

**Reemployment Services Plan Template**  
**Central/Mohawk Valley Region**

**1. Executive Overview**

Provide a 1 to 2 page Executive Summary highlighting the key components of a Reemployment Services Plan.

The Central/Mohawk Valley Region has identified the key components of a successful Reemployment Services strategy for unemployment insurance customers and determined how to achieve successful results:

<b>Key Components of a Successful Unemployment Insurance Reemployment Services Strategy</b>	<b>How the Central/Mohawk Valley Region will achieve successful results</b>
Establish and implement a Reemployment Services Plan that addresses how customers will be provided with services, given reemployment guidance and ensure that customers are aware of their work search requirements.	Through Functional Alignment, each One-Stop Career Center will provide reemployment services to unemployment insurance customers and these services will be provided by Division of Employment Services and One-Stop partner staff. Customers will be advised of their work search requirements early in their claims cycle.
Invite customers into the One-Stop Career Center early in their claims cycle and repeatedly thereafter until the customer enters employment or exhausts benefits.	All Unemployment Insurance recipients will be informed of the services available at the One-Stop Career Center, invited to use the services and have an initial assessment early in their claim cycle. All customers will receive an initial assessment via an on-line or mail-in process except: (1) customers profiled as likely to exhaust benefits; (2) customers impacted by a Worker Adjustment & Retraining Notification (WARN) layoff; (3) veterans who are not permanently deferred nor on a temporary layoff; and (4) customers with specific demographics similar to customers who have previously exhausted benefits. As over 30% of the UI Beneficiaries in this Region whose claims ended in July 2005 – June 2006 exhausted benefits, demographic information was requested regarding these exhaustees, by LWIA. This information will be used to target customers with similar demographics. Therefore, profiled customers, WARN customers, veterans (except permanently deferred and temporary layoff) and those with the specified demographics will be scheduled for one-on-one services. Every customer (except for those who obtain work solely via their union) will receive follow-up services until the customer enters employment or exhausts benefits.

	As the Herkimer/Madison/Oneida area has Reemployment Eligibility and Assistance (REA) Grant staff, that area will use the REA process to provide Reemployment Services.
Assess the customer's reemployment needs early in the claim cycle and provide services to meet those needs or refer the customers to appropriate supportive services.	Each customer will complete a Needs Survey. Identified needs will be addressed.
Ensure that unemployment issues are identified and reported to the Telephone Claims Center for resolution.	Unemployment insurance issues will be identified and promptly reported to the TCC.
Provide more intensive services for customers who are profiled as likely to exhaust unemployment benefits and those with barriers to employment.	Profiled customers and those with barriers will receive comprehensive assessments and will develop a work search plan or an Individual Employment Plan.
Establish and implement a follow-up plan so that customers who are still claiming benefits are periodically interviewed to discuss work search efforts and receive job search assistance.	Follow-up at periodic intervals will be implemented for customers still claiming benefits. This follow-up will include a review of work search efforts and staff will provide job search assistance. Customers nearing the exhaustion of benefits may receive more frequent services.
Offer services that may encourage retention to customers who have entered employment.	Customers who enter employment may be offered services aimed towards promoting job retention.

A Reemployment Eligibility and Assistance (REA) Grant has provided funding for additional staff in the Herkimer/Madison/Oneida LWIA. Intensive services to Unemployment Insurance customers are provided aimed towards more rapid reentry into the workforce. Erroneous UI payments are also identified and reported to the Telephone Claims Center. These activities have resulted in a decrease in the average duration that UI customers collect benefits, thereby saving money for employers and the UI Trust Fund. Customers receive initial assessments early in their claim, they are assigned to a Case Manager for intensive services, the customers' needs are identified and addressed, any barriers to employment are removed, job search assistance and workshops are provided, regular follow-up is conducted and any unemployment insurance issues are

promptly reported to the Unemployment Insurance Telephone Claims Center. The efforts have proven successful as the duration of UI benefits has been reduced by an average of 2 weeks of benefits, thus resulting in savings to the Unemployment Insurance Trust Fund.

Per feedback from REA customers who found work, they value the one-on-one case management approach and the support it provided them during their work search; the information they received about the local labor market and on how to find a job; and the tools (e.g. resume, interviewing skills, Resource Room services) they received that helped them find new employment.

The components of the REA process are the cornerstones of this Region’s Reemployment Services Plan.

**2. General Workload/Customer Flow Information**

- a. Define and Analyze the UI Population and workload and impact on customer flow. This should include the estimated total number of UI claimants to be co-enrolled in WP and WIA
  - i. Provide a workload breakdown by local area within the region.

<b>WIB</b>	<b>Estimated PY 2006 UI total workload to be co-enrolled in WP and WIA</b>	<b>Estimated total DoES and partner staff needed to conduct 3 new assessments and 6 follow-up interviews per day</b>
Cayuga/Cortland	4,896	8
Fulton/Montgomery/Schoharie	5,265	9
Herkimer/Madison/Oneida	10,138	17
Onondaga	10,818	17
Oswego	4,742	8
<b>Region Total</b>	<b>35,859</b>	<b>59</b>

Not every LWIA has the number of staff estimated as needed to provide services one-on-one in person for all customers as described in the chart above. The use of on-line or mail-in initial assessments will be used for most customers and in-person interviews scheduled for profiled customers, those impacted by WARN layoffs, veterans, and those with demographic characteristics similar to customers who have previously exhausted.

- ii. Identify the estimated portion of the UI population anticipated to be designated as work search exempt (TLO, Union and other).

<b>WIB</b>	<b>Estimated PY 2006 Work Search Exempt</b>
Cayuga/Cortland	921
Fulton/Montgomery/Schoharie	1,116
Herkimer/Madison/Oneida	1,602
Onondaga	1,614
Oswego	1,186
<b>Region Total</b>	<b>6,439</b>

- b. Discuss the impact of fluctuation in the UI workload (cyclical/seasonal) on workflow and performance.

Seasonal fluctuations affect all parts of the Region. Historically, the UI load increases in winter. Many seasonal workers will be included in the Temporary Layoff (TLO) numbers; the process in the Plan to handle TLO's and Permanently Deferred (PD's) will address these fluctuations in the UI workload.

The seasonal workload will be analyzed to determine the occupations and employers of seasonal workers, whether these customers have claims year-after-year and whether they have exhausted benefits on prior UI claims. Strategies will be developed to assist seasonal workers. These strategies may include offering transferable skills workshops aimed towards seasonal workers that may help these workers move towards full employment. Business Services staff can reach out to employers and arrange recruitments aimed towards helping seasonal workers find interim work.

- c. Identify the elements of the plan requirements that represent increased customer flow.

Customers designated as TLO, PD or seasonal workers with a 2-year attachment with an employer have not previously been included in the RSO process. Including TLO and PD customers will add 6400+ customers to the Regional workload.

Scheduling UI customers for systematic follow-up after their initial assessment will result in increased customer flow above current levels. Incorporating partner staff through functional alignment into the initial assessment and follow-up process will allow for efficient caseload management.

### **3. Customer Enrollment and staff assisted services**

- a. Describe how each UI claimant will be scheduled as early as possible in the claims cycle (within two weeks).

When the download of eligible UI customers is received in the Reemployment Operating System (REOS), letters will be sent within 2 business days to schedule customers for

their enrolling service, an initial assessment. The planned average time lapse between the download date and the first service is no more than 2 weeks.

- b. Describe how UI claimants continuing to certify and remaining active will receive at least one additional staff assisted service within 90 days of the initial enrolling service.

The Case Managers of the profiled customers, WARN-impacted customers, veterans and customers with specified demographics will determine appropriate next steps and schedule a follow-up appointment no later than 4 weeks from the initial assessment. Additional follow-up appointments will be conducted every 4 weeks until the customer is no longer claiming benefits.

Customers with needs will be provided the services (e.g. via workshops, referral to supportive services) to address the needs and also scheduled via REOS for an appointment with their case manager no later than 4 weeks after the initial assessment. Additional follow-up appointments will be conducted every 8 weeks until the customer is no longer claiming benefits.

Customers with no needs will be scheduled via REOS for a follow-up in 4 weeks if still claiming benefits. Additional follow-up appointments will be conducted every 8 weeks until the customer is no longer claiming benefits.

- c. Describe the scheduling and delivery method of staff assisted services based on resources and customer pool. This includes one-on-one interviews and how they will be conducted (highly recommended).

The download will be sorted by Profiling status, Temporary Layoff, and Permanently Deferred. Additionally, customers' work history, job title and employer will be reviewed to determine which are seasonally laid off with a 2-year attachment with an employer. Customers who are profiled as likely to exhaust benefits, veterans (not permanently deferred nor on temporary layoff), impacted by a WARN layoff, or who have specified demographics will be scheduled for one-on-one interviews.

Profiled customers will be scheduled for an in-person interview with a workforce advisor (Case Manager) that will include a comprehensive assessment.

Customers impacted by a WARN layoff will be scheduled for an in-person initial assessment with a workforce advisor (Case Manager).

Veterans (not permanently deferred nor on temporary layoff) will be scheduled for an in-person initial assessment with a workforce advisor (Case Manager). Depending on the availability of Department of Labor Veterans representatives, customers who are veterans shall receive UI Reemployment and/or Case Management services from the Veterans representatives.

Customers with specified demographics similar to customers who have previously exhausted benefits in the LWIA will be scheduled for an in-person initial assessment with a workforce advisor (Case Manager).

*All other customers will receive an initial assessment via an on-line or mail-in process.*

Process:

The UI records of customers will be reviewed to determine whether the customer is certifying for benefits via the Internet or by phone. Those certifying via the Internet will be scheduled for an on-line initial assessment. Those certifying by phone will be scheduled for an initial assessment by mail (with the option to complete the assessment forms on the Internet).

Customers identified as on-line will be sent a letter directing them to access a specific workforcenewyork website by a specified date. Enclosed with the letter will be the UI Work Search Requirements (Attachment 1). Information about available One-Stop services will be provided as part of the on-line process or by an information flyer included in the mailing. When the customer accesses the website, the customer will be welcomed to the Reemployment Services program. The customer will complete (on-line):

- An OSOS registration including skill words
- A Needs Survey (Attachment 2)

The customer will submit each form on-line.

When the customer enters “submit” on each form, the forms are received at an Outlook mailbox specified by each One-Stop.

Customers who certify to benefits by phone will be mailed a packet including: a letter, an OSOS registration, a Needs Survey, the UI Work Search Requirements and a flyer describing services available at the One-Stop Center. The customer will be instructed to complete and mail-in the forms by a specified date.

Each One-Stop will handle its own customers and designate staff to receive the on-line and mailed-in responses. As responses (on-line or mailed-in) are received, designated One-Stop staff will conduct an initial assessment by analyzing information on the job seeker’s educational level, work history, vocational skills, employment barriers, etc., to determine which services are needed and whether any referrals are appropriate. If additional information is needed from the customer, staff will contact the customer by e-mail or phone. The OSOS registration will be updated. Data element validation needed will be done and noted in OSOS Comments. The Needs Survey will be reviewed. Customers with needs will be provided services by the One-Stop staff via phone, e-mail or in-person. Each One-Stop will develop a Customer Needs Referral Guide (Rome sample-Attachment 3). The customer will be appropriately referred (e.g. to the One-Stop Center for workshops and/or 1:1 assistance or to Supportive Services).

As part of the initial assessment process, the next steps for the customer will be determined.

Staff will update the customer’s OSOS registration and skill words. Data element validation needed will be done and noted in OSOS Comments.

- d. Describe how the above processes/services fit within the FA plan(s) and identify any potential modifications that may need to be made to FA plan(s).

The Functional Alignment plans describe the goals that the local areas seek to achieve through their plans and how the local systems will move beyond co-location of staff to achieve even greater functional alignment. This Reemployment Services Plan is in harmony with these goals:

<b>Functional Alignment Plans Goals &amp; Achieving Functional Alignment</b>	<b>How this Reemployment Services Plan is in harmony with the achievement of Functional Alignment Goals</b>
Shared customer pool	Common intake/registration will be used by all customers of the One-Stop Centers, including UI customers.
Common customer flow	UI customers who report to the One-Stop Centers will be registered and receive services including workforce advisement and resource room availability.
Individual Assessment	Every UI customer will receive an initial assessment.
Availability of career advisement/counseling	UI customers will identify their needs and any barriers to employment will be assessed. These needs and barriers may warrant career advisement/counseling and applications for training.
Staff organized by functional service delivery teams that put customer needs first rather than by individual funding streams	Reemployment Services will be provided by staff from various funding streams who will assess the customers’ needs and provide services to meet those needs.
Services will result in shared outcomes	All UI customers will be enrolled in both WIA and Wagner-Peyser. Thus, the outcomes will be shared.
Capacity building of staff	Staff training on Unemployment Insurance and the Reemployment Operating System is part of this Reemployment Services plan.
Identification of Functional Service Units	Each Functional Alignment Plan identifies a service unit (e.g. Workforce Advising) to provide services such as career exploration and assessment, determination of program eligibility, training and job placement, and participant follow-up. This unit will be providing the services to UI and non-UI customers.
Functional leadership and supervision	Each One-Stop Career Center utilizes functional leadership and supervision to oversee its Workforce Advising unit. As part of the Reemployment Plan, the functional supervisor will oversee and monitor Reemployment Services.

Technology to streamline services	All staff has access to the One Stop Operating System. Each LWIA hosts a website that customers can access to receive information about available services. On-line Reemployment Services are accessed by customers through the workforcenewyork website. The on-line registrations can be received by staff designated by each One-Stop. This Reemployment Plan provides for access to the Reemployment Operating System to DoES staff (in the short term) and Partner staff (in the long-term).
Data Management	All customers are registered in OSOS. OSOS will provide data for management purposes. REOS will be used to schedule and track customers.
Performance Management (common measures)	Reemployment Services are aimed towards assisting the customer to return to work as soon as possible, at the highest wages possible and to retain the new employment. These will all positively impact the Common Measures.
Increased service levels	Inviting all UI customers to use the services available at the One-Stop Career Centers and scheduling all profiled customers, WARN impacted customers, veterans (who are neither permanently deferred nor on temporary layoff) and those with specific demographics for in-person appointments will increase the number of customers accessing the services of the One-Stop Centers. Through functional alignment, customers will receive needed services from one Case Manager who is knowledgeable about numerous program areas instead of having customers wait to see a number of different staff who are only program-specific.
Service delivery designed from a customer perspective	The Reemployment Services plan includes collecting information, analyzing the customers' needs and providing services specifically aimed towards meeting those needs to effect reemployment. Functional alignment focuses on function and service rather than program silos. Staff is trained to provide a wide array of services.

When the Functional Alignment plans were developed, services strategies were identified to incorporate the needs of the customers, not programmatic needs.

The principles established in the functional alignment plans will readily adapt themselves to the incorporation of the UI customers.

**4. Special requirements for UI claimants on temporary lay off (TLO) or with union affiliation.**

- a. Describe how these customers will be assessed and how their work search exemption will be verified. The return to work date must be documented in REOS.

When a UI claim is filed, the customer is asked whether work is obtained through a union and whether the customer has a definite date to return to work. On the weekly REOS download, customers who answered “yes” to either or both of those questions are appropriately noted as Permanently Deferred (work is obtained through a union) or TLO. The customers in the download can be sorted by PD or TLO status. Temporary Layoff, Permanently Deferred & Seasonal workers with a 2-year employer attachment will be scheduled for an on-line or mail-in registration. Information about available One-Stop services and information about work search requirements will be provided as part of the on-line or mail-in process. The customer will complete a Needs Survey and an OSOS registration with skill words.

An initial assessment will be conducted by analyzing information about the job seeker’s educational level, work history, vocational skills, employment barriers, etc., to determine which services are needed and whether any referrals are appropriate. If additional information is needed from the customer, staff will obtain it by phone or by e-mail. The OSOS registration will be updated. Data element validation needed will be done and noted on the OSOS Comments.

The Needs Survey will be collected and reviewed. Customers with needs will be provided services by the One-Stop staff via phone, e-mail or in-person. Each One-Stop will develop a Customer Needs Referral Guide. The customer will be appropriately referred (e.g. to the One-Stop Center for workshops and/or 1:1 assistance or to Supportive Services).

TLO customers will indicate their scheduled return to work date. This date will be posted on REOS and the customer scheduled on REOS for follow-up immediately following the return to work date if the customer is still claiming benefits.

Permanently Deferred customers will be required to furnish evidence (e.g. copy of current union membership card) by mail or by electronic scan that their work is obtained through their union.

- b. Describe how these customers will be provided with information on the full range of available services and how the customer can access the services.

The on-line and mail-in processes will include information on the One-Stop Center’s available services and how the customer can access the services. Also, each Workforce Investment Area has a website that features information about available services and how to access the services. Customers will be given the website address and encouraged to use it.

- c. If these customers continue to certify for benefits beyond the anticipated return to work date, describe how an additional staff assisted service will be delivered.

If they are still claiming benefits past the return to work date, REOS will be used to schedule them for an in-person interview. As part of that interview, information will be obtained regarding why the customer did not return to work and appropriate next steps determined.

- d. Describe the process for determining exceptions to providing two staff assisted services to some of these customers. These exceptions should be limited.

No exceptions are planned.

- e. Describe how the above processes/services fit within the FA plan(s) and identify any potential modifications that may need to be made to FA plan(s).

See Section 3 d. regarding how the goals of the Functional Alignment plans are in harmony with the Reemployment Services Plan.

The principles established in the functional alignment plans will readily adapt themselves to the incorporation of the UI customers.

#### **5. Services for UI claimants subject to work search requirements.**

- a. Describe how these customers will be provided with information on the full range of available services and how the customer can access the services.

These customers will be scheduled for an on-line registration or a mail-in registration which will include information on the One-Stop Center's available services and how the customer can access the services. Also, each Workforce Investment Area has a website that features information about available services and how to access the services. Customers will be given the website address and encouraged to use it.

- b. Describe the initial assessment that will be used.

As part of the on-line or mail-in process, the customer will complete a Needs Survey and an OSOS registration with skill words.

The Needs Survey will be reviewed. Customers with needs will be provided services by the One-Stop staff via phone, e-mail or in-person. The customer will also be appropriately referred (e.g. to the One-Stop Center for workshops and/or 1:1 assistance, or to Supportive Services). Each One-Stop will develop and use a Customer Needs Referral Guide.

Using the OSOS registration and the Needs Survey, an initial assessment will be conducted by analyzing information about the job seeker's educational level, work history, vocational skills, employment barriers, etc., to determine which services are needed and whether any referrals are appropriate. If additional information is needed from the customer, staff obtains it by phone or by e-mail. The OSOS registration will be updated. Data element validation needed will be done and noted on the OSOS Comments.

Depending on the availability of Department of Labor Veterans representatives, customers who are veterans shall receive UI Reemployment and/or Case Management services from the Veterans representatives.

As the Herkimer/Madison/Oneida area has Reemployment Eligibility and Assistance (REA) Grant staff, initial assessments will be in accordance with the REA process.

- c. Describe how these customers will be advised of their work search related responsibilities

Customers using an on-line or mail-in process will receive the UI Work Search Requirements as part of the initial mailing directing them to complete the on-line or mail-in process. All claimants also receive from the Unemployment Insurance Division an "Unemployment Insurance Information for Claimants: A Handbook for Persons Claiming Benefits under the New York State Unemployment Insurance Law" which explains the work search responsibilities. Customers scheduled for an in-person interview will be advised of the UI Work Search Requirements as part of that interview.

- d. Describe how the above processes/services fit within the FA plan(s) and identify any potential modifications that may need to be made to FA plan(s).

See Section 3 d. regarding how the goals of the Functional Alignment plans are in harmony with the Reemployment Services Plan.

The principles established in the functional alignment plans will readily adapt themselves to the incorporation of the UI customers.

## **6. Additional requirements for UI claimants profiled as likely to exhaust benefits or those identified with barriers to employment.**

- a. Describe the comprehensive assessment provided to these customers.

Profiled customers and those identified with barriers to employment will be scheduled for an in-person interview with a workforce advisor (Case Manager). The profiled customers will complete an OSOS registration with skill words and a Needs Survey. The interview

will include information about available services and how the profiled customer can access the services. The UI Work Search Requirements will be distributed and explained to the customer.

During this in-depth interview, a comprehensive assessment will be conducted. Information will be collected and analyzed regarding the customer's educational level, work history, vocational skills, employment barriers, etc. to determine which services are needed and whether any referrals to supportive services are appropriate. The customer will be advised of available workshops to help the customer obtain necessary job search skills. Any employment barriers will be identified and addressed. If training is warranted, information will be provided to help the customer make informed training decisions.

Dislocated Workers will receive comprehensive assessments. Dislocated Workers will be identified in accordance with each Workforce Investment Area's policies.

- b. Describe how the UI work search plan and/or IEP will be developed for these customers.

During the comprehensive assessment, a UI work search plan will be developed. Customers will state the action planned to search for work. The workforce advisor will discuss with the customer the planned actions and give instructions and/or advice. The OSOS Comments will be noted that a UI work search plan was discussed and the action steps planned.

For any customer entering training, an Individual Employment Plan (IEP) will be developed. The IEP (available on the [workforcenewyork](http://workforcenewyork.com) website or one specified by the LWIA) will document the results of the comprehensive assessment and indicate a service strategy to provide the customer with the needed services for reemployment. The type of proposed training will be specified as will any additional services the worker needs to obtain employment, including intensive services, supportive services, post-training and follow-up services.

Depending on the availability of Department of Labor Veterans representatives, customers who are veterans shall receive UI Reemployment and/or Case Management services from the Veterans representatives.

- c. Describe how the above processes/services fit within the FA plan(s) and identify any potential modifications that may need to be made to FA plan(s).

See Section 3 d. regarding how the goals of the Functional Alignment plans are in harmony with the Reemployment Services Plan.

Each LWIA Comprehensive Three-Year Plan describes services available for Dislocated Workers. The UI customers who are Dislocated Workers will receive those services.

## 7. Caseload Management Strategy

- a. Describe how the strategy helps support the achievement of performance outcomes.

Customers will be scheduled for an enrolling service (in-person, on-line, or mail-in) as soon as they appear in the download. Therefore, most will receive needed services early in their claim cycle. Barriers to employment will be identified early in the claim and promptly addressed. The workforce services are individualized to meet each customer's needs, rather than a "one size fits all" approach.

By scheduling follow-up 4 weeks after the initial assessment, this should also help achieve the federal reemployment rate measure of employment within the quarter after the first UI benefit check.

Performance measures (e.g. entered employment) will be positively influenced by the services provided aimed towards rapid reemployment. By addressing barriers and needs early in the claim and providing reemployment services such as workshops (e.g. resume preparation, interviewing skills, transferable skills), we will be giving customers the tools they need to be successful job seekers. Having these tools can lead the customer to not only rapid reemployment but also to retaining their new jobs and potentially increasing their earnings. These will all lead to successful common measures outcomes.

- b. Describe how UI Claimants will be contacted for additional services. This should include how groups will be selected and the frequency, format and content of the services.

The REOS system will be used to schedule follow-up appointments. The frequency will generally be every 4 weeks after the initial assessment, and every 8 weeks thereafter. The format will be group sessions that will include a work search review for each customer. These group sessions may include a workshop (e.g. transferable skills or JobZone) and a review of how the work search requirements change once a customer has received 13 weeks of benefits. Any customers with an insufficient work search will also have a one-on-one interview to develop a work search plan. Those needing a work search plan due to inadequate work search will then be scheduled for a follow-up in 2 weeks. For those customers who are on their 2<sup>nd</sup> follow-up (i.e., 12 weeks after the initial assessment) the session may include a workshop on job retention.

- c. Describe how the above processes/services fit within the FA plan(s) and identify any potential modifications that may need to be made to FA plan(s).

See Section 3 d. regarding how the goals of the Functional Alignment plans are in harmony with the Reemployment Services Plan.

The Workforce Advising functional units are responsible for participant follow-up. Regular follow-up, as outlined by this Reemployment Services Plan, until the customer enters employment or exhausts benefits, will ensure that customers are not exited without services. This follow-up and the services provided during follow-up will positively impact on Common Measures as will services aimed towards encouraging job retention. The principles established in the functional alignment plans will readily adapt themselves to the incorporation of the UI customers.

## **8. Tracking and Reporting UI Issues**

- a. Describe how each local area will track and report UI customers who fail to report to mandated service appointments. This would include:
  - i. How UI Claimants will be notified in writing to attend mandated service appointments.

REOS will be used to send letters to customers scheduling them for mandated reemployment services appointments.

- ii. How attendance at mandated appointments will be tracked.

REOS will be used to generate a list of customers scheduled for appointments and to result which customers kept their appointments.

- iii. How UI Claimants that fail to report to mandated appointments will be rescheduled.

REOS will identify which UI customers failed to report. Using REOS, a 2<sup>nd</sup> notice will be mailed to these customers to schedule them for an in-person appointment. The mandated failure to report language will be included in all written appointment notifications.

- iv. How the Unemployment Insurance Division (UID) will be notified of any failures to report or holds on benefits through REOS.

All claimants who fail to report a second (or subsequent) time, will be reported to UID via being put on control using REOS by DoES staff. Until non-DoES staff has access to REOS, a non-DoES staff person who discovers a 2<sup>nd</sup> FTR will notify a DoES staff person to enter the control on REOS.

As the claimant will be notified by the UID to report in person to the One-Stop as soon as possible, DoES staff will use the unemployment insurance certification system to remove the control from the claimant's record as of the date the claimant subsequently reports in person.

- v. How staff will identify any/all potential UI issues and report them to UID through REOS.

Potential UI issues may be identified when interviewing a customer. Issues are more apt to come to light during an in-person interview, especially when possible barriers to employment are discussed. Moreover, when customers fail to report for scheduled in-person appointments, availability, capability or not totally unemployed issues may be the reasons that the failure to report occurred. All issues will be immediately reported to UID by data entry into the REOS system by DoES staff (until non-DoES staff is given REOS access). The staff person identifying the issue will either data enter the information directly into REOS or relay the information to designated DoES staff to do the data entry.

- vi. What specific UI training is needed for staff? Also identify the name, title and location of these staff requiring training.

Staff training will be needed to accomplish this Reemployment Plan. The Functional Alignment plans include staff capacity building. Training is needed on how to identify and report potential UI issues (e.g. availability, capability, refusal of work, not totally unemployed, and failure to report) that may arise during the Reemployment Services process.

General UI training will be provided in the Region by Department of Labor staff.

Specific training on how to identify and report UI issues will be needed for:

<b>WIB</b>	<b>Names &amp; titles of staff to be trained</b>
<u>Cayuga/Cortland: 19 staff</u>	Ann Kubarek Deputy Director Mary Church WFD Specialist Kelly Meyer WFD Specialist Lori Guzewicz Sr. Typist Linda Carr Principal Clerk Martha Costello Labor Services Representative Joe Burke Labor Services Representative Dan Steinkohl Labor Services Representative Pat Riley Labor Services Representative Sandy Wells Agency Services Representative Kim Healy Labor Services Representative Karin Smith Labor Services Representative Carol Buffone Employment Services Counselor Linda Striss Supervising Labor Services Representative John Reilly Local Veterans Employment Representative Donna Mitchell E & T Specialist Amy Buggs E & T Specialist Diane Wheaton E & T Specialist Robin Sandwick E & T Director
<u>Fulton/Montgomery/Schoharie: 19 staff</u>	Robert Hoefs Manager/One-Stop Operator/Functional Leader Donald McHenry SLSR/Workforce Advisor

	<p>Marleen Codington  Augustin Diaz  Linda Brooks  Joanne VonLinden  Greg Mastracco  Nancy Reccio  Christie Crawford  Jean Stoffolano  Gwen Eastland  Darlene Slater  Heather Kokocki  Moira Samek  Suzanne Mazoff  Teresa Jacquay  Cindy Shepard  Mary Hill  Regina Papa</p>	<p>LSR/Workforce Advisor  LSR/Workforce Advisor  ASR/Front Desk  Employment Counselor/Workforce Advisor  Employer Services Representative/Business Services  Business Services Rep  Business Services Rep  Workforce Advisor  Workforce Advisor  Workforce Advisor  Resource Room Coordinator  Resource Room Coordinator  Resource Room Coordinator  Front Desk  Program Records Coordinator  Director/Functional Leader  Program Mgmt Specialist</p>
<p><u>Herkimer/Madison/Oneida: 43  staff</u></p>	<p>Karin Zipko  Arlene Miller  Ellen Bennett  Sally Miller  Mike Werenczak  New Hire  Martha Reals  Jan McGraw  Jim Hall  Sal Baggetta  Diana Healey  Lorraine Schmidtk  Tom Reichel  Roy Augustine  George Fuller  Tim Licitra  Brian Walker  Darlene Babcock  Howard Rebeck  Marilyn Wright  Robert Allison  Raymond Arcuri  Carm Gottuso  Terry Humphries  Nermin Keric  Gail Rice  Susan Stann  Frank Baretta, Jr.  Patie Cloutier  Pat Grimes  Sue Heintz  Rob Ichihana  Anna Marie Jones  Peggy Pelnik  Joyce Scotto  Tillman Wilkerson  Jerry Williams  Rozanne Angelicola  Mary Ellen Dalton</p>	<p>E &amp; T Director/One-Stop Manager  Senior Employment Specialist  Employment Specialist  Employment Specialist  Employment Specialist  Employment Specialist  Labor Services Representative  Labor Services Representative  Labor Services Representative  Labor Services Representative/LVER  Agency Services Representative  E &amp; T Director/One-Stop Manager  Sr. Workforce Development Counselor  Workforce Development Counselor  Workforce Development Counselor  Workforce Development Counselor  Workforce Development Counselor  Supervising Labor Services Representative  Labor Services Representative  Labor Services Representative  Front Desk Greeter/Student Svcs Spec  Primary Advisor/Spec. Projects Coord.  Primary Advisor/Sr. WD Coord  Manager/Functional Leader  Primary Advisor/Job Developer  Front Desk Greeter &amp; RR/Sr. Voc Rehab Counselor  Primary Advisor/Employment Specialist  Local Veterans Emp. Rep/Primary Advisor  Disabled Veterans Outreach Prog/Primary Advisor  Sr. Employment Counselor/Primary Advisor  Labor Services Rep/Primary Advisor  Employment Services Counselor/Lead Primary Advisor  Labor Services Rep/Primary Advisor  Dislocated Worker Assist. Rep/Primary Advisor  Labor Services Rep/Primary Advisor  Labor Services Rep/Primary Advisor  Labor Services Rep/Primary Advisor  Primary Advisor  Primary Advisor</p>

	Michael Fay Cyndi Garrett Saundra Wilkerson Bruce Wright	Disability Navigator One-Stop Manager Disabled Veterans Outreach Program Labor Services Representative
<u>Onondaga: 33 staff</u>	Roger Fellows Susan Sticco Cheryl Kane Patricia Chapman Charles Coughenour Marcia Ditch Kathy Dumigan Joan Hanlin Lisa Lindsey Bill Linton Rich Neumann Peter Pavlacka Kim Siddall Linda Wilkinson Lynn Wooldridge Deborah Morales Roger Nichols Maria D'Agostino Jaye Quattropiani Connie Allen Jean Betelak Len Colella Jane Helmer Bob James Vicki Linney Manny Martinez Betty Rauli Adria Ripka Andrea Schnobrich Libbi Stanton Janet White Lori Wilson New Hire	Supervising Labor Services Representative Supervising Labor Services Representative Supervising Labor Services Representative Labor Services Representative Labor Services Representative Labor Services Representative Labor Services Representative Labor Services Representative Employment Services Counselor Local Veterans Employment Representative Employment Services Counselor Labor Services Representative Labor Services Representative Labor Services Representative Labor Services Representative Labor Services Representative – Spanish Language Disabled Veterans Outreach Program Agency Services Representative Agency Services Representative Youth Services Consultant Career Consultant Greeter/Front Desk Resource Consultant Disability Program Navigator Supervisor – Career Consultants One-Stop Manager Career Consultant Services Consultant Youth Services Leader Services Consultant Career Consultant Quality Officer Resource Assistant
<u>Oswego: 17 staff</u>	Jill Brown Shawn Forney Brian Hotaling Barb McCleary Michael Otis David Schultz Jeanne Apicelli Kelley Austin Judy McManus MaryBeth Pollock Sue Reich Michelle Smith Kathy Stevens Beth Teifke Chris Weaver Jill Wood Pat Tyrrell	Agency Services Representative Labor Services Representative Labor Services Representative Employer Services Representative Local Veterans Employment Representative Employment Services Counselor Sr. Employment Specialist Front Desk/Career Center Sr. Employment Specialist Employment Specialist Front Desk/Career Center Employment Advisor Employment Specialist Employment Advisor Coord of Employment Services/One-Stop Operator Sr. Data Entry Operator Employment Specialist

Total: 131 staff	
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- b. Describe how the above processes/services fit within the FA plan(s) and identify any potential modifications that may need to be made to the FA plan(s).

See Section 3. d. regarding how the goals of the Functional Alignment plans are in harmony with the Reemployment Services Plan.

The Functional Alignment plans include the capacity building of staff.

## 9. REOS System

- a. Identify staff needing REOS access by function. This should reflect an interim plan for DOL staff access and a longer term plan for partner access if necessary.

### Interim plan for DOL staff

Staff & titles of staff to be trained, by WIB	REOS Function: Scheduling Initial Activity	REOS Function: Resulting	REOS Function: Generating Reports	REOS Function: Scheduling Follow-up	REOS Function: Reporting UI issues
<u>Cayuga/Cortland: 10 staff</u>					
Martha Costello Labor Services Rep	X	X	X	X	X
Joe Burke Labor Services Rep	X	X	X	X	X
Dan Steinkohl Labor Services Rep	X	X	X	X	X
Pat Riley Labor Services Rep	X	X	X	X	X
Sandy Wells Agency Services Rep	X	X	X	X	X
Kim Healy Labor Services Rep	X	X	X	X	X
Karin Smith Labor Services Rep	X	X	X	X	X
Carol Buffone Employment Svcs Counselor	X	X	X	X	X
Linda Striss Supervising Labor Svcs Rep	X	X	X	X	X
John Reilly Local Veterans Emp Rep	X	X	X	X	X
<u>Fulton/Montgomery/Schoharie: 6 staff</u>					
Robert Hoefs Manager/One-Stop Operator	X	X	X	X	X
Donald McHenry SLSR/Workforce Advisor	X	X	X	X	X
Marleen Codington LSR/Workforce Advisor	X	X	X	X	X
Augustin Diaz LSR/Workforce Advisor	X	X	X	X	X
Linda Brooks ASR/Front Desk	X	X	X	X	X
Joanne VonLinden E.S. Counselor/Wkfce Adv	X	X	X	X	X
<u>Herkimer/Madison/Oneida: 23 staff</u>					
Martha Reals Labor Services Rep	X	X	X	X	X
Jan McGraw Labor Services Rep	X	X	X	X	X
Jim Hall Labor Services Rep	X	X	X	X	X
Sal Baggetta Labor Services Rep/LVER	X	X	X	X	X
Diana Healey Agency Services Rep	X	X	X	X	X
Darlene Babcock Supervising Labor Svcs Rep	X	X	X	X	X
Howard Rebeck Labor Services Rep	X	X	X	X	X
Marilyn Wright Labor Services Rep	X	X	X	X	X
Beverly Eddy Agency Svcs Rep	X	X	X	X	X

Joan Thomas	Agency Svcs Rep	X	X	X	X	X
Frank Baretta, Jr.	LVER/Primary Advisor	X	X	X	X	X
Patie Cloutier	DVOP/Primary Advisor	X	X	X	X	X
Pat Grimes	Sr. Emp Coun/Primary Adv	X	X	X	X	X
Sue Heintz	LSR/Primary Advisor	X	X	X	X	X
Rob Ichihana	ES Coun/Lead Primary Adv	X	X	X	X	X
Anna Marie Jones	LSR/Primary Advisor	X	X	X	X	X
Peggy Pelnik	Dis Wkr Asst. Rep/Pri Adv	X	X	X	X	X
Joyce Scotto	LSR/Primary Advisor	X	X	X	X	X
Tillman Wilkerson	LSR/Primary Advisor	X	X	X	X	X
Jerry Williams	LSR/Primary Advisor	X	X	X	X	X
Cyndi Garrett	One-Stop Manager	X	X	X	X	X
Sandra Wilkerson	Disabled Vet Outreach Prog	X	X	X	X	X
Bruce Wright	Labor Services Rep	X	X	X	X	X
<b><u>Onondaga: 19 staff</u></b>						
Roger Fellows	Supervising Labor Svcs Rep	X	X	X	X	X
Susan Sticco	Supervising Labor Svcs Rep	X	X	X	X	X
Cheryl Kane	Supervising Labor Svcs Rep	X	X	X	X	X
Patricia Chapman	Labor Services Rep	X	X	X	X	X
Charles Coughenour	Labor Services Rep	X	X	X	X	X
Marcia Ditch	Labor Services Rep	X	X	X	X	X
Kathy Dumigan	Labor Services Rep	X	X	X	X	X
Joan Hanlin	Labor Services Rep	X	X	X	X	X
Lisa Lindsey	Employment Svcs Counselor	X	X	X	X	X
Bill Linton	Local Veterans Emp Rep	X	X	X	X	X
Rich Neumann	Employment Svcs Counselor	X	X	X	X	X
Peter Pavlacka	Labor Services Rep	X	X	X	X	X
Kim Siddall	Labor Services Rep	X	X	X	X	X
Linda Wilkinson	Labor Services Rep	X	X	X	X	X
Lynn Wooldridge	Labor Services Rep	X	X	X	X	X
Deborah Morales	Labor Services Rep - SL	X	X	X	X	X
Roger Nichols	Dis Veterans Outreach Prog	X	X	X	X	X
Maria D'Agostino	Agency Services Rep	X	X	X	X	X
Jaye Quattropiani	Agency Services Rep	X	X	X	X	X
<b><u>Oswego: 6 staff</u></b>						
Jill Brown	Agency Services Rep	X	X	X	X	X
Shawn Forney	Labor Services Rep	X	X	X	X	X
Brian Hotaling	Labor Services Rep	X	X	X	X	X
Barb McCleary	Employer Services Rep	X	X	X	X	X
Michael Otis	Local Veterans Emp Rep	X	X	X	X	X
David Schultz	Employment Svcs Counselor	X	X	X	X	X
<b>Total: 64 staff</b>		<b>64</b>	<b>64</b>	<b>64</b>	<b>64</b>	<b>64</b>

Longer term plan for partner access

<b>Staff &amp; titles of staff to be trained, by WIB</b>	<b>REOS Function: Scheduling Initial Activity</b>	<b>REOS Function: Resulting</b>	<b>REOS Function: Generating Reports</b>	<b>REOS Function: Scheduling Follow-up</b>	<b>REOS Function: Reporting UI issues</b>
<b><u>Cayuga/Cortland: 9 staff</u></b>					
Ann Kubarek	Deputy Director	X	X	X	X
Mary Church	WFD Specialist	X	X	X	X
Kelly Meyer	WFD Specialist	X	X	X	X

Lori Guzewicz	Sr. Typist	X	X	X	X	X
Linda Carr	Principal Clerk	X	X	X	X	X
Donna Mitchell	E & T Specialist	X	X	X	X	X
Amy Buggs	E & T Specialist	X	X	X	X	X
Diane Wheaton	E & T Specialist	X	X	X	X	X
Robin Sandwick	E & T Director	X	X	X	X	X
<u>Fulton/Montgomery/Schoharie: 10 staff</u>						
Jean Stoffolano	Workforce Advisor	X	X	X	X	X
Gwen Eastland	Workforce Advisor	X	X	X	X	X
Darlene Slater	Workforce Advisor	X	X	X	X	X
Heather Kokocki	Resource Room Coordinator	X	X	X	X	X
Moira Samek	Resource Room Coordinator	X	X	X	X	X
Suzanne Mazoff	Resource Room Coordinator	X	X	X	X	X
Teresa Jacquay	Front Desk	X	X	X	X	X
Cindy Shepard	Program Records Coordinator	X	X	X	X	X
Mary Hill	Director/Functional Leader	X	X	X	X	X
Regina Papa	Program Mgt Specialist	X	X	X	X	X
<u>Herkimer/Madison/Oneida: 23 staff</u>						
Karin Zipko	E & T Dir/One-Stop Mgr	X	X	X	X	X
Arlene Miller	Senior Employment Spec	X	X	X	X	X
Ellen Bennett	Employment Specialist	X	X	X	X	X
Sally Miller	Employment Specialist	X	X	X	X	X
Mike Werenczak	Employment Specialist	X	X	X	X	X
New Hire	Employment Specialist	X	X	X	X	X
Lorraine Schmidtka	E & T Dir/One-Stop Mgr	X	X	X	X	X
Tom Reichel	Sr. Workforce Dev Counselor	X	X	X	X	X
Roy Augustine	Workforce Dev Counselor	X	X	X	X	X
George Fuller	Workforce Dev Counselor	X	X	X	X	X
Tim Licitra	Workforce Dev Counselor	X	X	X	X	X
Brian Walker	Workforce Dev Counselor	X	X	X	X	X
Susan Brown	Office Assistant II	X	X	X	X	X
Robert Allison	Greeter/Student Svcs Spec	X	X	X	X	X
Raymond Arcuri	Primary Adv/Spec. Proj	X	X	X	X	X
Carm Gottuso	Primary Adv/Sr. WD Coord	X	X	X	X	X
Terry Humphries	Manager/Functional Leader	X	X	X	X	X
Nermin Keric	Primary Adv/Job Developer	X	X	X	X	X
Gail Rice	Greeter & RR/Sr. Voc Rehab	X	X	X	X	X
Susan Stann	Primary Adv./Emp. Specialist	X	X	X	X	X
Rozanne Angelicola	Primary Advisor	X	X	X	X	X
Mary Ellen Dalton	Primary Advisor	X	X	X	X	X
Michael Fay	Disability Program Navigator	X	X	X	X	X
<u>Onondaga: 14 staff</u>						
Connie Allen	Youth Services Consultant	X	X	X	X	X
Jean Betelak	Career Consultant	X	X	X	X	X
Len Colella	Greeter/Front Desk	X	X	X	X	X
Jane Helmer	Resource Consultant	X	X	X	X	X
Bob James	Disability Program Navigator	X	X	X	X	X
Vicki Linney	Supervisor Career Con	X	X	X	X	X
Manny Martinez	One-Stop Manager	X	X	X	X	X
Betty Raulli	Career Consultant	X	X	X	X	X
Adria Ripka	Services Consultant	X	X	X	X	X
Andrea Schnobrich	Youth Services Leader	X	X	X	X	X
Libbi Stanton	Services Consultant	X	X	X	X	X
Janet White	Career Consultant	X	X	X	X	X
Lori Wilson	Quality Officer	X	X	X	X	X

New Hire	Resource Assistant					
<u>Oswego: 11 staff</u>						
Jeanne Apicelli	Sr. Employment Specialist	X	X	X	X	X
Kelley Austin	Front Desk/Career Center	X	X	X	X	X
Judy McManus	Sr. Employment Specialist	X	X	X	X	X
MaryBeth Pollock	Employment Specialist	X	X	X	X	X
Sue Reich	Front Desk/Career Center	X	X	X	X	X
Michelle Smith	Employment Advisor	X	X	X	X	X
Kathy Stevens	Employment Specialist	X	X	X	X	X
Beth Teifke	Employment Advisor	X	X	X	X	X
Chris Weaver	Coord of ES/One-Stop Op	X	X	X	X	X
Jill Wood	Sr. Data Entry Operator	X	X	X	X	X
Pat Tyrrell	Employment Specialist	X	X	X	X	X
<b>Total: 67 staff</b>		<b>67</b>	<b>67</b>	<b>67</b>	<b>67</b>	<b>67</b>

- b. Identify what specific REOS training is required by these staff. Training will be required prior to staff receiving access. In addition, describe how the use of REOS will be controlled and monitored to ensure that security measures are in place.

Specified staff will be trained to:

- Access REOS
- Schedule initial activities
- Result activities
- Generate reports
- Use the follow-up system to schedule subsequent appointments
- Report UI issues to the TCC

DoES staff will provide training to identified DoES staff and partner staff.

All identified staff will need to be trained in the system prior to granting system access.

All functional supervisors will be trained on REOS.

The functional supervisors will periodically monitor usage of REOS to ensure appropriate usage and access.

- c. Describe how the above processes/services fit within the FA plan(s) and identify any potential modifications that may need to be made to FA plan(s).

Although the use of REOS by non-DOL staff is not specified in the Functional Alignment Plans, the Plans include using technology to streamline services and capacity building of staff.

## 10. Operational Changes

- a. Describe what other processes and activities will be eliminated within the region to meet the increased reemployment workload.

Within the Region, we are discussing changes to meet the increased reemployment workload including:

- Encouraging partners not involved with Reemployment Services to increase their involvement with Job Fairs where the business community has indicated that these activities are valued. This change would reduce our staff participation in Job Fairs and would allow Business Services staff to develop initiatives aimed towards marketing to employers our services and our customers, especially those (e.g. UI customers) who have skills sought by employers and recent work experience.
- Establishing a centralized job bank to handle the data entry of job orders. Routine follow-up of job orders would be handled by the centralized job bank. The job bank staff will notify the Business Services Team in the local area if more intensive employer contact is needed (e.g. if the job specifications severely limit recruitment or if the employer doesn't respond to routine follow-up requests). A centralized job bank would not preclude One-Stop staff from entering a job order if an employer so requests or if the employer visits the One-Stop to request assistance with a job order. (Attachment 4)
- Encouraging JSEC committees to be more private-sector driven and handle tasks (e.g. setting up seminars, doing mailings, handling registration) associated with successful JSEC events. This will reduce staff involvement with JSEC. The WIBs' Business Services Committees may encourage affiliation with the JSEC committees.