

HANDOUT # 3

HOW'D WE GET THERE FROM HERE??

ReEMPLOYMENT SERVICE (RES) PROGRAM

Background: (Profiling – ReEmployment Services September, 2008 – June 2009)

- September, 2008 approximately 1900-2500 permanently separated UI claimants were deemed "profiled" and were receiving a letter with their first UI check mandating them to attend a CCS.
- Approximately 75-80% of the customers receiving letters came into the Career Centers for a CCS.
- Customers who did not attend a CCS were identified in MOSES and a file was sent back to the Division of Unemployment Assistance (DUA) notifying DUA of the non-attendance which resulted in an "Issue 55" which affected the UI customers claim and placed that claim in adjudication. This added immensely to the increasing backlog in adjudicated issues generated by the rising Unemployment rate.
- DUA took several steps to attempt to decrease the backlog in adjudication including suspending the "profiling" program in September, 2008. Career Centers were notified that the program would be suspended.
- Career Centers were concerned that if the customers did not receive the letter they may not choose to come into the Centers for services.
- DWD/DUA/DCS and the Career Center made a joint decision requiring DUA to continue to send the file which included all permanently separated UI claimants receiving their first benefit payments to DCS.
- A letter would now be sent to all permanently separated UI customers receiving their first UI benefit check encouraging them to attend a CCS. Any language mandating or even requiring attendance at CCS would be eliminated. A file reporting attendance or non-attendance would no longer be sent back to DUA.
- September 13 - October 25, 2008 the new letter was sent out with the checks. 6-10% of the customers receiving letters with the language change came into the Career Centers for services.
- Career Centers again voiced their concern.
- DWD/DUA/DCS and the Career Centers revised the language of the letter once again reinserting the word required to see if that would have an impact on customers returning to the centers. Again, a file reporting attendance or non-attendance would not be sent back to DUA.
- October 25, 2008 - June 13, 2009 a letter requiring attendance at CCS was issued to all permanently separated UI customers.
- The number of customers receiving the letters between 10/25/08-6/13/09 fluctuated. Example: Week of 2-28-09 (4769) customers received letters, week of 5-30-09 (2466) customers received letters; and on the final week 6-6-09 (2668) received letters.
- 25-30% of the customers receiving a letter during that period returned to the Career Centers for services.
- DWD/DUA/DCS and Career Centers agreed to re-instate the profiling program the week of June 13, 2009. It was also agreed that only 300 customers per week would be profiled until further notice.
- June 13, 2009 letters were issued to 300 permanently separated UI customers receiving their first UI benefit check mandating their attendance at a CCS within five weeks. A file would be sent back to DUA noting attendance or non-attendance. Those customers would receive a reminder letter on week three if they did not attend. Failure to attend within the five weeks would generate an "Issue 55" affecting their claim.

WORKER PROFILING AND REEMPLOYMENT SERVICE

- The Worker Profiling program is an Unemployment Insurance (UI) program that identifies (“profiles”) UI claimants most in need (those claimants likely to exhaust UI benefits) and targets those customers for employment services.
- The Department of Labor refocused the program and implemented the Worker Profiling and Reemployment Services (WPRS) system in 2000. (DOL) viewed this as the first step in building a nation-wide ReEmployment system that integrated the program the One-Stop Career Center System.
- 2000 – 2004 MA identified as a “profiled customer” as permanently separated and separated from a declining industry.
- April 2004 the MA definition of “profiled customer” broaden to include all permanently separated customers.
- April, 2004 MA implemented the “Connecting Claimants” program and all permanently separated customers receiving their first benefit check were mandated to attend a Career Center Seminar within three weeks of receipt of the letter. Failure to attend would result in an “Issue 55” (hold back of one week of benefits).
- All activities of this program are reported out to DOL through an UI report called “Worker Profiling and ReEmployment Service”.
- WPRS remains an UI program with separate reporting requirements.

AMERICAN RECOVERY AND REINVESTMENT ACT

REEMPLOYMENT SERVICE PROGRAM

- September, 2008 the Division of Unemployment Assistance (DUA) suspended the WPRS program due to the high rise in UI claims, as well as, backlog in adjudication issues.
- March, 2009 MA notice of funding for American Recovery and Reinvestment Act (ARRA) along with guidance related to the utilization of some funding to supplement existing ReEmployment Service Programs (RES). DWD added an additional allocation of ARRA UI funds to support a re-design of a RES program.
- An initial re-design meeting was held in March, 2009 with Career Centers with two follow up re-design meetings were held in Lawrence 4/7/09 and Leominster 4/10/09. Flow chart of a sample customer flow was prepared and distributed at 5/6 partners meeting.
- Three conference calls were held during May and June, 2009 to discuss re-design of RES, profiling and seat capacity.
- A CCS re-design team was formed and has met three times to date 5/1, 5/20, 6/11 and the team is scheduled to meet on 7/1/09.

CAREER CENTERS REQUEST FOR CHANGES

- Profiling is now a sub-set of the larger RES program but Career Centers preferred that the same letter go out to all customers mandating them to come to the CCs. **Per request and follow up with legal the same letter may be sent to the entire RES pool as the “300 profiled” customers will be a sample.**
- CCS workshops are full right now and Career Centers would like to lengthen the amount of time for customers to be scheduled from three weeks to five weeks. **Customers receiving the letter will now be given five weeks to schedule and attend a CCS – (profiled customer will receive a reminder letter on week three if they have yet not attended).**
- Career Centers stated that there was confusion when customers were given the CCS at the Rapid Response sessions. **RR staff will no longer give a CCS on-site as normal practice. Instead the customer will receive a “Gateway to the Workforce System” session which will include notifying customer that they may be receiving a letter with their first check to attend the seminar. EXCEPTION: There may be times that it is in the best interest of the employer, job seeker, RR and Career Center that the CCS is indeed conducted on-site at the employer. This would be an exception rather than the rule as the purpose of the CCS mandate is for the customer to receive more services at the OSCC. This will be decided locally. Please note however, if the CCS is conducted on site it will have to be the generic CCS as not all the employees will go to any one particular Career Center.**
- Career Centers asked if the business rule could be changed in MOSES to look back further than 90 days to see if customer had attended a CCS. **MOSES will now look back 180 days to see if a customer has attended a CCS.**
- A seat capacity chart was presented to use as a guideline during the planning process. Two options were given one based on a 2000 capacity and one on 2500 capacity. The workforce areas agreed to use the 2500 seat capacity to begin the planning process.
- Career Centers requested that the enrollment in ARRA RES be automated. **Effective July MOSES build, an automated enrollment will be triggered once a RES customer attend a CCS (where they will complete job readiness inventory), receive an initial assessment (where they will complete CAP).**