

## **Attachment B**

### **RES INTENSIVE SERVICES CLAIMANTS**

This group of claimants has been designated as most likely to exhaust their UC benefits. Initially, these individuals will be claimants receiving extended UC benefits. These claimants have been receiving benefits for 79 weeks. Later, claimants will be identified through statistical modeling.

Staff can use the Events Manager and the Communication functions of EFM to schedule the claimants for an RES services interview. Prior to or during the interview, the claimant should be provided an assessment to establish the RES tier of service. (The claimant may fall into any one of the four tiers depending on a number of factors; e.g., they could have good job skills that are in demand but are now close to exhausting their benefits.)

The assessment interview should be designed to assist the claimant in identifying their job-related skill sets, strengths, and areas of deficiency where training or other job-related forums or workshops may be needed. The assessment interview generally includes, at a minimum, a review of labor market information relative to skills in demand in the local area and the development of an Employability Development Plan (EDP) (Attachment I). The assessment interview should be recorded as an Initial Assessment Code #102 in EFM

#### ***The Employability Development Plan (Attachment I)***

An EDP is an effective and expedient tool for ensuring that claimants obtain maximum benefit from participation in reemployment services and that they achieve the overriding goal of job placement.

When integrated with a systematic approach for providing services, the EDP serves as a blueprint to guide participants through assessment, job search activities and referral to training. In addition, the EDP information and the assessment techniques for developing the EDP are useful for participants to assess themselves on a continuing basis through and beyond the RES period.

This EDP should be written during the interview process and may be done on a paper copy and then transferred to EFM or may be directly input on the EDP template on the claimant's notes screen in EFM. The paper copy should be signed by both the claimant and the staff person. If directly input into EFM, a copy should be printed and signed by both the claimant and the staff person.

The EDP should be recorded as a Develop Service Strategies (IEP/ISS/EDP) Code #205.

Once the assessment interview has been completed, all claimants receiving reemployment services should be provided with information regarding the One-Stop Career Center's services, the Employ Florida Marketplace information (each person who filed a claim should already be registered), and information on the responsibilities of the claimant in the re-employment services (RES) program (the claimant's responsibility is to do what a reasonable person in his or her circumstance would do to find suitable work). This service should be recorded as an Orientation Code #101 in EFM.

### **Strategies for Serving Tiers I - IV**

#### **∂ Tier I – Job Ready Claimant**

The job ready claimant's EDP should be heavy on job strengths and should lack barriers to employment. The plan in this case should refer the claimant to the resource room (or other computer resources) to update the résumé and to conduct a job search. The claimant should be advised that if there are no suitable jobs listed, the claimant should ask to see a Customer Service Representative (CSR) to have a job development created or if the claimant feels they need further job assistance, they should request an assessment interview. This claimant may also be referred to a professional networking activity, if appropriate and available in the local area.

Staff should conduct a follow-up on the claimant's EFM record approximately five working days after the job search assignment. The résumé should be reviewed and the services screen should be studied to make sure the claimant has followed the plan as agreed upon. If the plan has not been followed, the claimant needs to be contacted by phone or via an e-mail message. The claimant needs to be reminded that Unemployment Compensation will be advised of the failure to complete the assigned activities. A date to complete the assigned activities should be set and entered into the notes screen as an update to the EDP. A follow-up should be conducted after the agreed upon date of completion. If the claimant has not completed the assigned tasks, a communication should be sent to UC. The "Communication to UC" is located at:  
<http://intra.awi.state.fl.us/onestop/RemServ.asp>.

#### **∂ Tier II – Claimant Needing Job Search Assistance**

The assessment interview should show what job search skills are lacking. These should then be listed on the barriers section of the EDP and the remediation on the corresponding services section. Services such as résumé writing, interviewing skills, provision of labor market information, job search workshops, job clubs, etc., should be listed on the services section of the EDP and should be

scheduled at this time, if possible. This claimant may also be referred to a professional networking activity, if appropriate and available in the local area. Scheduled dates for the services should be input on the claimant's EFM services screen.

Follow-up should consist of a review of the services screen to make sure the claimant has attended the assigned activities. If the claimant has failed to attend, a "Communication to UC" should be sent.

Once the claimant has successfully completed the assigned activities, job search on EFM should also be assigned. Any additional job search referrals such as the professional network should be added to the plan at this time.

### ø Tier III – Claimants Needing Skills Training or Skills Transferability Analysis

Claimants who fall into this category are those who will need to have a transferable skills analysis. The results of the analysis should be compared with the jobs in demand listing in the region. If the occupations on the jobs in demand list match some of the jobs on the transferable skills analysis, staff should look at the percentage of match and the preparation time to obtain the skills needed, if any. Staff should also explore all avenues through which the claimant may obtain those skills such as WIA training and apprenticeships.

The EFM has a transferable skills analysis tool as part of the individual's assessment profile. It also has an interest inventory that can be used as part of the assessment. Once the analysis and interest test are complete, a comparison of the two to find a match that is highly correlated would be a suitable occupation to pursue. Further testing may be appropriate to ascertain whether the claimant has the required aptitude for specific occupations.

In addition to the EFM assessments, the O\*NET website has an interest test and an aptitude test which are either no-cost to download and professionally print or very low cost to be purchased through the Government Printing Office. To add the manual and finger dexterity parts of the test requires the use of the General Aptitude Test Battery manual and finger dexterity boards.

Staff may want to add a hidden disabilities assessment to determine if the claimant may have some additional barriers to employment. The disabling condition may require special consideration and have an effect on the type(s) of skills training that would be most beneficial to the claimant.

The use of this set of assessments - a skills analysis, an interest test, an aptitude test and the hidden disability assessment combined with labor market research should give staff an excellent picture of the claimant's potential. Once the claimant has completed any skills upgrade determined necessary, the claimant should be scheduled for job search in EFM.

Follow-up should be conducted by case managers if claimants are receiving WIA services. RES follow-up should consist of a review of the services screen to make sure the claimant has attended the assigned activities including training. If the claimant has failed to attend, a "Communication to UC" should be sent.

#### o Tier IV - Claimant Needing Assessments, Intensive Services, and Training

These claimants are not likely to have a high education level and do not tend to stay in one job for long periods of time. They may also have other barriers that affect their ability to find and maintain employment in the region's labor market. A battery of tests including the hidden disabilities assessment, labor market research and counseling would be the appropriate services that should be given to this claimant. Additionally, adding the Work Importance assessment in EFM would help the claimant make a decision on the type of occupation that would be a good match. Reviewing labor market information regarding the occupations that are matches to the claimant's interests, abilities and preferences present staff and claimant with suitable occupations for training.

Subsequently, staff should refer the claimant to the Workforce Investment Act (WIA) program to continue the process. All the assessments, the counseling, the referral to WIA would be steps in the EDP and the final step would be to conduct job search on EFM. WIA staff should review the testing results and the EDP on the claimant's notes screen. When training is completed, the claimant should be advised to conduct an initial job search on EFM.

Follow-up should be conducted by case managers if claimants are receiving WIA services. RES follow-up should consist of a review of the services screen to make sure the claimant has attended the assigned activities including training. If the claimant has failed to attend, a "Communication to UC" should be sent.

#### **Follow-Up**

If after the claimant completes the activities and has not found suitable employment within 60 days, the claimant may need additional services. A review of the claimant's job search efforts should be conducted at this time, as well as, a determination of whether the claimant has overcome any barriers to employment. The EDP may need to be updated with any additional steps listed.