

Attachment E

STATE OF FLORIDA **STATE WORKFORCE INVESTMENT PLAN** **2009-2010**

Reemployment Services Section

Reemployment services in Florida are fully integrated into our one-stop career centers along with all Wagner-Peyser services, WIA services, the Trade Adjustment Assistance Program (TAA), the Food Stamp Employment and Training Program or Supplemental Nutrition Assistance Program (SNAP), and the Temporary Assistance for Needy Families (TANF) Welfare Transition Program. In this integrated context it is Florida's goal to have all partners work together to effectively serve Unemployment Employment Compensation (UC) claimants under the oversight of the regional workforce board with the ultimate objective of effecting their return to the active workforce as soon as possible. As with all services and programs available in the state's one-stop centers, the funding, the mix of services and general approach are to be determined by local memoranda of understanding between the partners as guided by the local plan. However, certain guiding principles are provided by state policy as set forth by the Governor and Workforce Florida, the state workforce investment board.

The full array of services is available to all UC claimants through the state's one-stop centers and through the Employ Florida Market Place (EFM) the state's case management and self-service system. State statute requires core services to be provided electronically. To the extent possible it is the Florida's intent to make self-services available to all job seekers including enhancements directed to UI claimants. It is also our goal to electronically deliver many other labor exchange services heretofore only available as one-on-one staff assisted services. These services include registration, orientation, skills assessment, skills matching, job matching, the provision labor market and training information, referral to training, and job referral. Providing these services electronically does not preclude the provision of staff assisted services, but is rather intended as an expansion and enhancement of these services. Indeed by maximizing electronic self-service and electronically delivered services for the majority of UI claimants who are candidates for immediate employment it is our goal to increase the delivery of one-on-one staff services to the UI claimants most in need of training and other assistance.

In Florida all UI claimants are registered as job seekers in the Employ Florida Market Place within 24 hours of filing for unemployment benefits. This is accomplished via an automated interface between the UC system and EFM. Nightly a file of new UC claimants is sent to EFM where basic registration created. This includes the client's email address, and work history information.

The career services skills matching functionality of EFM is then utilized to generate an initial listing of current jobs in the system based on the employment information each claimant gave when filing his/her claim. This generates an automatic email to the claimant that: 1) informs the claimant of his/her EFM log on information; 2) provides a link to the initial list of jobs matched to his/her employment history; and 3) provides the link for him/her to complete a full resume and begin active use of the system to search and apply for jobs. This information also becomes immediately available to staff who utilize it to contact claimants regarding other one-stop services available. This skills information also automatically becomes available to employers who are searching for candidates based on the skills needed to fill a job opening.

Florida's reemployment services are centered on the Priority Re-Employment Program (PREP), the state's Worker Profiling and Reemployment Services effort operational statewide. A Pool of possible PREP claimants is created on a weekly basis that excludes: a.) claimants whose program identification is other than Intrastate UC, CWC (combined wage program) UCFE (federal workers) and UCX (ex-military personnel); b.) Interstate claimants; c.) transitional claimants; d.) claimants on recall status; e.) seasonally unemployed claimants; f.) partially unemployed claimants; and g.) claimants with a first payment issued more than 42 days after the Benefit Year Beginning date. Claimants are placed in the PREP pool on the 4th week of their claims for early intervention purposes.

The PREP pool is transferred to EFM and the One Stop Career Center staff use the pool to schedule claimants for orientation services. The current program requires a review at the local level to determine those individuals most likely to exhaust their benefits using the following factors: tenure on their most recent employment, education level, total unemployment rate in the local labor market, last occupation is one of the occupations most in decline (O*NET), and Standard Occupational Classification (SOC). A group assessment interview and the development of a service plan are coupled with the orientation. Based on the service plan the following services are made available for those claimants who are not job ready: job search workshops, testing, counseling, specific labor market information, and referral to education and or training.

Agency for Workforce Innovation (AWI), UC Services is currently participating with Workforce Florida, and the AWI One Stop Program Support staff in the modification of the PREP program. The modification includes utilizing a statistical targeting methodology using the claimants' characteristics to identify claimants that are most likely to exhaust and need intensive services or training. This workgroup is currently reviewing the validity of the statistical targeting and the assignment of a probability score to identify those claimants most likely to exhaust their benefits. Once the validation process is completed, the process will be integrated between the UC-to-EFM Interface, EFM work registration records and Labor Market Information and include those claimants in the PREP pool. This modification will be an enhancement to the PREP pool and assist the One

Stop Career Centers in identifying those claimants in need of more intensive staff assisted services.

Additionally, six regions in Florida are currently participating in the USDOL Reemployment and Eligibility Assessment (REA) Pilot Program. This program involves the following:

- Participating One-Stop Career Centers randomly select a certain number of participants for REA from the PREP pool.
- The One-Stop Career Centers enter the participant information into EFM and designate them as an “REA.”
- The One-Stop Career Center sends an appointment letter for the participant to come in for an assessment interview.
- During the interview the REA participant is provided:
- Labor market information unique to their area of work experience. If the labor market information shows the participant’s occupation to be in decline, they can be referred for training.
- One-Stop staff assists in developing an employability development plan.
- One-Stop staff provides several job referrals as well as information on other services the One-Stop offers.
- Note: AWI recommends that staff follow-up with participants if they are still unemployed to see if they can be further assisted in their employment efforts
- If an REA participant doesn’t show up for their assessment appointment, the participant information is sent to UC Adjudication for fact-finding.
- If the participant has “good cause,” UC will issue a determination which automates a notice to the One Stop indicating they should be rescheduled for a second appointment.
- Once rescheduled for a second interview, if the participant is a “no show” again, the information is sent to UC for adjudication, but the participant is not rescheduled a second time. The program only requires they be rescheduled once.
- When the assessment is completed at the One Stop, an automated notice is generated to UC to conduct an Eligibility Review.
- Note: AWI, working with the Regions, has automated many of the operational processes to streamline workload efforts.

Currently the state is in the process of applying for additional REA funding in order to expand the program to other regions who wish to participate.

Due to the current economic downturn and the high rate of unemployment in the state, staff-assisted reemployment services will be targeted to claimants who qualify for state extended benefits. The American Recovery and Reinvestment Act (ARRA) encouraged states to amend their extended benefits (EB) provisions to allow an EB period to trigger based on the total unemployment rate. By doing

so, states whose EB periods are defined by the insured unemployment rate would in many cases immediately enter an EB period thereby entitling its unemployed workers up to an additional 13 weeks of benefits or even 20 weeks, for states with the total unemployment rate of at least 8 percent.

The Florida Legislature passed into law Senate Bill 810 on April 29, 2009. This bill provided Florida the ability to amend the Unemployment Compensation Law and allow an EB period to trigger based on the total unemployment rate.

It is estimated that approximately 250,000 claimants will qualify for the Extended Benefits program. These individuals have previously qualified for 26 weeks of regular unemployment, exhausted their claim, and have been provided up to 33 weeks of Emergency Unemployment Compensation (EUC) benefits, and have exhausted those additional benefits.

At the state level, Florida plans to pilot two software solutions to assist the delivery of local reemployment services. It is the plan to use these tools to assist the state's one-stop centers in assessing the needs of UI claimants and enhancing local reemployment services. These two tools are: Help-Wanted Online (HWOL) and the Workforce Associates' Transferable Occupation Relationship Quotient (TORQ).

HWOL is an evolution of the former Conference Board Help Wanted Index that now represents a fully developed system that measures the demand side of the labor market. It scrapes a myriad of job ads from internet sites. Job ads can be analyzed by state, metro area, and cities through time and can be filtered for various attributes. HWOL has the potential to identify current openings even in the recession, which represents a potential asset to local and state workforce planners. Current measures of occupational demand are for the long-term and there is need for more current actionable data for analysis. HWOL also has the potential to identify new and emerging, green and biotech occupations.

The TORQ software allows the integration of multiple types of data files from the federal and state levels to include most widely used occupational attributes from the O*Net national database, Florida and substate projections by industry and occupation, national projections data, employer data from InfoUSA, educational providers from the Integrated Postsecondary Educational Data System, and approved providers for WIA. This is single system that can provide product integration on one platform from multiple data sources. This product will improve the analysis of O*Net tools including career pathing. TORQ software promises to be a very positive asset to local staff seeking to reemploy UC claimants.

The planned cost for acquiring these software tools for state use in support of the regional workforce boards amounts to approximately 31% of the Reemployment Services ARRA state-level set-aside funds.