

Working Together to Help Claimants Become Reemployed

- Integrated Services for Dislocated Workers
- Research: What Works
- Process Improvement
- Emerging Practices
- Exchange Ideas

What Program Design Principles Result in Rapid Reemployment?

- **National Research:**
“Intensive, Individualized Services Coupled with Compliance and Enforcement”
- **Program Design:**
Early Intervention Followed by Frequent, Comprehensive Services throughout Claim Duration
- **Claimants Must:**
Maintain Structure and Use Time Wisely to Become Reemployed
- **Clarity:**
Expectations and Responsibilities with Accountability

Right Message, Right Time:

- Claim Curve and Duration
- Job Loss: Denial, Anger, Blame
- First Invitation: Help/Threat?
- Frequency: Changing Messages
- Specific Increases Response

Motivation of Market:

- Urgency Varies
- Incentive to Act Now
- Tap Both Compliance and Desire

“Most Likely to Exhaust”:

- Older
- Male
- Long Tenure
- Manufacturing
- Mid to Higher Wages

“Least Likely to Exhaust”:

- Younger
- Female
- Single, Head of Household
- Services
- Lower Wages

Targeted Messages, Services?

Reemployment Process Map

Claim File; Eligible; Check



Time? Continue?



Work Registration



Time? Continue?



Identify Claimants



Time? Continue?



Contact/Invite



Time? Continue?



First Reemployment Services



Time? Continue?



Ongoing Services



Time? Continue?



Enter Employment



Time? Continue?



Collect/Enter Data

First Contact Protocols

- Whom Do You Invite? How Many?
- Show? No Show? No Show, What?
- Group “Orientation”: What?
- Scheduled for Appointment (1-1)?
- First Step: Job Search Workshop/
- Show? No Show? No Show, What?
- First Step: Register/Match/Refer
- Reporting Referral Results?
- After JS Workshop/Match: What?

Policies and Protocols?

- Active, Available for Work
- # Weekly Job Searches/JS Log
- Accept Suitable Employ (Wages?)
- Reporting “No-Shows”; “Refusals”

Immediate, Continuous Service:

- Responsibility Assigned
- “Caseloading”?
- Manage Pool, Not Just Person
- Frequency of Contact
- High Structure
- Always: Schedule Next Service
- Next Step: 3-Day Window
- Tangible Homework and Tools
- Sufficient, Variety of Services

Who is on the Reemployment Team?

- Is Reemployment a “Program”?
What is Integrated? What is Not?
- How is it Staffed? Who is
Responsible for the Process,
the Steps, and the Outcomes?
- Reemployment Resources: Wagner-
Peyser; WIA Adults and Dislocated
Workers; Trade Act
- Co-Enroll: Maximize Staffing, Share
Responsibility, Increase Services
- Research: Co-Enrollment a Plus!
- Are Claimants “Case Managed”?
What is Strategy for Continuous
Engagement through Continuous
Service Promotion, Scheduling?

Your Stimulus Strategy?

Reemployment and the American Recovery and Reinvestment Act...

- More Claimants?
Longer Duration?
- Big Increase in WIA DW \$!
- More WP \$: 2/3 Reemployment
- Expanded Trade Act Eligibility
and Resources

- *Temporary, Timely,
Transparent, Transformative!*
- *Expenditures: Use It or Lose It!*
- *Same Design or New Strategy?*

**UI + WP + DW + Trade Act =
Reemployment Services**

Claimants and UI Benefits:

- Claim Filing
- Claim Maintenance
- Claim Issues

Wagner-Peyser:

- Registration for Work
- Worker Profiling
- Orientation and
Rapid Reemployment Services

WIA Dislocated Workers:

- Co-Enrollment Opportunities
 - Training
- Needs-Related Payments
- Supportive Services

New Trade Act:

- Service (Not Just Manufacturing);
Beyond Free Trade Agreements
 - Training Funding: Up 160%
(More Flexible Training Options)
 - Funds for Case Management
- Streamlines Training Enrollment;
Extra 6 Months for Pre-Requisites

Reemployment in a Challenging Economy...

- Change in Claimant Characteristics
- Transferable Skills Assessment
- Job-Matching Enough?
- Hidden Job Market; Social Networks
- Career Changers (Must? Choice?)

Training for Reemployment...

- Jobs and Training (?)
- Training During Job Search
- Longer Time to Find a Job
- Low Opportunity Cost for Training

Training and Skill Development:

- Staff Preference/Perception/Silo
- Numerator/Denominator
- Co-Enrollment in WIA/TAA: %?
- Train in What?
- Short-Term and Occupational?
- Training Provider Capacity?
- Local Policies?
- Procedures: Training Approval?
- Expanded ETP List?
- Increased ITA Amount, Duration?
- Increased Supportive Services?

Expand Reemployment Services:

- “Intensive, Individualized Services with “Enforcement”
- Unbundle: Quantity, Frequency
- Increase Intensity Over Claim
- Schedule (with a Report Out)
- Beyond Orientation, Job Match, and Kinko’s
- Staff-Assisted Job Referrals
- More “JS Workshop” Hours
- Teach All Tools

Expanding the Claimant Product Box

- Assessment Practices and Protocols (Transferable Skills)
- Workshops:
 - “Hidden Job Market”
 - “Coping with Job Loss”
 - “Effective Online Job Search”
- Job Clubs:
 - Peer-to-Peer Support
 - Continuous Engagement
 - Web 2.0: Social Networking

- Short-Term, Skill-Enhancement Services for Rapid Reemployment
- Job Development (Not Just Job Matching)
- Business/Employer Services:
 - Targeted Employers
 - Industries Continuing to Hire
 - Match Claimant Experience
 - Uncover “hidden job market”
 - Suppressed job listings
 - OJT
 - Customized recruitment

Best Bets!