds and staffing allocations, as compared with PY 04.

- **Exceeded** – The UI Division referred 73.4% of profiled claimants in PY 05, an increase of 1,815 claimants from PY 04.

PROFILING PENETRATION				
		Total Pool (unduplicated count)	Total Selected	Penetration Rate
PY 05	Jul-Sep 05	7,135	4,688	65.7%
	Oct-Dec 05	6,938	5,944	85.7%
	Jan-Mar 06	6,813	4,945	72.6%
	Apr-Jun 06	<u>6,850</u>	<u>4,768</u>	69.6%
	Total	27,736	20,345	73.4%
PY 04	Jul-Sep 04	8,131	5,315	65.4%
	Oct-Dec 04	7,579	4,462	58.9%
	Jan-Mar 05	8,361	4,714	56.4%
	Apr-Jun 05	<u>7,179</u>	<u>4,039</u>	56.3%
	Total	31,250	18,530	59.3%
Variance (PY 05 minus PY 04)		-3,514	1,815	

Goal B. Maintain the high UI Trust Fund Savings. (Savings that result from shortened UI benefit claim duration for WPRS participants.)

- **Exceeded** – The average cost savings for claimants referred to WPRS for the first 3 quarters of PY 05 was \$1,112. *Fourth Quarter PY 05 data will be available in October 2006. (See the following chart.)*

RE-EMPLOYMENT SERVICES PERFORMANCE REPORT---ETA 9100
STATE OF WISCONSIN—PROGRAM YEAR 2005

Remaining Benefit Amount - Average Savings (3-Quarter Comparison)					
	<u>Jul-Sep</u>	<u>Oct-Dec</u>	<u>Jan-Mar</u>	<u>Apr-Jun</u>	<u>Total</u>
PY 05/SFY06	\$6,092,486	\$5,133,152	\$6,101,386		\$17,327,024
Total Pool (unduplicated count)	7,135	6,938	6813		20,886
Total Selected/ Referred to WPRS	4,688	5,944	4,945		15,577
Pool Penetration Rate	65.7%	85.7%	72.6%		74.6%
Avg. Savings/Referred	\$1,300	\$864	\$1,234		\$1,112
PY 04/SFY05	\$6,476,080	\$4,923,101	\$5,608,859		\$17,008,040
Total Pool (unduplicated count)	8,131	7,579	8,361		24,071
Total Selected/ Referred to RES	5,315	4,462	4,714		14,491
Avg. Savings/ Referred	\$1,218	\$1,103	\$1,190		\$1,174

Goal C. Reduce the number of claimants that reach exhaustion of benefits.

- Exceeded – The most recent data (from calendar year 2004) shows a benefit exhaustion rate of 47.08% for claimants served as compared with an exhaustion rate of 51.4% for claimants not served (exit pool).

Goal D. Increase the number of UI Claimants referred to and completing services.

- Not Met –The number of claimants referred for services decreased from 23,162 in PY 04 to 20,345 in PY 05. The number of claimants completing services decreased from 20,101 in PY 04 to 16,710 in PY 05. (Source: ETA 9048 data)

	<u>PY 04</u>	<u>PY 05</u>	<u>Var.</u>
Referred to Services	23,162	20,345	2,817
Reported to Services	17,923	15,226	2,697
Completed Services	20,101	16,710	3,391

II. Program Activities

Claimant Notification Letter - No changes in PY 05.

Case Management

The "case management style" of service continued in PY 05. However, fewer claimants were served as a result of reduced staffing capacity.

Services to claimants begin with an orientation session advising claimants of the availability and benefit of re-employment services and, if appropriate, an individual assessment of each claimant's need. Based on an individual service plan (ISP), the claimant is referred to services tailored to the individual's needs. Service provided to the claimants is tracked in two systems: the UI Mainframe System, and in the Automated System Support for Employment and Training (ASSET), DWD's WIA case management system. The Job Service Bureau coordinates and collaborates with the UI Division to provide any necessary information relating to the claimant's continuing eligibility for UI.

Re-employment Services Orientation

Job Service staff conducts weekly re-employment orientation sessions in most locations. In those locations where resources are reduced, sessions may be scheduled once or twice each month. Sessions are generally conducted weekly in locations where the "pool" is at least 15 claimants. More frequent sessions are scheduled where staff availability allows. On average, seven (7) to fifteen (15) claimants are scheduled for each session. However, the time of the year influences the size of the pool. Groups in excess of ten claimants require the designation of more than one staff to conduct individual assessments. All claimants selected for RES participation must register on the state's on-line job order system (JobNet), in the Job Center Resource Rooms. This registration creates their Wagner-Peyser client record, allowing staff to post services received by each claimant.

Initial Service Requirements

Staff conducts a one-on-one re-employment assessment with each claimant to determine their service needs. This meeting usually includes a review of a claimant self-assessment document that addresses whether the claimant:

- Needs help with applications, a resume, or cover letter
- Needs help with job interview questions
- Would like further information about conducting a job search

Claimant Self-Assessment of Services Needed (continued):

- Feels undecided about career choices and would like career guidance or counseling
- Would like to assess their skills and interests
- Is a veteran who has served at least 180 days active duty
- Has a high school diploma, GED or HSED
- Feels they have job skills that are in demand
- Has any degrees, occupational licenses or certificates
- Is currently enrolled in any school/training program
- Is interested in any school/training program (Dislocated Workers Participants)
- Is in need of support service referral for childcare, transportation, housing, etc.

Claimants are assisted in completing a re-employment plan identifying activities required as a condition of their continued eligibility for UI benefits. Staff then determines the services to be included in the re-employment plan, along with one or more of the following:

- Job search using JobNet in a Job Center Resource Room
- Job search using Internet at home with weekly email or phone call to staff on progress for three weeks
- Job search using toll-free Job Line at home with weekly phone call to staff on progress
- Required attendance at one or more Job Center workshops
- A one-on-one meeting with staff within 30-days of Orientation Session

State Data Tracking/Reporting Systems

When an application for a new UI claim is filed, UI staff identifies which claimants do not have a recall to work, those who are not in school, and those that are not affiliated with a union hiring hall. UI staff identifies the primary employer, and gathers additional information on occupation, job tenure and education level for these claimants. A profiling record is built for each of these claimants on the UI database. In general, individuals who are selected for profiling are those workers who are permanently separated from their jobs, and who have a high likelihood of exhausting their unemployment benefits.

Actual payment of the first UI check triggers the selection process. When the first payment is made, the system uses the information gathered from the initial claim in a mathematical formula. Each claimant is assigned a probability factor for exhaustion of UI benefits (expressed as a percentage). If there is no first payment within five weeks, the system no longer considers the claimant a potential candidate. Active WIA

Dislocated Worker Program participants and Trade Act clients are exempt from further participation based on their receipt of similar services.

Scheduling for the UI Profiling program is automated and is, as stated above, triggered by payment of the first UI check. This facilitates a quick entry into program services. However, local offices have the responsibility of rescheduling individuals who are unable to attend the initially scheduled sessions. This initial session is primarily an orientation to the RES program. Thus, the need to move individuals into workshops, JobNet usage and other services as quickly as possible, remains constant throughout the program.

The individuals who are selected for UI Profiling and Re-employment Services are required to participate in the activities identified as necessary by Job Center staff as a condition of continuing eligibility for UI. Job Center staff provides the UI Division with all necessary information relating to the claimant's activities through the use of automated reporting and case management tools.

RE-EMPLOYMENT SERVICES PERFORMANCE REPORT---ETA 9100
STATE OF WISCONSIN—PROGRAM YEAR 2005

PY 05 Services - Worker Profiling & Re-employment Services Activity

ETA 9048

Worker Profiling and Re-employment Services Activity

	<u>Jul-Sep</u> <u>05</u>	<u>Oct-Dec</u> <u>05</u>	<u>Jan-Mar</u> <u>06</u>	<u>Apr-</u> <u>Jun06</u>	<u>PY 05</u> <u>Total</u>	
Profiled Claimants						
1. Total Profiled	53,426	52,196	99,173	52,308	257,103	
2. Number put in Selection "Pool/Queue"	23,914	31,486	27,342	24,191	106,933	
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6. Job Search Workshops or Job Clubs	1,628	1,971	1,744	1,667	7,010	
7. Referral to Education and Training	549	721	649	617	2,536	
8. Self Employment Program	0	0	0	0	0	
Profiled Claimants Referred and Completing Services						
1. Number Completed to Services	4,044	4,780	4,085	3,801	16,710	82.1%
2. Orientation	3,494	4,322	3,687	3,373	14,876	
3. Assessment	1,072	1,428	1,247	1,089	4,836	
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6. Job Search Workshops or Job Clubs	1,400	1,626	1,324	1,270	5,620	
7. Referral to Education and Training	412	510	483	488	1,893	
8. Self Employment Program	0	0	0	0	0	

RE-EMPLOYMENT SERVICES PERFORMANCE REPORT---ETA 9100
STATE OF WISCONSIN—PROGRAM YEAR 2005

PY 04 Outcomes (Summary of ETA-9049 Quarterly Reports)

The due date for PY 05 data to the ETA National Office (from UI Reports Handbook No. 401) is the 20th day of the second month in the 7th quarter following the quarter in which the claimants were first referred to services. By example, outcome data on claimants referred in the first quarter of PY 05 (7/1/05-9/30/05) is due to ETA on May 20, 2007. The most recent 9049 data available is for the quarter ending 12/31/04 (see table below):

ETA 9049 – Worker Profiling & Re-employment Services Outcomes				
Report Quarter Ending: 12/31/04				
1. Number Exhausted	2,160			
2. Average Compensated Duration	16 Weeks			
3. Average Total Benefits Paid	\$3,936			
4. Total Base Period Wages	\$91,733,353			
Employment activity for those Profiled Claimants who were first selected through the WPRS and referred in the report quarter and who were employed in the reference quarter	Quarter After Referral			
Reference Quarter Ending:	03/31/05	06/30/05	09/30/05	12/31/05
1. Number Employed	2,210	2,836	3,056	3,037
2. Total Base Period Wages	\$44,146,092	\$54,409,194	\$58,740,390	\$59,887,250
3. Number Employed in Different Industry	1,682	2,296	2,513	2,543
4. Wages Earned in Quarter	\$10,452,150	\$14,199,738	\$17,242,485	\$17,294,396
Total Wages Earned	\$59,188,770			

III. Budget and Expenditures

The State of Wisconsin received a grant award of \$955,495 for the federal grant period of July 1, 2005 through June 30, 2006. In addition to the PY 2005 allocation granted, carry-over funds from the previous program year in the amount of \$259,876 were available for program use during the period of July 1, 2005 through June 30, 2006. Therefore, a sum of \$1,215,371 was available for program use throughout PY 2005. Against this sum, a total of \$794,172 was expended throughout the July 1, 2005 through June 30, 2006 program year. This has left \$421,199 for program use from July 1, 2006 through June 30, 2007. The State of Wisconsin will continue program activities with allocations available through the 3-year WPRS funding source allowances. The program will cease operation on or before June 30, 2007.

IV. General Economic Conditions

Wisconsin's Labor Market July 2005 – June 2006

The twelve months beginning August 2005 and ending July 2006 have seen Wisconsin unemployment rates fairly similar to the previous twelve months

(August 2004 to July 2005). On one hand, these two 12-month periods have seen lower unemployment rates than the two 12-month periods before them (August 2003 to July 2004 and August 2002 to July 2003). On the other hand, the 12-month period from August 2000 to July 2001 saw lower Wisconsin unemployment rates than any year since.

Wisconsin's labor force averaged 3,062,763 workers in the twelve months from August 2005 to July 2006. While this increase of 0.9 percent reflects more growth prospects than the decrease of 0.3 percent in the average labor force in the preceding 12-month period (August 2004 to July 2005) or the decrease of 0.1 percent in the 12-month period before that (August 2003 to July 2004), it is still not as strong as the labor force increases seen in the early 1990s (in the 2 percent to 3 percent range, per year). Milwaukee County's unemployment rates are not returning to historically typical ranges as quickly as other counties rates.

Initial claims for unemployment insurance have not hit the same highs over the last twelve months (August 2005 through July 2006) that they hit over the previous twelve months (August 2004 through July 2005). Over the last 52 weeks, initial claims have averaged under 11,100, as opposed to averaging over 11,900 in the preceding 52 weeks, nearly 13,100 the 52 weeks before that and roughly 14,000 in the 52 weeks spanning roughly August 2002 through July 2003.

Continued claims for unemployment insurance did not fall as sharply over the last 52-week period (roughly August 2005 through July 2006) as it had fallen in the previous 52-week period (August 2004 through July 2005). Nonetheless the average level of continued claims did continue a 3-year trend of falling. The manufacturing and construction sectors usually account for 45 to 55 percent of weekly claims. Several Wisconsin employers manufacture products used by home builders, so recent developments in the housing market could affect Wisconsin manufacturing as well as construction.

Wisconsin's total payroll employment estimate averaged over 2,859,000 jobs per month in the twelve months from August 2005 to July 2006. The 1.1 percent increase over the previous 12-month period (August 2004 to July 2005) is not quite as fast as the 1.4 percent increase in that period over the previous period (August 2003 to July 2004). While job growth is not as fast as the early 1990s (which saw growth rates around 2.5 percent to 3.5 percent for three consecutive years), recent job growth is certainly better than a decline of 1.6 percent (August 2001 through July 2002) or a decline of 0.3 percent (August 2002 through July 2003). Comparing this July's employment estimates to last July's, the health care and social assistance employment estimate has increased by 10,600 or 3.1 percent. Overall employment growth was much slower and no other industry added a greater number of jobs between last July and this July. Also experiencing July-to-July increases were accommodation & food services (up 9,700 jobs or 4.1 percent) and professional & business services (up 7,900 jobs or

3.0 percent). Notable July-to-July declines include retail trade (down 5,900 jobs or 1.9 percent) and government (down 4,400 jobs or 1.2 percent).

V. Future Plans (PY 06 WPRS Action Plan)

Program Budget Allocation

As no further federal allocations have been made WPRS will continue operations for PY 2006 on remaining funds carried over from the previous program year.

WPRS Workgroup

A workgroup was formed during PY 05 in order to review which of the DOL Demonstration Project components worked particularly well and could be incorporated into the current WPRS statewide program operations. The goals of the workgroup include achieving statewide program consistency, improving services, and fostering closer connections and alignment with UI. The workgroup will continue, with the addition of UI representation, in order to implement the initiatives discussed below.

A. Claimant Notification Letter

The workgroup recommended revising the claimant letter in several ways. The workgroup agreed that it would be helpful to include language requesting the claimant bring a résumé to their scheduled WPRS orientation. In the event a claimant does not have a résumé the letter will direct the claimant to bring a completed résumé worksheet to the orientation. This change requires the development of a one page résumé worksheet so the worksheet can be easily enclosed with the letter.

The workgroup also recommended adding language to the claimant letter requesting the claimant bring a job opening to their orientation for which they have applied, or, in the alternative, their Work Search Log (as per the UI Work Search Requirement). In order to help facilitate this change, the letter will also include the website address for Wisconsin's JobNet 3.0 to better assist claimants in their search for work.

All of these changes to the Claimant Notification Letter are currently under development.

B. Develop Common WPRS Program Materials

The workgroup also discussed ways to standardize the materials used by staff. The workgroup acknowledged the benefits of providing claimants all over the state with identical information. They reviewed

various forms that were used during the DOL Demo and determined whether they could be used for WPRS services generally.

Currently efforts are under way to develop a statewide self assessment / work history form and a résumé worksheet. A universal survey form to provide feedback regarding program implementation is also being developed. Once these forms have been completed they will be routed through the state forms approval process. Afterwards staff will begin using them in orientations, workshops, and other appropriate situations.

C. **WPRS Orientation and Power Point**

- The workgroup considered the DOL Demo initial claimant orientation and picked several components deemed valuable for statewide
- implementation. The emphasis was on creating uniform methods of
- conveying information throughout the state. The workgroup suggested
- components to be used as a standardized Power Point presentation for WPRS orientations.

The purpose of the initial orientation is to explain how claimants were selected for participation and provide them with information to make the most of WPRS services. The claimants are given a chance to introduce themselves and describe the type of work they are seeking. WPRS staff explains what Job Centers are and how these resources and partner programs can assist them in their job search by providing programs and services geared toward helping them find employment. Staff meet with each claimant individually, develop a re-employment plan, and alert each claimant to how many weeks of UI they have remaining.

Claimants who participated in the DOL Demo groups regularly stated how much they appreciated staff sharing information concerning the navigation of UI requirements. The workgroup decided that orientations should include showing claimants a copy of the Claimant Handbook, predominantly by pointing out helpful sections of the handbook, including: the Self-Employment section, the section on Work Search Log requirements (particularly those relating to verification), the requirement of contacting two employers a week, and what happens, if anything, when a claimant works part time.

In addition to showing claimants the Claimant Handbook, the workgroup noted that the orientation is a good time to remind claimants of their responsibility to conduct adequate work searches, remind them that they must remain able and available to work, and point out that claimants will be investigated by UI for refusing an offer of employment. Staff will then provide claimants with general UI contact information in order to field more technical UI related questions.

General information including how to access labor market information and how to access information on healthcare, manufacturing or construction, and sustainable wage plus jobs will also be discussed at the orientation. Staff will offer job search tips and reference the materials and publications available in the Job Center's resource room. All veterans will be referred to a veteran services staff immediately.

The workgroup determined that all claimants should have time to register on Wisconsin's JobNet and to print a job order. This enters the claimant into Wisconsin's case management and performance data management system known as Automated System Support for Employment and Training (ASSET). Staff are able to post services provided in ASSET after the claimant has registered. After orientation claimants will be given the opportunity to fill out a satisfaction survey.

In the coming program year the workgroup will implement these changes to the RES service system. All components represented above are currently being compiled into a Power Point presentation and, once complete, will be disseminated throughout all Job Centers providing WPRS services.

D. WPRS Staff Handbook

During the next program year the WPRS Staff Handbook will undergo review and revision toward incorporating the changes discussed above.

E. Training for Field Staff

WPRS staff conveyed a desire during the workgroup for additional training, particularly regarding the changes that will be made to the program for PY 2006. Job Service and UI will conduct this training.

The workgroup showed particular interest in receiving more training regarding outcome measures and proper field management for data tracking requirements. Performance measures to be included in these staff trainings are: number of claimants exhausting benefits, average duration of claim, amount of benefits claimed, and post-claim wages. Much of the data tracking is done by UI and, therefore, UI will provide monthly reports by Job Center site. Job Service and UI will work together to conduct this training.

F. Records Transfer

The workgroup recommended conducting a feasibility and cost estimate analysis for joint Job Service and UI claimant records. The intent was to have client data entered into the comparable UI system transfer to ASSET. During the DOL Demo, UI sent a 'registration for work' to ASSET on a weekly basis. By expanding upon this and sending claimant records to ASSET, claimants would not be required to complete a registration on JobNet during orientation and staff would automatically have a client record in ASSET. Already in PY 2006 this concept has been investigated and deemed too costly considering dwindling funds. However, if an alternate source of funds become available, this concept by be revived.

VI. Self-Assessment

Job Service and UI Division staff continue to work closely in identifying areas where each can make program improvements. Additionally, between the efforts begun in the DOL Demonstration Project and the continuing WPRS workgroup that includes both Job Service and UI staff, Wisconsin will continue to forge stronger working relationships internally. The Job Service Bureau will continue all efforts to maintain staff capacity to provide RES activities to assist UI claimants' re-entry to employment. Wisconsin feels that its RES program adequately targets, enhances, and expands labor exchange services that address citizens' re-employment needs.