
NASWA WORKFORCE SURVEY

What we Learned About Reemployment Services

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Workforce Development Director and
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WHAT WE KNOW

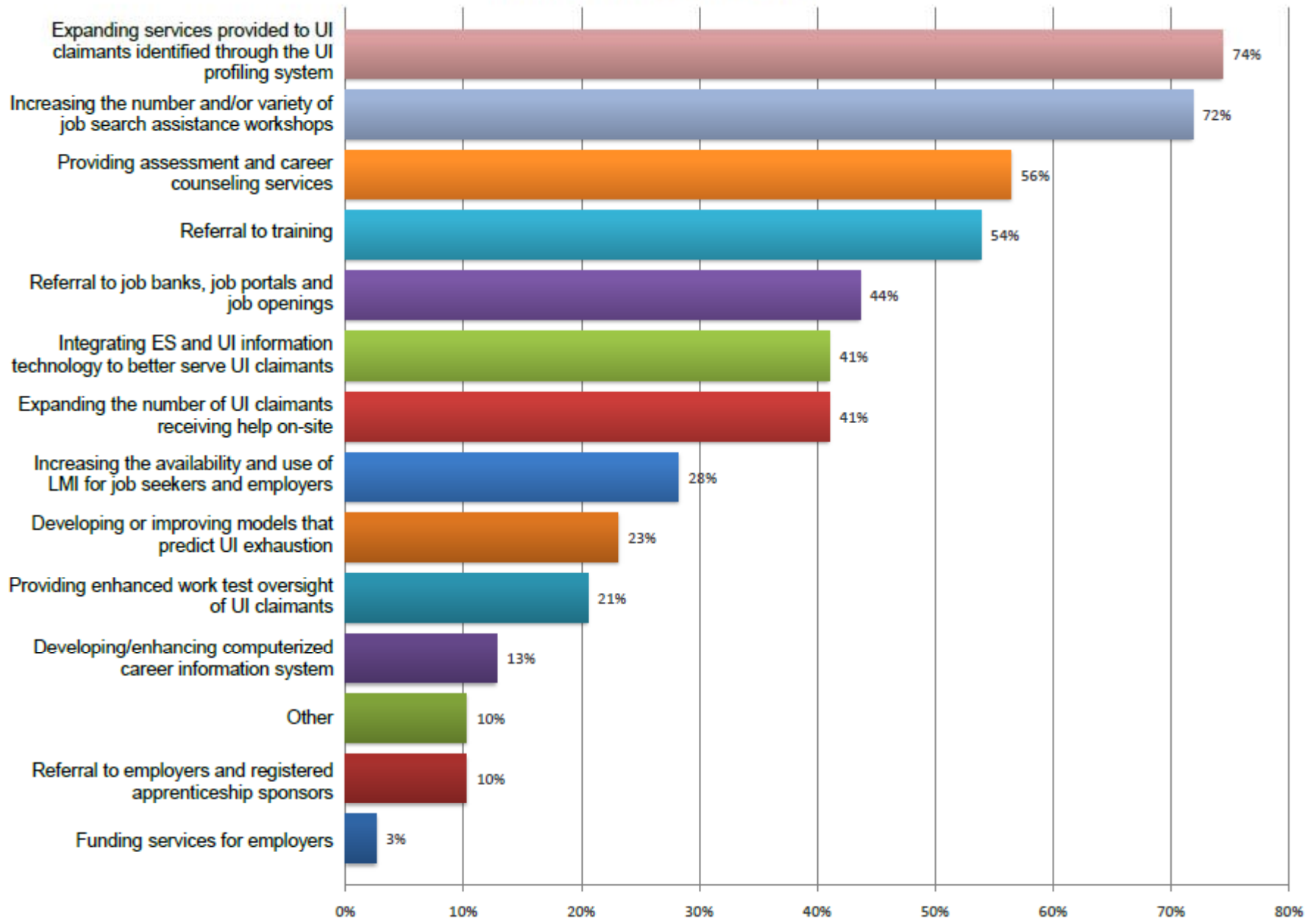
- According to a NASWA SURVEY, as of February 28, 2010, some 48 states reported obligating the following for RES:

Percentage of Funds Obligated	Number of States
0% to 19%	13 States
20% to 39%	11 States
40% to 59%	11 States
60%-79%	4 States
80%-100%	9 States

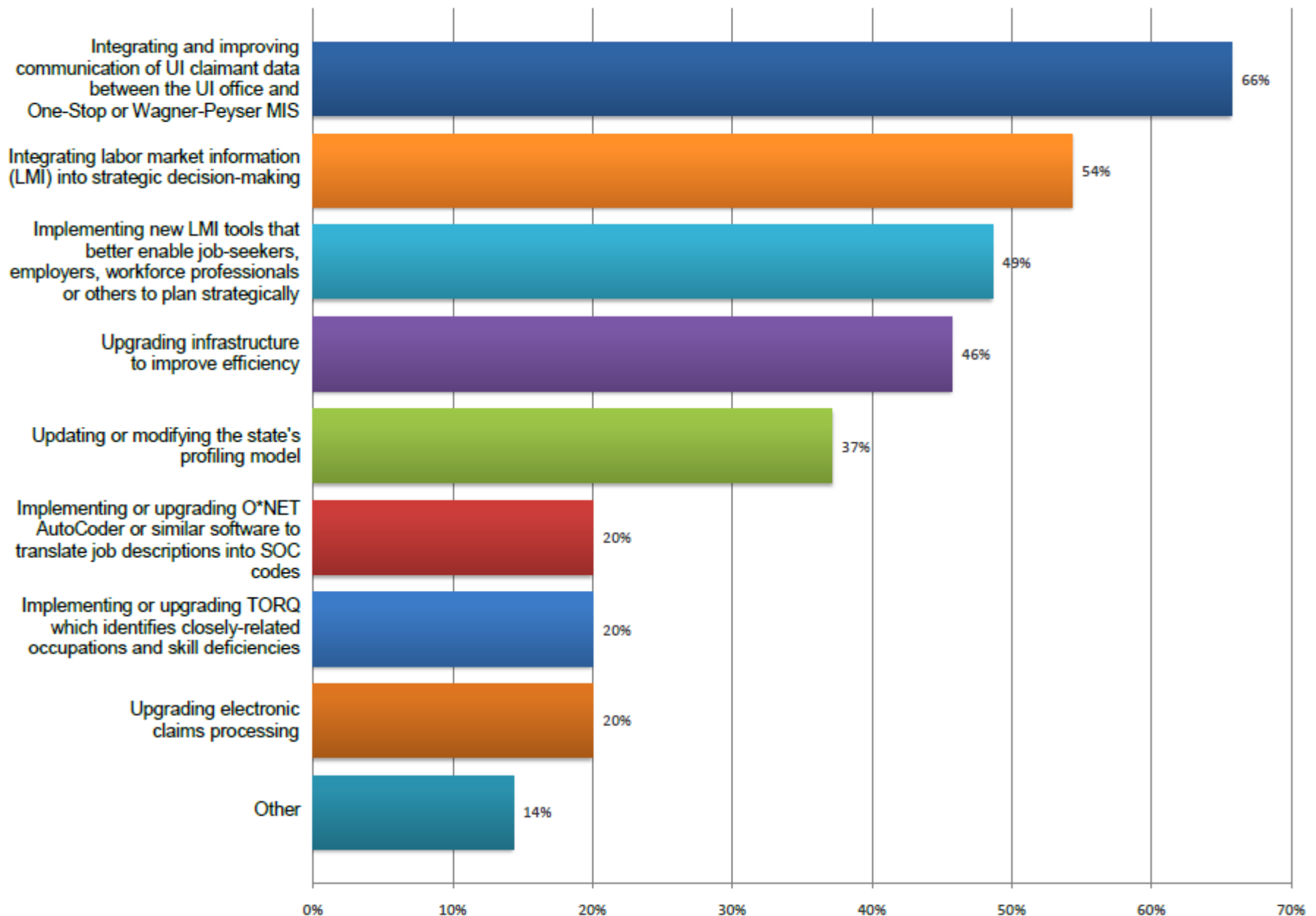
By integrating **WIA**, **RES** and **W-P** Act grant funding, states have provided a full array of services to UI claimants including:

- One-on-one career guidance and counseling (45 percent);
 - Referral to training, including WIA-funded training (44 percent);
 - Development of individual reemployment plans (39 percent);
 - Job search workshops (33 percent)
 - Job finding and placement services (28 percent);
 - Soft-skills pre-training services (24 percent);
 - Staff training on technology tools (profiling, autocoder, LMI, e.g.) to target RES to UI claimants (18 percent);
 - Tools to identify claimants' transferable skills and occupations in which these skills can be used (e.g., O*NET, LMI, skills assessment and testing) (15 percent).
-

How is your state using the new Reemployment Services (RES) funds offered under the workforce provisions of the Recovery Act?



As a result of the RES funding in the Recovery Act, what technology upgrades (if any) is your state making to help better serve UI claimants?



A large percentage of states report the Recovery Act has enabled them to strengthen the partnership between UI and One-Stop services so UI claimants are linked to a one-stop to develop and pursue a reemployment plan.

Minnesota

“ARRA money is being used to develop an automatic link to our job bank with UI and send emails to UI claimants to register with our job bank. Also sends messages about all one-stop services.”

Florida

“Integrated components of UI and One Stop system to identify UI claimants and provide information back to UI on participation and work search activities.”

Vermont

“All UI claimants without job attachment are [now] required to register with ES within 5 days.”

New Mexico

“The UI claims system/virtual one stop system interface is currently being developed. This will greatly improve the links between UI and One Stop services.”

CONTACT INFORMATION

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The Challenge

- ARRA RES grants represent a historic opportunity to invest in reemployment services
- Funds must be **obligated** by September 30th, 2010.
- How can states invest their ARRA RES funds to foster long-term, sustainable improvements in reemployment services?



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Possible Investments to Support ARRA RES Goals

- Upgrade and Expand Use of Information Technology
 - To support UI/WIA/ES integration and achieve process improvements across and within programs
- Improve job matching
 - Through better skill assessments, career counseling, and actionable labor market information
- Invest in Staff Training/Capacity-Building
 - To support data-driven approaches to job placement and business outreach



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Upgrade and Expand Use of IT: Possible Investments

- Update the state's UI profiling model
- Improve data sharing and transfer between UI and WIA programs
- Upgrade hardware and software in local One-Stops for staff and customers
- Upgrade websites and labor exchange sites
- Invest in social media capabilities



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Improve Job Matching: Possible Investments

- Invest in skill assessment and skill transferability tools
- Expand use of O*NET-SOC AutoCoder systems
- Purchase assistive technology to support services delivery to individuals with disabilities
- Conduct labor market research on skill gaps and in-demand jobs



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Invest in Staff Capacity-Building: Possible Investments

- Interpreting labor market information
- Using skill assessment technologies
- Working with special/targeted populations
- Conducting market research and business outreach
- Training on career counseling/coaching



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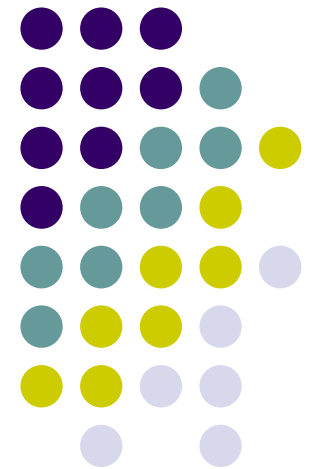
Wisconsin Re-employment Initiatives

Roberta Gassman, Secretary

Wisconsin Department of Workforce
Development



- Reemployment Services (RES)
- National Career Readiness Certificate (NCRC)



** WorkKeys & the National Career Readiness Certificate are registered trademarks of ACT, Inc.

ARRA RES Changes

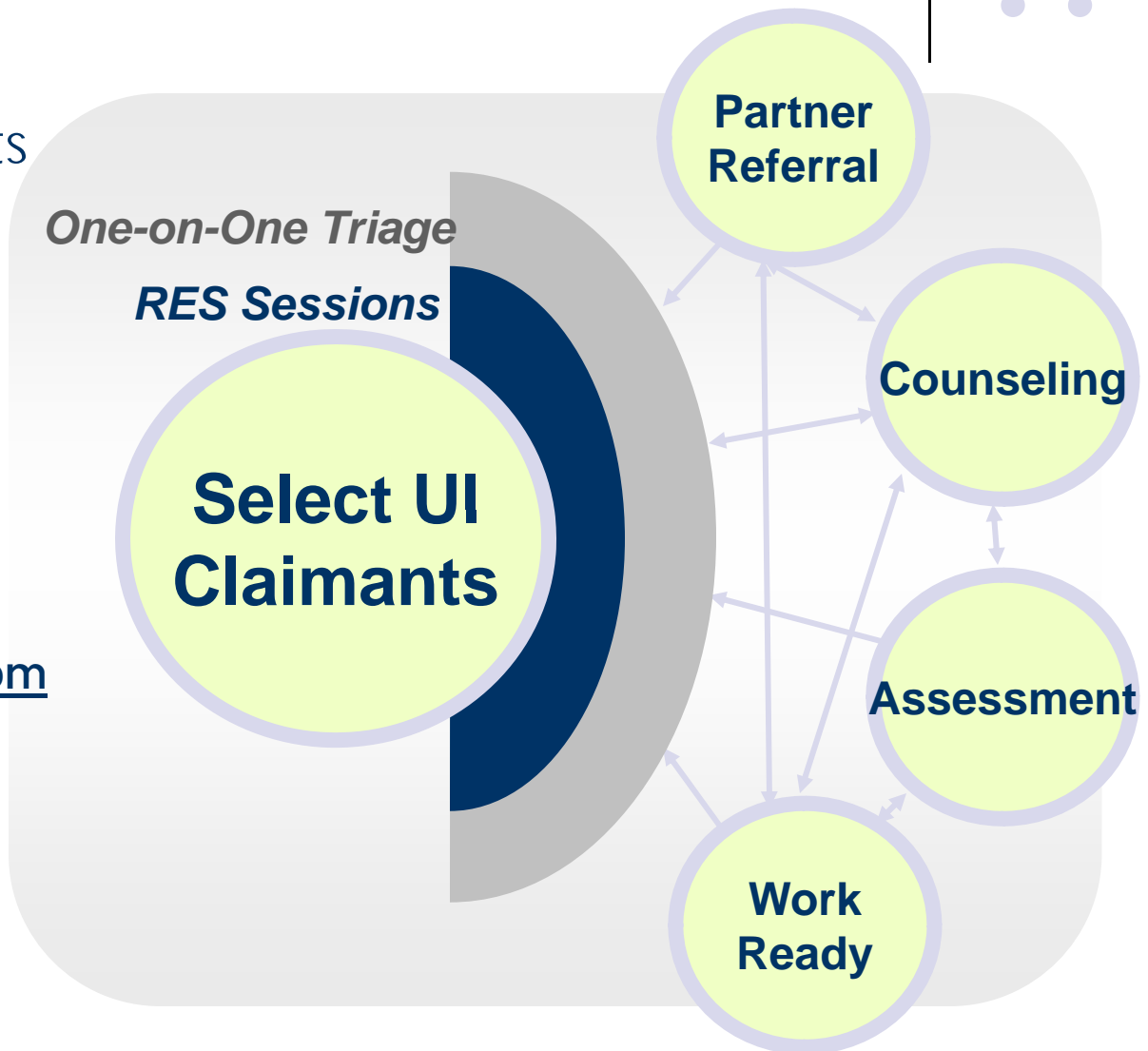


- Hired 50 project staff (44 field, 6 central)
- Built on '05 DOL demo grant
- Retained profiling formula, w/ new rules:
 - 50% most likely & 50% least likely to exhaust

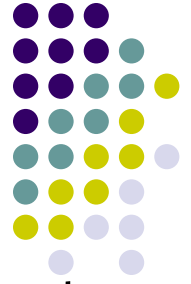
ARRA RES Changes



- Connect UI claimants to employment & training
- **Mobile, statewide** RES sessions
- All RES participants post resumes on JobCenterofWisconsin.com
- Kicked off 7/1/09



RES & the NCRC



- Committed to WorkKeys / National Career Readiness Certificate (NCRC)
 - Hard skills assessment by ACT
 - Thousands of job profiles
 - 85% of jobs require math, reading, & locating info skills
- Wisconsin focusing on 3 exams & NCRC
 - All UI RES customers can take WorkKeys & earn NCRC
 - Utilize KeyTrain as pre-assessment practice tool
 - Hand out User ID & Password in RES session
 - Customers practice until pass level 3 pretest or achieve 80% on KeyTrain
 - Customers can take each test up to 2 times each
 - Once pass all 3 tests, Job Service mails NCRC to customer

ARRA RES RESULTS



- Pre July 1, 2009 implementation
 - 2-3 sessions, 50-60 claimants / wk
- Post July 1, 2009 implementation
 - 90 sessions, 800 claimants / wk
 - 30,000+ claimants
- Call Center statistics
 - Jobseeker Call Center: 30,000+ calls
 - Employer Call Center: 10,000 calls, 73,000 job orders, 9,200 new employers registered
- Triage: 4000 to counseling, 15,184 work ready, 22,847 to partners
- RES counseling: 618 sessions serving 2,275

Financing ARRA RES in Wisconsin



- \$7.2 ARRA RES/ES
 - Obligated & will spend by 9/30/10
- Directed UI: set aside \$3.8 m ARRA UI Admin
 - implementation of modernization provision of the Act
 - improved outreach to potentially eligible individuals
 - improved UI benefit & tax operations
 - &/or staff-assisted reemployment services for UI claimants
- Maintains staff through ARRA: 6/30/11
- Allows transitioning of RES staff to permanent WP positions

Thank you!

Washington's use of Wagner-Peyser Recovery Act funds

NASWA Webinar

Joel Sacks, Assistant Commissioner

Washington State Employment Security Department

April 30, 2010



**Employment
Security
Department**
WASHINGTON STATE

Increased Service for Job Seekers

Re-employment Investments: \$4.7 million

- Hired 37 new staff to focus on getting UI claimants and other job seekers back to work, a 15% increase in staff.
- Implemented new business model:
 - Redesigned front-end to match service to client needs
 - All UI claimants invited to One-Stop orientation
 - “Continuous Engagement” to develop career ladders
- Purchased KeyTrain assessment tool to help upgrade clients’ basic skills.

Increased Service for Businesses

Investments: \$3.5 million

- Hired 15 new business services staff to focus on expanding job listings, a 65% increase.
- Targeted new employers in marketing effort.
- Sought job openings that match skills of clients.

Increased Service for Job Seekers

Results:

- WorkSource staff served nearly 400,000 job seekers in 2009, a 46% increase from 2007.
- The new staff serve more than 6,000 additional customers each month.
- Services include front-end assessments, employment planning, skills testing, job and training referrals.
- Over 60% of the new job seekers served are UI claimants.

Increased Service for Business

Results:

- Since May, more than 45,000 jobs listings, a 21% increase compared to previous year.

In February of 2010:

- Over 4,500 job openings listed, a 112% increase over February, 2009.
- Nearly 1,200 employers listed jobs, of which 600 were new to the system.

Questions?

RES Technology Upgrade Project - ARRA

Utah Department of Workforce
Services

Organization and Systems

- Utah's Department of Workforce Services manages several programs.
- Unemployment Insurance: Centralized
 - Application System: CUBS
 - Service Delivery: Only by telephone and web.
- Employment Services: Employment Centers
 - Application System: UWORKS
 - Service Delivery: Face to face with telephone and web support.

Project Background

- “ReEmployment Works!” Summit: Jan 2009
- TEGl 14-08: Mar 2009
- Project Proposal/Approval: Apr 2009
- Design Development: Apr to Sept 2009
- Programming: Oct 2009 to Present
- Planned Implementation: Jun 2010

Project Challenges and Keys To Success

- Challenges:
 - Different Systems (CUBS and UWORKS)
 - Territory, Turf, Culture, and Personalities
 - Workload Demands vs. Resource Availability
- Keys To Success:
 - A Clear Project Vision
 - Top Level Management Support
 - Strong Project Leadership
 - Competent Technical Support

Project Deliverables

- Enhanced Reemployment Support
- Improved Customer Service
- Increased System Integration

The Reemployment Works! Community of Practice

- The Reemployment Works! CoP will be a clearinghouse of information about ARRA RES investments
 - Blog posts on state best practices
 - Live discussion threads
 - “Shopping Lists”
- Please Join the community and share your thoughts and questions!
- <http://reemploymentworks.workforce3one.org>



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Rich Hobbie,
Executive Director, NASWA



Grace A. Kilbane,
Administrator Office of
Workforce Investment
Employment and Training
Admin. U.S. Dept. of Labor

Making the Most of Our Reemployment Services Grants

When Congress included \$250 million for Reemployment Services (RES) in the American Recovery and Reinvestment Act's (ARRA), we knew it was a great opportunity to reinvigorate one of the public workforce system's most vital functions. Since February 2009, states have made a variety of innovative investments to meet the urgent challenge of reemploying millions of Americans - from mobile RES units, to new skill assessment tools, to integrated information management systems that support the seamless delivery of reemployment services to all job seekers. Through our travels to regional conferences and our conversations with you, we have learned of the steady progress toward our goal of system integration and transformation.

[continue reading »](#)

Resources



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Employment and Training Administration

Questions and Answers