



PREP: Pennsylvania's Early Intervention Re-Employment Program for UI Claimants

Presenters

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Region

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Agenda

- What is PREP?
- PREP Service Strategies
- PREP Enhancement Goals
- Best Practices
- PREP Quality Assurance
- Outcomes
- Q & A

What is PREP?

- PREP is **P**rofile **R**e-**E**mployment **P**rogram
- PREP is early intervention program to reduce duration of unemployment for UI claimants
- Targets UI customers most at risk for exhausting all of their benefits before returning to work

PREP Service Strategies

- PREP Call-In
- PA CareerLink® System Enrollment
- PREP Orientation
- Assessment of PREP participants
- Supportive Services
- Remedial Training
- Case Management of Participants

PREP Enhancement Goals

- Serve more UI claimants
- Provide in-depth assessments
- Provide higher level case management
- Increase partner involvement
- Use WorkKeys or other tools to provide in-depth assessments

PREP Enhancement Goals

- Identify suitable candidates for WIA Title 1 Training
- Conduct follow-up/case management procedures
- Increase feedback to UC Service Centers regarding failed actions

Best Practice

PREP Squad: Secret Agents of Change



Creating Major Change

- Establishing a sense of urgency
- Creating the guiding coalition
- Developing a vision and strategy
- Communicating the change vision

Creating Major Change

- Empowering broad-based action
- Generating short term wins
- Consolidating gains and producing more change
- Anchoring new approaches in the culture

Follow-Up

- Bulk Action Mailing using PA CareerLink® on-line system
- Monthly Newsletter via “Constant Contact”
- Phone Calls

“Be the Link”

PREP vs. Enhanced PREP

PREP

UC Claimants

Limited Staff

Information Dump

Self-Service

Case List

WIA Partner

Enhanced PREP

35% increase in PREP customers served

Increased BWDP Staff

Customer Centered Delivery

One-to-one Assessments

Case Assignment

Increase referrals to WIA partner

Pennsylvania
CareerLink

York PA CareerLink® Example

Called in 450 customers to exhaust PREP list
225 customers invited to a morning session,
and 225 to an afternoon session

Of those invited, 102 attended in morning
session, and 74 attendees in afternoon

York PA CareerLink® Example

All attendees registered then orientation:

- Rights and responsibilities under PREP
- LMI
- Info on workshops and services
- Job search methods
- Training funds application info
- Enrolled in PA CareerLink® web site

York PA CareerLink® Example

Each participant scheduled for 1-to-1 to
assess needs/begin case management

Enabled PA CareerLink® to reach 100% of
all permanently separated UI claimants

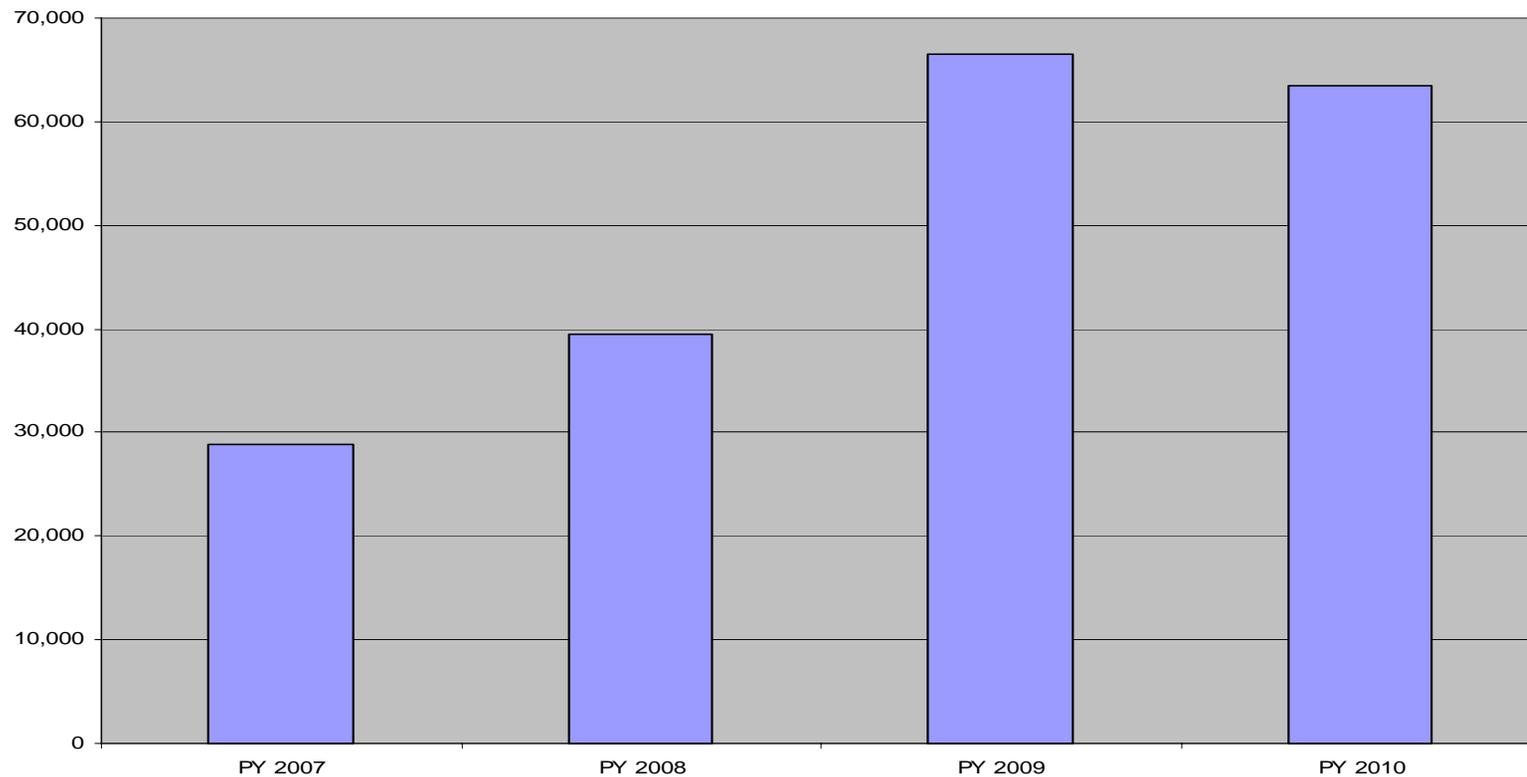
Will continue to use the Mega PREP process
periodically to reach all PREP customers

PREP Quality Assurance

- Monitoring tool developed
- Assistant Regional Directors conduct quarterly monitoring
- Analyze PA CareerLink[®] system reports
- Conduct quarterly PREP webinars to share best practices

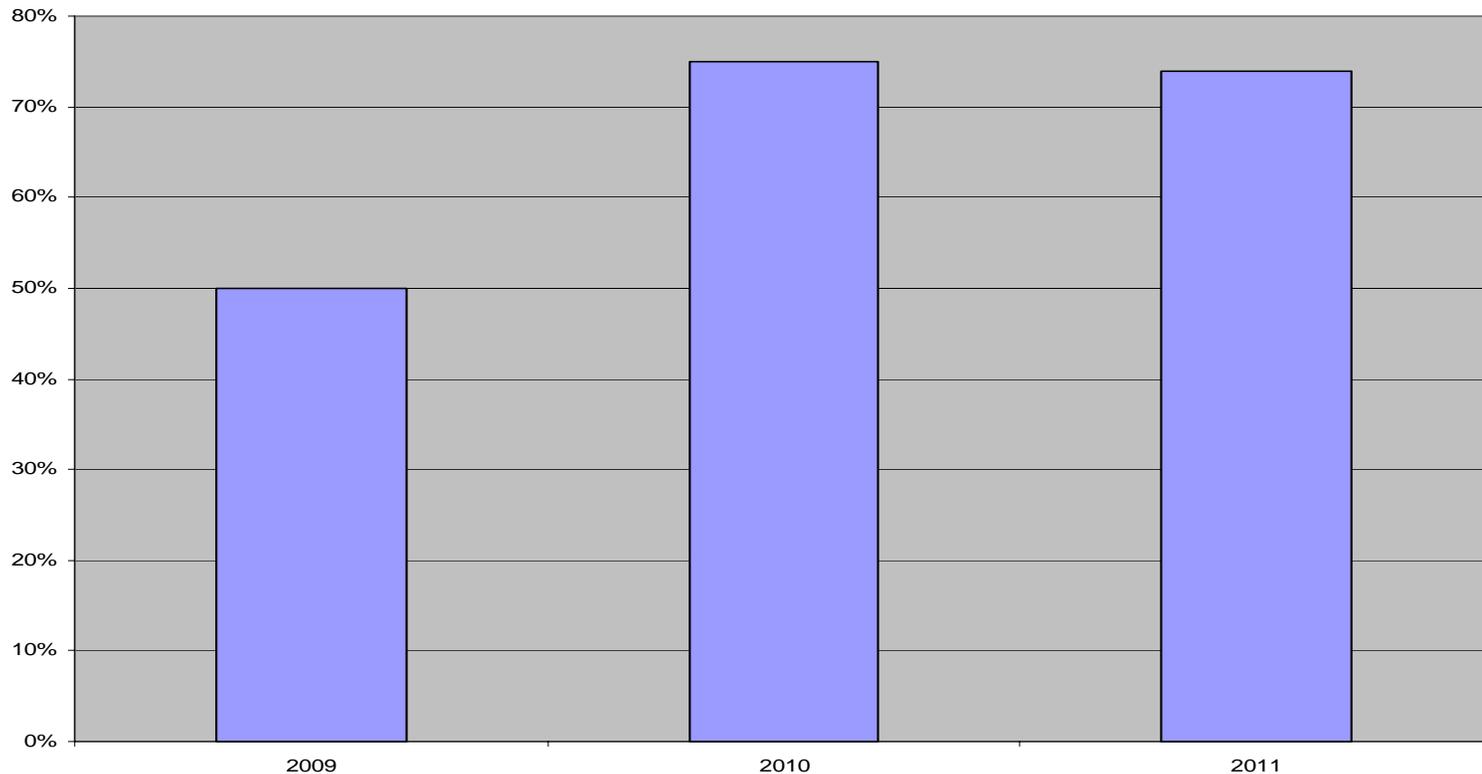
Enhanced PREP Progress Report

Customers Served via PREP



Enhanced PREP Progress Report

% of Selection Pool Called In



Q&A / Contacts

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