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FINAL GUIDANCE

Reemployment Services

OF INTEREST TO

Regional Workforce Boards (RWBs), service providers and other entities engaged in implementing state and workforce programs.

SUBJECT

Reemployment Services (RES).

PURPOSE

The purpose of this consultation paper is to provide information and guidance regarding the provision of RES to Unemployment Compensation (UC) claimants.

BACKGROUND

UC claimants have always been a priority population for the Wagner-Peyser (WP) Program. On November 24, 1993, President Clinton signed into law the Unemployment Compensation Amendments of 1993, Public Law (PL) 103–152 that requires states to establish and implement a system that identifies new claimants of Unemployment Compensation benefits. Subsequently, Florida passed legislation, codified in Section 443.091, F.S., which requires claimants who are identified as most likely to exhaust their benefits to participate in reemployment services as a condition of UC eligibility.

In 1994, Florida established a system of profiling those claimants who were most likely to exhaust their benefits. The profiled claimants were then required to participate in an orientation to services and receive an assessment of what additional services would be helpful for the claimants to secure employment. In 1999, the profiling methodology and name changed to become the Priority Reemployment Planning Program (PREP) and the determination of most likely to exhaust became the responsibility of the RWBs. In 2003, the PREP system was converted to the internet-based One-Stop Management Information System (OSMIS) which had become the labor exchange system for Florida. With the elimination of UC offices in the regions, the PREP became mainly a WP function.

In 2005, Florida was one of 18 states chosen to pilot the Reemployment and Eligibility Assessment (REA) program which created a comparison group of claimants receiving PREP services and claimants having no specialized reemployment services. Certain services mandated by REA such as an assessment and the provision of labor market information are used to construct an Employability Development Plan (EDP) for each participant. Florida continues to embrace REA and is currently expanding the program.

The American Recovery and Reinvestment Act of 2009 (ARRA) was signed into law on February 17, 2009 and provided an economic stimulus package which included additional funding for WP and RES. Training and Employment Guidance Letter (TEGL) 14-08 specifies RES program requirements and contains suggested strategies for providing services to claimants under ARRA.

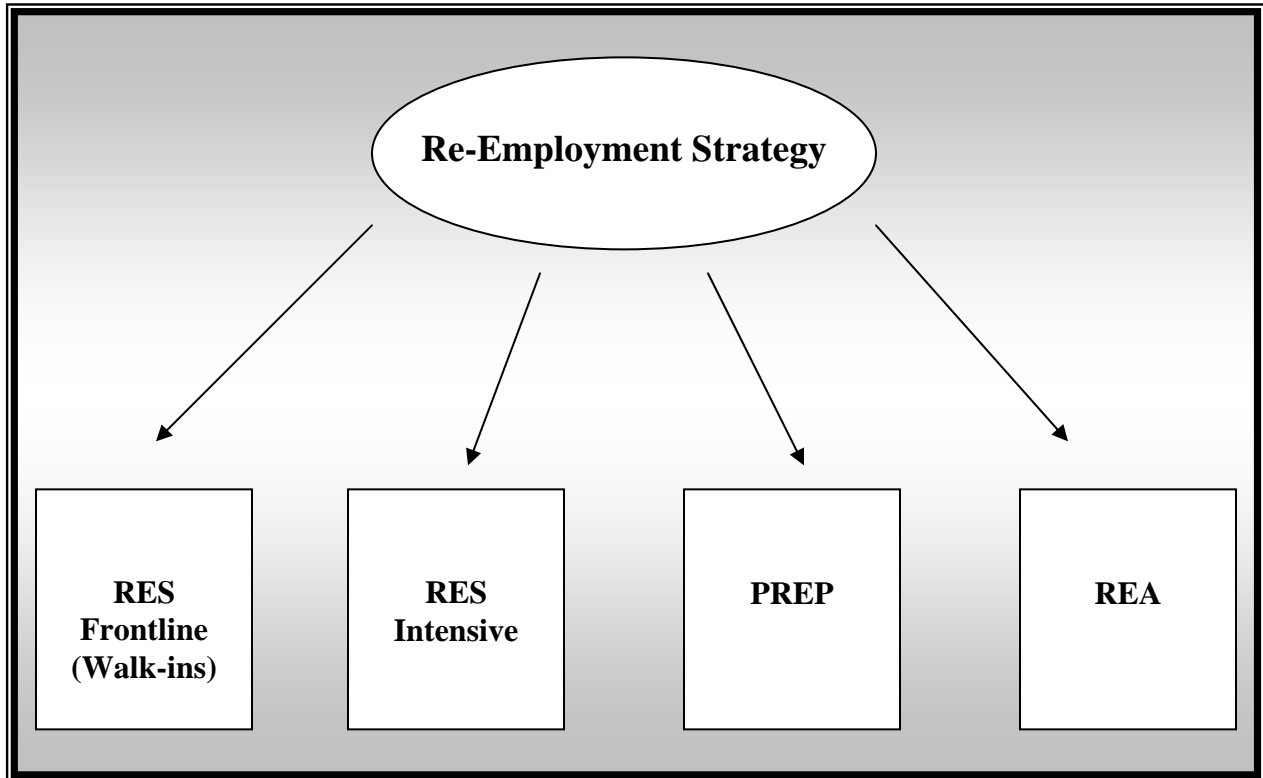
The following consultation paper provides the state's interpretation of the federal guidance contained in TEGL 14-08 and gives specifics for incorporating that federal guidance into the reemployment services currently being offered in the One-Stop Career Centers. The paper is divided into sections based on the TEGL interpretation and a breakout of current and expected program component categories and the services needed in each category.

Program Guidance

USDOL currently captures and tracks performance for reemployment services. This guidance is intended to establish an overarching strategy for reemployment services designed to ensure that the state's workforce system, as a whole, meets the USDOL performance expectations that individuals receiving unemployment compensation benefits are assisted in quickly returning to employment. The ARRA requires that UC claimants be provided intensive, staff assisted services above and beyond traditional Wagner Peyser assistance. USDOL is also closely monitoring states to ensure this occurs. It is required that such intensive, staff assisted reemployment services continue at some level after ARRA. As a result, Regions should incorporate their RES Program plans into their long-term strategic and operational plans.

RES services can be categorized into four components: RES Frontline (Walk-ins), RES Intensive, Priority Reemployment Program (PREP) and the Reemployment and Eligibility Assessment (REA) Program (See Exhibit I). Within these categories (with the exception of REA) the level or tier of claimants are further defined to assist the One-Stop Career Center staff in assessing the level of services the claimants will need.

Exhibit I



With additional staff acquired with the ARRA funds, the expectation is that there will be an increase in the number of claimants served, an increase in the number of staff-assisted workforce services provided to such claimants or both. The process for re-employment services may include use of an assessment tool (Attachment F) that will allow a staff person to separate the claimants into categories for tiers of service (Attachment G – Tiers of Service Chart) which are based on federal guidelines.

At a minimum, each Region must:

- Develop a written RES plan (for both formula and ARRA funds).
- Incorporate strategies in the local RES plan to address Frontline Walk-Ins and RES Intensive customers (as defined above).
- Incorporate the Priority Reemployment Program (PREP) as part of the local RES strategy for the selection of the UC claimants targeted for RES and that for those selected, they receive, at a minimum, an assessment and orientation service.
- Incorporate in the local RES plan a strategy to ensure that 62.5 percent of the Region's ARRA Wagner Peyser Program funds are spent on reemployment services. (Some examples are: staffing and orientation and assessment tools.)

- If the Region is participating in the REA demonstration program then the plan must include how that program fits into the region's overall RES strategy.

Attachments are provided as a resource to the Region in developing its local plan and are not mandatory documents. Although the State's long term goal is to develop algorithms within the PREP system for each of the four customer tiers described, Regions may develop/establish their own approach to grouping claimants by assessing claimants various needs relative to unique local conditions. The locally defined claimant groups must be documented and described in the local plan. The guidance does not require that every UI claimant be served; it does require that the Region develop a plan for serving UI claimants with the goal to serve increased numbers of claimants and/or provide them with increased staff-assisted services. Although TEG 14-08 focuses on UI claimants, Regions' local plans may also include reemployment services to other unemployed participants who are not UI claimants such as exhaustees. Regions should also coordinate with their Disability Navigator (if they have one) in developing their local plan relative to reemployment services for those claimants with disabilities.

Note: AWI plans to tag in EFM those claimants who are eligible and apply for Extended UC Benefits. (Such claimants will have already claimed benefits for up to 59 prior to applying for the additional 20 weeks available under Extended Benefits.) Regions should include in their local RES plan this group of claimants as one group to whom they provide intensive reemployment services.

Initially, RES participants served with funding under the ARRA will only be captured and tracked when a staff assisted service is provided and recorded. The long-term goal of the State, however, is to develop algorithms for each of the four customer tiers that would be identified within the state's PREP program as a way to further target those to be served and to facilitate the tracking and evaluation of outcomes for each customer tier.

The categories for tiers of service are described below.

Claimant Tiers

∂ Tier I – Job Ready Claimant

- **The first tier will be those claimants who have a low likelihood of exhaustion of the claim and a short potential benefit duration.** These are usually seasonal or multiple job holders whose characteristics include multiple employers, relatively low level of wages, tenure, and education. These are the claimants that would be sent for immediate and intensive job search.

∂ Tier II – Claimant Needing Job Search Assistance

- **The second tier will be those claimants who have a high likelihood of exhaustion and a long potential benefit duration.** This group consists of good job candidates but they may need job search assistance such as résumé writing, job search workshops, and labor market information. They may also require some counseling on the adjustment to accept a lower wage rate. This group is characterized by long tenure, very high education level, and high wages. These claimants have a strong attachment to the workforce but may not have looked for a job in a long time. The group would benefit most from job search assistance activities.

∂ Tier III – Claimants Needing Skills Training or Skills Transferability Analysis

- **The third tier will be those claimants who have a high likelihood of exhaustion but a short potential benefit duration.** They would tend to have a strong work history, but need additional skills to find employment. This group is characterized by relatively longer job tenure, lower wages, and lower education than the average claimant. This group would benefit most from a transferability of skills analysis and/or skills training.

∂ Tier IV - Claimant Needing Assessments, Intensive Services, and Training

- **The fourth tier will be those claimants who have a lower likelihood of exhaustion and a long potential benefit duration.** This group is likely to have other barriers that affect their ability to find and maintain employment in the region's labor market. They are characterized by low job tenure, high reserve wages, and

low education. This would be the group that would benefit most from further assessments, intensive services and training.

Strategies and recommendations have been developed to assist the Region in developing its RES plan for each of the four RES components noted below:

RES Frontline Walk-ins – Attachment A
RES Intensive Services – Attachment B
PREP – Attachment C
REA – Attachment D

Additionally, included with this guidance is the State's strategy for Reemployment Services as included in the State WIA Plan for 2009 – 2010 (Attachment E). This guidance and the attachments are intended to serve as a resource to the Regions in developing their local Reemployment Services plan.

References

- The Wagner-Peyser Act of 1933 as amended
- The Workforce Investment Act of 1998
- The Workforce Innovation Act of 2000 (Florida)
- The Unemployment Compensation Amendments of 1993, Public Law (PL) 103–152
- 443.091, F.S.
- American Recovery and Reinvestment Act of 2009

SUPERSESSION

None

Attachments

A - RES Frontline (Walk-ins)
B - RES Intensive
C - Priority ReEmployment Program (PREP)
D - Reemployment Eligibility and Assessment Program (REA)
E- State's Reemployment Strategy (WIA/WP State Strategic Plan 2009-2010)
F – RES Tier Assessment Tool
G – RES Tiers of Service Chart
H – Disability Awareness Tool
I – Employability Development Plan