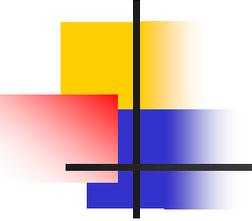


Strengthening the Connections Between UI and the One-Stop Delivery System Demonstration Project in Wisconsin

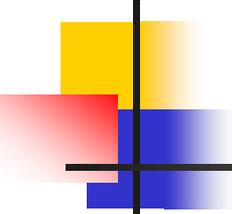
**Sherry Almandsmith
David Balducci
Lutfi Shahrani**

Recovery and Reemployment Research Conference
L'Enfant Plaza Hotel, Washington, D.C.
September 15, 2009



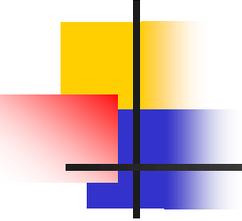
Purpose of the Workshop

- **Discuss the relevancy and purpose of the Wisconsin Demonstration Project**
- **Overview of Demonstration**
- **Share what and how staff-assisted UI and ES services were delivered**
- **Describe research design and evaluation methodology**
- **Discuss evaluation results and implications**
- **Entertain your views and suggestions**



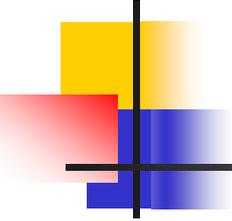
Reality and Relevance of the Wisconsin Demonstration Project

- **Great Recession of 2009:** Some states today have faltering on-line claims taking systems, heavy volumes of jobless, and inadequate self-service job finding operations
- **Demonstration Conditions:** Long national slide in current ES dollars, movement of UI staff to call centers, and, in some instances, overreliance on self-service job finding and placement services
- **Demonstration research explores the “how” of new policy or untried program approaches**
- **What did we know? What did we want to know?**



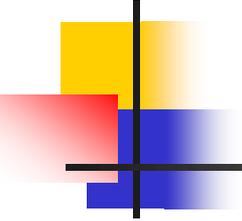
Organization and Purpose of the WI Demonstration

- **Based upon past research, the project tackled the spatial and institutional disconnect between benefits services and employment services.**
- **Wisconsin was selected because state officials expressed a desire to strengthen its staff-assisted service capacity.**
- **Working with the Wisconsin agency and Berkeley Policy Associates, ETA examined how institutional change affected individual outcomes.**



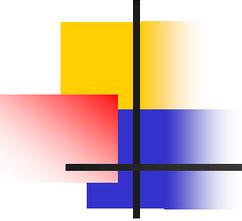
WI Demonstration Project Design Challenges

- **In a One-Stop service environment, could:**
 - **UI staff be repositioned in local offices on an itinerant schedule without disrupting Call Center operations?**
 - **UI and One-Stop ES staff jointly conduct WPRS orientations sessions, and provide on-site group or one-on-one assistance and referrals?**
 - **ES provide in-depth work registration and WPRS claimants with staff-assisted employment assistance and workshops over a potential 4-week period?**



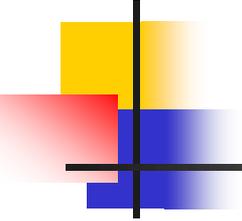
WI Demonstration Project Design Challenges

- **In a One-Stop service environment, could:**
 - **ES provide facilitated self-help and staff-assisted job referrals and training referrals?**
 - **UI and ES conduct on-site employment plan and eligibility reviews?**
- **Did interventions reduce UI duration?**
- **Did claimants receive better service?**
- **What was UI and One-Stop ES staff reaction?**



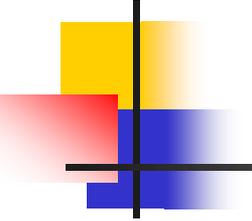
WI Demonstration Project Overview

- **Reinitiated UI and One-Stop ES staff-assisted services for WPRS claimants**
- **Initial telephone service calls; conducted joint UI-One-Stop orientations; counseling and employment planning; job referrals, workshops and referrals to training**
- **Evaluation: Comparison group methodology using Propensity Score Matching, service interventions tested in three One-Stop centers (compared to three non-demo centers) and two UI call centers**



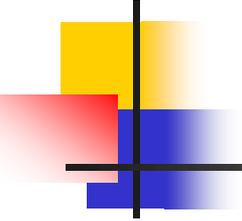
WI Demonstration Project Overview

- **Operation Period: July 2004-December 2005**
- **Evaluation: Completed December 2006 and published September 2008**
- **Results were favorably consistent with past experimental research**



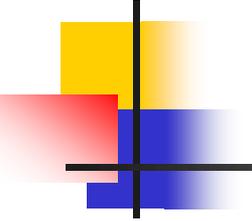
Wisconsin Policy Objectives

- **Test “proven” methods of ES and UI interventions in current Wisconsin One-Stop centers (called Job Centers) and call center environments.**
- **Strengthen the connections between remote UI services and One-Stop Centers by developing staff-assisted and collaborative and congregated service options**



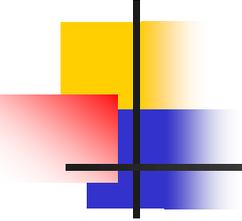
Wisconsin Operational Objectives

- **Through staff-assisted interventions:**
 - **Connect UI claimants to job finding and placement services and other programs**
 - **Help unemployed workers more rapidly reconnect with employment and supportive services**
 - **Reduce benefit receipt duration**



WI UI and One-Stop Center Procedural Innovations

- **Data from the Internet Initial Claims process is automatically sent to the One-Stop system database for comprehensive work registration**
- **UI staff participated along with One-Stop ES staff in the One-Stop Center “orientation session” for demonstration participants**
- **Staff provided: one-on-one counseling; development of an employment plan; workshops; and staff-assisted referrals to jobs and other services to likely long-term (WPRS) UI claimants**
- **UI and One-Stop staff jointly conducted a new Reemployment Service Plan Review and review employment plan**



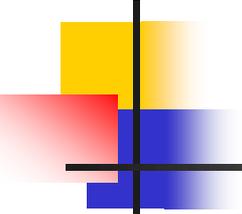
WI Demonstration Project Study Sites

Demonstration Sites

- **Oshkosh Job Center;
Oshkosh, Wisconsin**
- **HIRE Center;
Milwaukee, Wisconsin**
- **Job Center Northwest;
Milwaukee, Wisconsin**

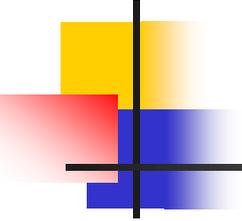
Comparison Sites

- **Menasha Job Center;
Menasha, Wisconsin**
- **Job Center South;
Milwaukee, Wisconsin**
- **Teutonia Job Center;
Milwaukee, Wisconsin**



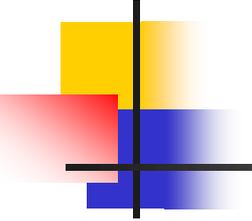
WI Demonstration Project Service Process

- **UI staff referred claimants to local One-Stop Centers**
- **One-Stop staff made telephone calls to claimants describing services**
- **All contacted claimants registered for work with expanded information, and received job-finding services**
- **One-Stop staff assessed claimants in-person for reemployment prospects and needs**
- **Selected claimants received a concentrated and tailored 4-week job search workshop**
- **Claimants received follow-up services**



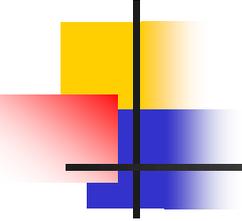
WI Demonstration Project Claimants

- **All claimants referred to demonstration sites received staff-assisted reemployment services**
- **All demonstration participants who participated in the reemployment workshops received at least one staff-assisted job referral. Such referrals did not happen elsewhere in the state.**
- **Demonstration group included claimants with worker profiling scores ranging from 47% to 100% likelihood of exhausting UI benefits.**



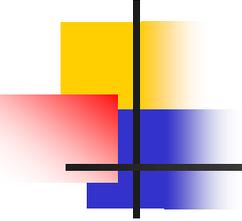
Policy Implications

- **UI and One-Stop staff can provide services jointly without disrupting the UI Benefit Center structure.**
- **UI Benefit Call centers are an efficient means of administering claims, however, both Job Center staff and customers need more information about UI, and better access to answers than call centers may provide.**
- **Telephoning claimants to inform them of RES offered several benefits.**



Policy Implications

- **The WPRS score reflects the likelihood to exhaust benefits, and may not accurately project a claimant's need for job search assistance.**
- **The Review of Employment Plan (REP) was very useful to the project.**
- **The rewards for increasing collaboration between the Job Service and UI agencies were far richer than originally anticipated.**



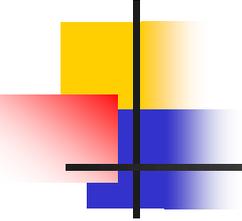
WI Demonstration Project Evaluation

- **Process study documented the linkages that developed between UI and Job Service**
- **Outcome study assessed the effectiveness of demonstration in decreasing participants' duration of benefits**
- **Outcome study used matched comparison group from neighboring One-Stop Centers**

WI Demonstration Project Claimant Characteristics

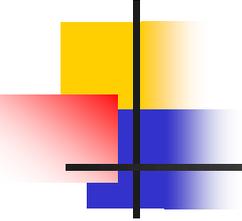
| Characteristic | All Sites | Oshkosh Job Center | Milwaukee | |
|---------------------------|--------------|-----------------------|-------------------------|-------------|
| | | | Job Center Northwest | HIRE Center |
| Total Participants | 2,180 | 748 | 699 | 733 |
| • Group A | 25% | 21% | 29% | 24% |
| • Group B | 29% | 34% | 30% | 25% |
| Gender, Male | 56% | 59% | 53% | 57% |
| Age mean | 40.1 | 41.1 | 39.0 | 40.2 |
| Race/Ethnicity* | | | | |
| • Black | 24% | 2% | 68% | 9% |
| • White | 68% | 93% | 30% | 80% |
| • Other | 7% | 6% | 7% | 14% |
| Education | | | | |
| • < High School | 12% | 9% | 11% | 16% |
| • High School Grad | 53% | 55% | 54% | 50% |
| • Any College | 35% | 36% | 35% | 34% |

* Figures may not total 100% because of rounding



WI Demonstration Project Outcome Measures

- **Entered Employment Rate**
- **Average Quarterly Earnings**
- **Average Benefit Duration**
- **Average UI Benefit Amount Drawn**



WI Demonstration Project Impacts

- **Created matched comparison group using propensity score based on personal characteristics such as employment history and worker profiling score**
- **Three analysis models:**
 - **All demonstration and comparison group members**
 - **Claimants with WRPS scores of 47% or higher**
 - **Claimants who used reemployment services**

WI Demonstration Project Impacts

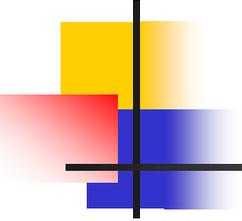
| Program Outcomes | Model 1 All Demo Participants vs. Matched Comparison Group | | Model 2 Demo Participants vs. Comparisons with WPRS Scores of 47% or Higher | | Model 3 Demo Participants vs. Comparisons Who Used RES | |
|---|--|---------|--|---------|--|---------|
| | Demo | Comp | Demo | Comp | Demo | Comp |
| Sample Size | 2,180 | 4,193 | 1,824 | 3,333 | 1,175 | 1,290 |
| Employed After 1 st Claim Week ^a | 77.0% | 78.0% | 77% | 77.0% | 75.0% | 75.0% |
| Average Quarterly Earnings ^a | \$3,020** | \$2,892 | \$3,107 | \$2,912 | \$2,370 | \$2,400 |
| Average Benefit Duration (weeks) | 14.7* | 15.2 | 14.8** | 15.7 | 17.8 | 18.4 |
| Average UI Benefits Drawn ^b | \$3,638* | \$3,785 | \$3,690** | \$3,923 | \$4,588 | \$4,743 |

^a Employment outcomes through March 2006

^b Benefit drawdown through June 2006

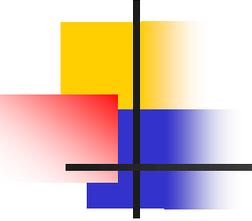
** .01 significance level

* .05 significance level



WI Demonstration Project Impacts

- **Across all 3 models, demonstration claimants had better outcomes than did comparison group members**
- **Statistically significant differences in outcomes:**
 - **Average quarterly earnings (Model 1)**
 - **Average UI benefit duration (Models 1 & 2)**
 - **Average UI benefits drawn (Models 1 & 2)**
- **Over a 15 month study period, the three demonstration sites saved the Wisconsin UI trust fund \$385,000**



Influence of Demonstration Services on Outcomes

- **Services included: initial assessment, self-service/information, job search services, workshops, job referral, one-on-one services, employment plan review, and follow-up services.**
- **Many relationships between services and outcomes were negative because demonstration participants were more likely to use services.**

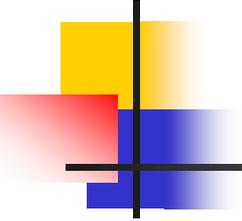
Influence of Demonstration Services on Outcomes

Significant Positive Correlations Between Services and Outcomes

| Service | Model 1 All Sample | | Model 2 WPRS 47% or higher | | Model 3 Used RES Services | |
|---------------------------------------|-----------------------|----------------|-------------------------------|----------------|------------------------------|----------------|
| | Demo | Comp | Demo | Comp | Demo | Comp |
| # Participants | 2,180 | 4,193 | 1,824 | 3,333 | 1,175 | 1,290 |
| Entered Employment | 77.0% | 78.0% | 77.0% | 77.0% | 75.0% | 75.0% |
| Job Referral (once) | .04* | .03 | .05* | .02 | .07* | .00 |
| One-on-One Services (once) | .05* | .02 | .06* | .02 | .09** | .04 |
| Follow-Up Services (once) | .06** | -.03 | .07** | -- | .10** | -- |
| Average Benefit Duration (wks) | 14.7 | 15.2 | 14.8 | 15.7 | 17.8 | 18.4 |
| Initial Assessment (once) | .25** | .09** | .26** | .09** | -.08** | .06* |
| One-on-One Services (once) | .03 | .01 | .03 | .02 | -.14** | .00 |
| Average Quarterly Earnings | \$3,020 | \$2,892 | \$3,107 | \$2,912 | \$2,370 | \$2,400 |
| Job Referral (once) | .01 | -.00 | .01 | -.00 | .07** | -.00 |
| WIA Supportive Services (multiple) | .04 | .00 | .05* | .00 | .05 | .03 |
| Follow-Up Services (once) | .01 | -.01 | .02 | -- | .09** | -- |

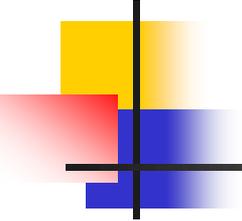
** Difference is statistically significant at the .01 level

* Difference is statistically significant at the .05 level



Strengthening the Connections Between UI and the One-Stop Delivery System Demonstration Project in Wisconsin

Questions?



Strengthening the Connections Between UI and the One-Stop Delivery System Demonstration Project in Wisconsin

**Final Evaluation Report (ETA 2006-11) may be found at:
<http://wdr.doleta.gov/research/keyword.cfm>**

Thank you

For information contact:

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- **Sherry@bpacal.com**