

## Activities And Resources For Improving Reemployment Services

Much of this material was adapted from the Training and Employment Guidance Letter No. 1-01.

The following activities have been shown to be successful for providing effective reemployment services. The following non-exhaustive list of activities is provided to assist in developing an action plan. The activities reflect research results and practical experience providing reemployment services.

- Integrated UI/ES services. While the relationship between the Employment Service (ES) and UI is longstanding, with the creation of One-Stop Centers and more use of technological tools to provide services, there is a need for the programs to develop an effective communication mechanism or linking process whereby UI claimants receive service in ES and the One-Stop Centers. This is particularly important for State Workforce Agencies doing remote initial claims filing such as telephone claims in which UI claimants not familiar with ES services may not now make themselves available for assistance. Cross training of staff, requiring immediate registration and conducting early job matches have proved to be successful techniques.
- More intensive or staff-assisted services. A review of state activities since reemployment services were mandated under Worker Profiling and Reemployment Services found that services received by claimants were, on the whole, neither very intensive nor clearly well-matched to client needs. Nearly half the states neither required extensive services nor generally made them available. Only about one-third of the states required claimants to participate in 20 or more hours of services. Of the group who were referred to reemployment services, only one-third were reported as participating in job search workshops.

Research has found that job search techniques such as increasing the number of employer contacts and expanding job search to include secondary occupations and a broader geographic area were very effective in producing positive outcomes. The combined findings of several state demonstration projects--Minnesota, Nevada, New Jersey, South Carolina and Washington--provide strong evidence that intensive reemployment services, such as job search assistance, are effective and result in positive outcomes.

A report on the Job Search Assistance Demonstration in the District of Columbia (DC) and Florida found that reemployment services encouraged more aggressive job search efforts, increased the number of employers contacted per week, and increased the hours of job search per week.

- Early intervention services. There is extensive research (see list of studies at the end of this section) to document that early intervention, (e.g., identifying UI claimants who are likely to face lengthy unemployment early in their UI combined with job search and

similar services) is an effective approach to providing reemployment services resulting in positive outcomes.

- Eligibility Review Program (ERP) activities. ERP might be more effective if redesigned to provide services earlier and more frequently and to incorporate job search or other reemployment services in the ERP.
- Services that are integrated with Remote Initial Claims Filing. Telephone and Internet initial claims are widespread and in some states becoming the only way to register for UI. While this may increase the efficiency of delivering UI, it poses a serious problem for providing reemployment services. Often, the high cost of telephone service at remote locations prevents customer service representatives (CSRs) from spending more time with UI claimants on the telephone. To assure that UI claimants are provided reemployment services, agencies could provide CSRs with information and training for referring UI claimants to providers of reemployment services such as the National Toll-Free Help Line.
- Services to claimants in targeted occupations or industries. Many states are facing the loss of jobs in specific industries or occupations. Particularly hard hit have been the textile, steel, shoe, printing/publishing and some manufacturing industries. Reemployment services programs could be developed to customize service to UI claimants in a specific occupation or industry.
- Improved services to profiled claimants. Additional resources can be used to implement an approach that increases the number of UI claimants selected and provides targeted services to produce positive outcomes. Projects to increase referrals and improve the intensity of reemployment services could be expanded. Better communications, linkages and procedures could be developed between and among the UI, ES and other members of the One-Stop Center. In addition, services could be provided earlier and be customized to respond to the needs of the UI claimant.

### Specific Resources For Improving Reemployment Services

Most of the studies cited here are available on the ETA website at: [www.doleta.gov](http://www.doleta.gov).

1. Assisting Unemployment Insurance Claimants: The Long-Term Impacts of the Job Search Assistance Demonstration. U.S. Department of Labor. 2000.
2. Evaluation of Worker Profiling and Reemployment Services: Final Report. Research and Evaluation Report Series 99D. U.S. Department of Labor. 2000.
3. Evaluation of the Impact of Telephone Initial Claims Filing. Information Technology Support Center and Mathematica Policy Research, Inc. March 2000.
4. Unemployment Insurance in the One-Stop System. Office of Workforce Security Occasional Paper Evaluation of the Maryland Unemployment Insurance Work Search Demonstration. U.S. Department of Labor. 1998.
5. Evaluation of Worker Profiling and Reemployment Services Systems: Report to Congress. U.S. Department of Labor, Employment and Training administration, Office of Policy and Research, 1997.
6. The New Jersey Unemployment Insurance Reemployment Demonstration Project: Six-year Follow-up and Summary Report. Corson, Walter and Haimson, Josua. Unemployment Insurance Occasional Paper 96-2, 1996.