

NEres

Nebraska's Reemployment Strategy

John H. Albin, Commissioner of Labor

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DEPARTMENT OF LABOR

A proud partner of the  americanjobcenter® network

“ American workers want more than unemployment checks — they want a steady paycheck. ”

President George W. Bush

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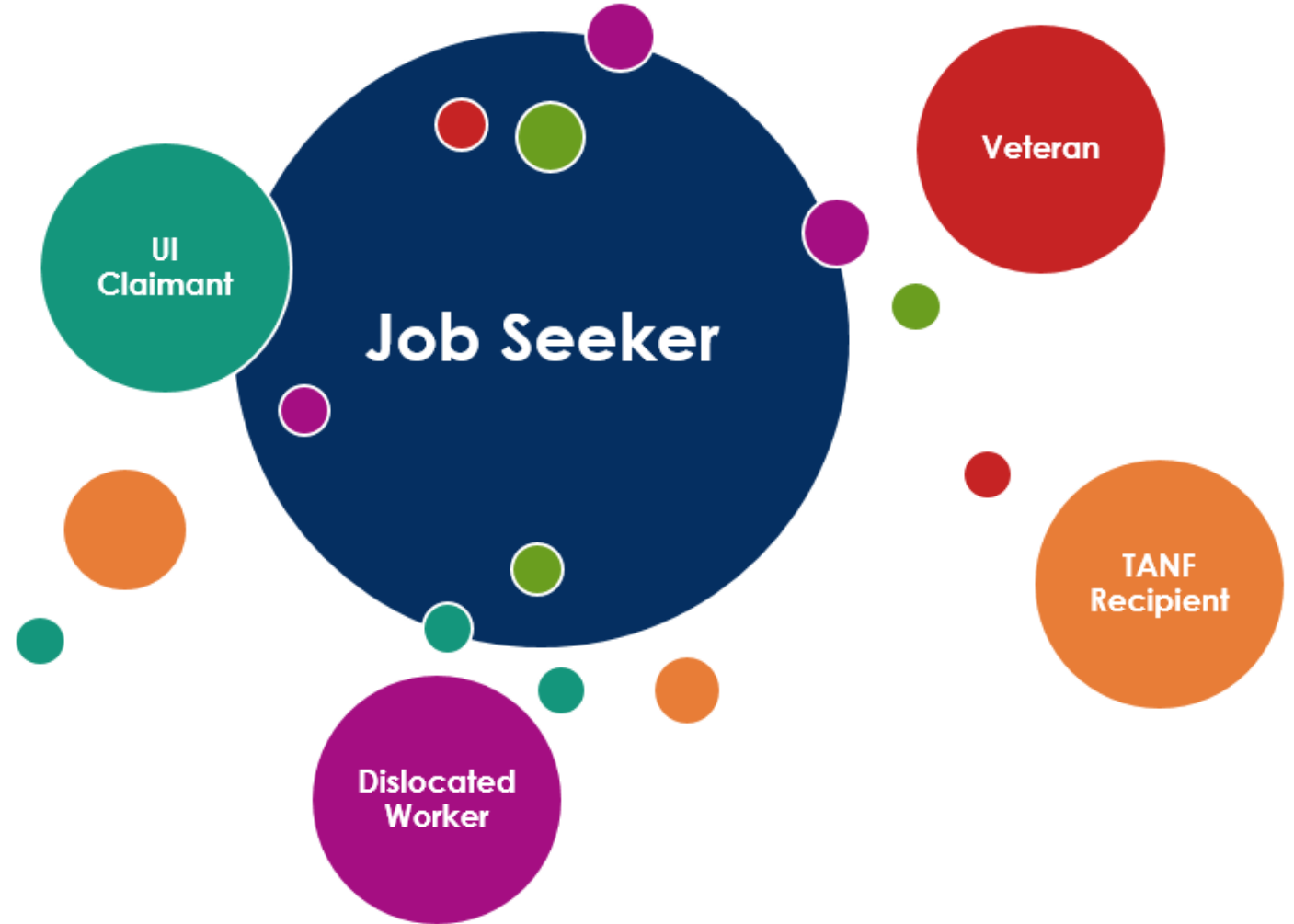
NEres is...

A comprehensive re-employment program streamlining Nebraska Department of Labor (NDOL) services to accelerate employment opportunities for individuals.

This strategy was developed in coordination with NDOL's Employment & Training and Unemployment Insurance offices.

Vision

Everyone is a job seeker, including UI claimants.



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Goal

To meet Nebraska's workforce demands.



Program Design

Integrated Model

- A single model that serves multiple programs
- Participants receive 1 set of services, regardless of fund source
- Additional services are provided based on participant need

Program is designed around federal requirements

- Identified federal requirements for individual programs
- Used RESEA requirements as baseline of mandated services
- Adjusted previous State requirements to align with an integrated model

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Program Design

Participants maintain program identity

- RESEA
- UI Claimant
- Wagner-Peyser

Federal Reporting occurs separately for each fund source

- RESEA - 9128
- Wagner-Peyser - 9002

Staff time charge based on participant program

- Staff calendars track time and program per participant
- Group Orientations are charged based on proportion of participants
- Quality Control and Data Integrity must be maintained

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Employment Services

- NEworks Registration

Unemployment Insurance (UI)

- NEworks Registration
- Work Search Activities

RESEA

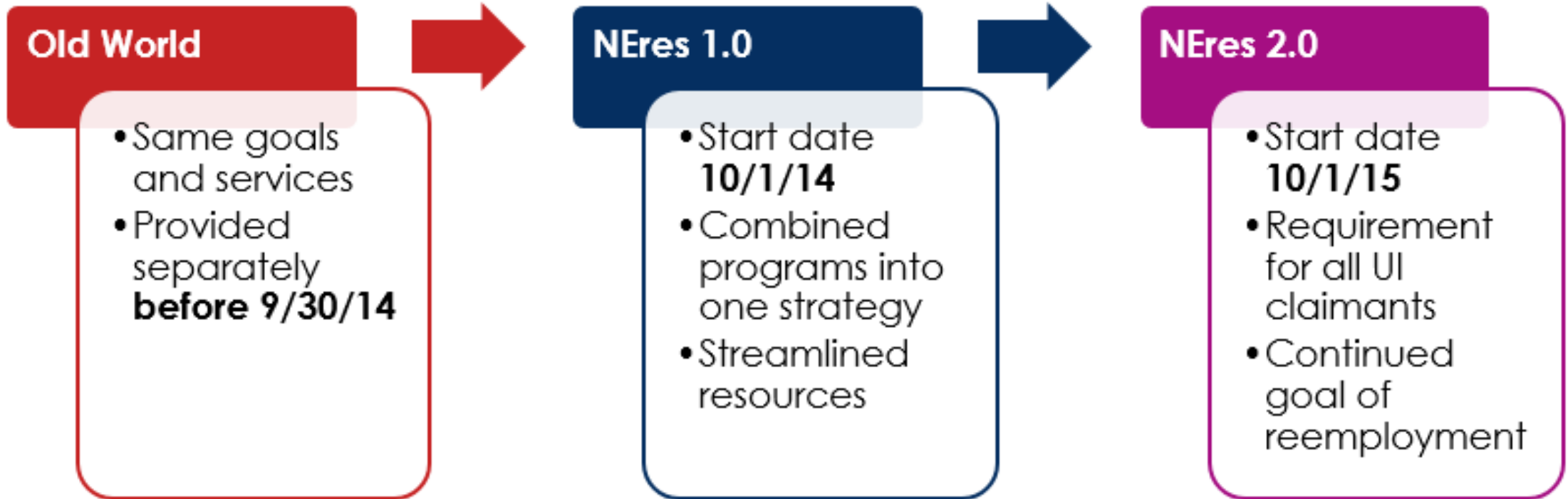
- NEworks Registration
- Work Search Activities
- AJC Services Orientation
- Labor Market Information
- UI Eligibility Assessment
- Individual Employment Plan
- Referral to Reemployment Services

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- NEworks Registration
- Work Search Activities
- AJC Services Orientation
- Labor Market Information
- UI Eligibility Assessment
- Individual Employment Plan
- Referral to Reemployment Services
- Provide Reemployment Services



Phases of NEres



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In-Take Improvements

Old World

- Separate RES & Rea programs
- Color coded letters to keep fund sources straight
- If claimants forgot to bring their letter, staff had to find them in the system to see if they were attending on the right day

New World

- Claimants are coded by program in the computer

Service Strategy

- Consists of 4 steps
- All participants receive the full 4 step strategy:
 - ✓ Group Orientation
 - ✓ 1-on-1 Visit
 - ✓ Referral to Services
 - ✓ Follow-Up

Individual Reemployment Strategy

1. Individual Employment Plan

- Developed between Job Seeker and NEres Staff
- Identifies services and solutions to meet employment goals

2. Online Career Assessments

- Career Interests; Skills Confidence; Work Values
- Identifies the Job Seeker's knowledge, skills and abilities

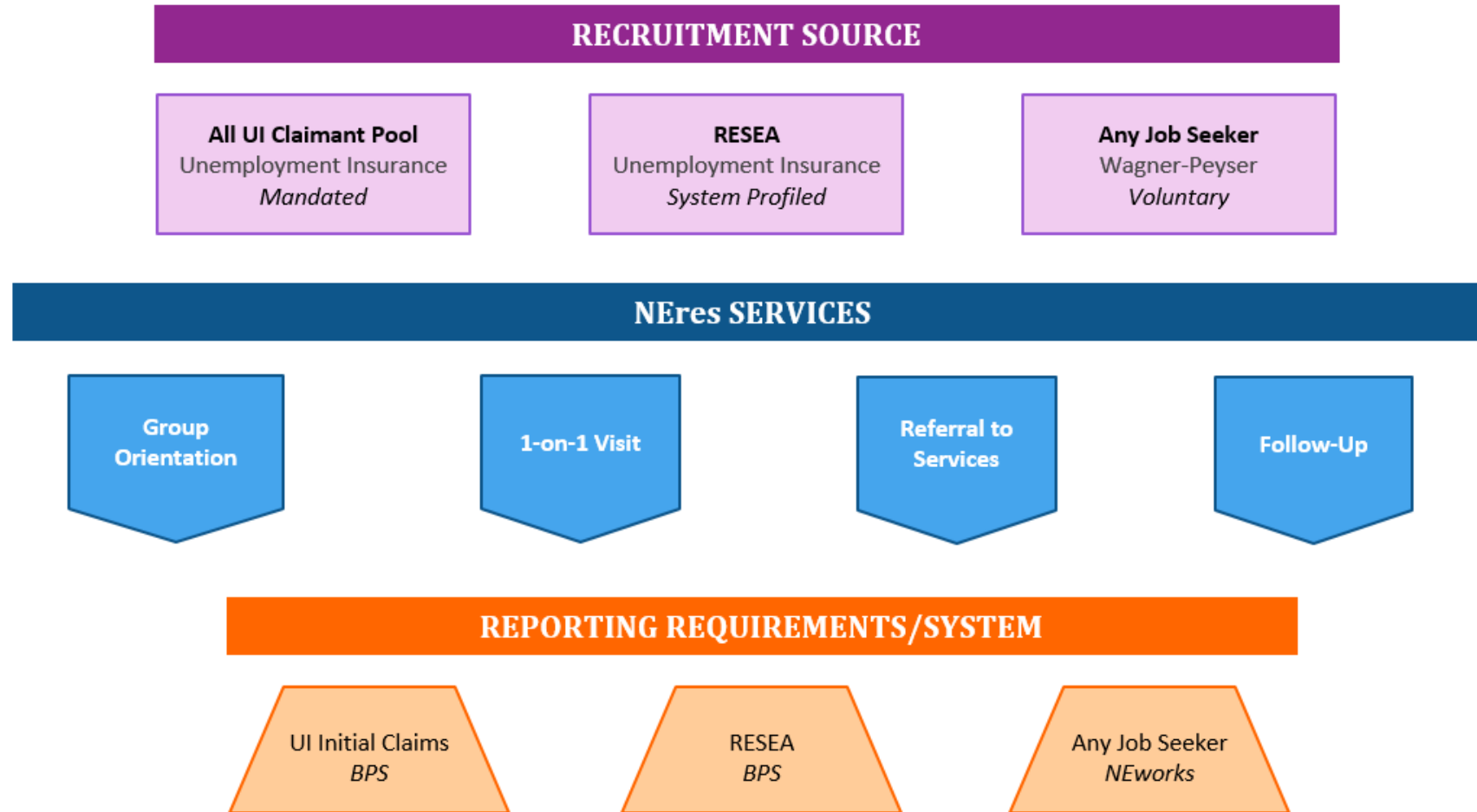
3. Labor Market Information

- Determine opportunities in the current job market
- Focus on matching employer needs with job seeker qualifications

Staff Assisted Job Referrals

- **Dual Customer Service: Employer and Job Seeker**
 - Focus on high quality matches
 - Combination of technology and staff intervention to identify top candidates
- **Employer**
 - Send the top 5-7 candidates for each job order
- **Job Seeker**
 - Send the top 5-7 jobs when they are a top candidate

NEres Service Model



Participation Requirements

UI Initial Claims

- **Mandatory** participation – Failure to comply can impact UI benefits

RESEA

- **Mandatory** participation – Failure to comply can impact UI benefits
- “Profiled” populations – identified by technology that determines individuals most likely to exhaust UI benefits

Any Job Seeker

- **Voluntary** participation – Strongly encouraged, but no consequences for lack of follow through
- Enrolled in Wagner-Peyser – Includes referrals by Partner Programs

Keys to Success

Staffing Model

- Dedicated staff hired for NEres
- Intentional Hiring – looked for marketing, sales, promotional skills

Employer Connections

- Local and Statewide
- Prepare job seekers to meet local employer's needs

Consistency

- 16 staff; 11 offices; 1 set of standards
- Provide tailored services in a consistent manner

Keys to Success

Staff Training

- Initial Launch = 2 week training
- Follow-up training for 1 week = 4 months into program
- Cross Training with UI Staff
 - NEres Administration trains UI Adjudicators
 - UI Supervisors train NEres staff on impacts to UI

Relationship between Employment Services and Unemployment Insurance

- Dedicated Administrative staff from ES and UI
- Clear roles and responsibilities
- Streamlined communication process

What We Gained...

Old World: RES and REA

RES & REA operated independently

Services exclusively available to profiled individuals

Separate staff and management structures through UI and E&T

Same required services provided separately

Different technologies to provide and track services

New World: NERes

Integrates RESEA (formerly RES & REA) programs statewide

Includes all UI Claimant Pool

Single staff and management structure overseen by E&T

Single service strategy for delivery of services

Technology maintains program identity and integrity

Program Performance

Nebraska	CY 2016	CY 2015	# Change	% Change
Number of Claimants Scheduled for Their First REA	7,583	4,278	3,305	77.3%
Number of REAs Completed	4,882	2,582	2,300	89.1%
Number of Claimants That Returned to Work Prior to Orientation Session	1,151	622	529	85.0%

Program Performance

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Category	2016	2015	# Differ.	% Differ.
UNEMPLOYMENT RATE				
Unemployment Rate	3.20%	3.00%	0.2%	6.7%
Total Unemployed	30,200	30,300	100	0.3%
BENEFITS INFORMATION				
Benefits Paid	\$70,993,000	\$85,913,000	(\$14,920,000)	-17.4%
Maximum Weekly Benefit Paid	\$392	\$380	\$12	3.2%
Average Weekly Benefit Paid	\$317	\$300	\$17	5.7%
Initial Claims	49,379	58,800	(9,421)	-16.0%
Weeks Claimed	293,669	377,246	(83,577)	-22.2%
Weeks Paid	228,412	291,277	(62,865)	-21.6%
Exhaustions	5,492	8,133	(2,641)	-32.5%
Exhaustion Rate	26.6%	30.9%	-4.3%	-13.9%
Average Duration (Weeks)	11.8	12.3	(0.5)	-4.1%
Avg. Benefits per First Payment	\$3,665	\$3,620	\$45	1.2%

United States

Category	2016	2015	# Differ.	% Differ.
UNEMPLOYMENT RATE				
Unemployment Rate	4.9%	5.3%	-0.4%	-7.5%
Total Unemployed	7,228,000	7,571,000	(343,000)	-4.5%
BENEFITS INFORMATION				
Benefits Paid	\$31,682,238,000	\$32,033,733,000	(\$351,495,000)	-1.1%
Maximum Weekly Benefit Paid	N/A	N/A	N/A	N/A
Average Weekly Benefit Paid	\$344	\$329	\$17	5%
Initial Claims	13,596,786	14,431,290	(834,504)	-5.8%
Weeks Claimed	109,692,879	116,994,275	(7,301,396)	-6.2%
Weeks Paid	94,786,064	100,688,603	(5,902,539)	-5.9%
Exhaustions	2,339,381	2,508,298	(168,917)	-6.7%
Exhaustion Rate	36.9%	37.6%	-0.7%	-1.9%
Average Duration (Weeks)	15.5	15.5	0.0	0.0%
Avg. Benefits per First Payment	\$5,196	\$4,927	\$269	5.5%

Significantly Larger State Decrease Than National

Questions?

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