

State of Alaska FY2002 Governor's Operating Budget

Department of Labor and Workforce Development
Employment Services
Component

Component: Employment Services

Contact: Rebecca Nance Gamez, Director

Tel: (907) 465-2712 **Fax:** (907) 465-4537 **E-mail:** Rebecca_Gamez@labor.state.ak.us

Component Mission

To foster and promote the welfare of Alaska wage earners by operating a statewide public labor exchange and to provide specialized services for Alaska Temporary Assistance Program (ATAP) and food stamp recipients to help them get full-time paid employment.

Note: Due to similar missions and to increase administrative efficiencies, the Work Services component was consolidated into this component. This is a change from the Department's Fiscal Year 2001 budget.

Component Services Provided

All the services are related to labor exchange and employment assistance.

- 1) The Wagner-Peyser Act and the Workforce Investment Act (WIA) of 1998 mandate that the Employment Security Division (ESD) provide employment services to Alaska's universal population - all employers, workers, and job seekers. This mandate offers the state's largest public labor exchange for employers and job seekers including the following services:
 - List vacancies for employers (job orders).
 - Connect qualified job seekers with employer vacancies.
 - Furnish interview facilities.
 - Provide reemployment services to Unemployment Insurance (UI) clients, dislocated workers, and veterans.

- 2) Offer initial information and resources that permit job seekers to decide if they are ready for work or if they need other services such as counseling, training, or unemployment insurance. Job listings allow job seekers to self-screen by providing sufficient job requirements and most allow qualified applicants to self-refer by providing the employers' contact instructions. In each Alaska Job Center Network (AJCN) one-stop office, Wagner-Peyser and WIA provide for delivery of the following employment services:
 - Assist employers in recruiting and identifying applicants.
 - Update businesses with current information on wages, worker availability and labor market conditions.
 - Advise employers on legal hiring, interviewing and employment practices.
 - Greet job seekers and guide them to appropriate services including training, vocational counseling or other public or private services such as public assistance and vocational rehabilitation.
 - Refer job seekers to job interviews.
 - Provide public resource areas, equipment and labor market information.
 - Present skill-building workshops on work search and interviewing techniques, resume' writing, and completing applications.
 - Assist Alaska businesses to retain and re-train valuable incumbent workers.

- 3) Specialized labor exchange and case management services are provided to recipients of ATAP benefits and food stamps in order to transition them to, and place them in, unsubsidized employment. In a unique partnership, the Departments of Labor and Workforce Development (DOL) and Health and Social Services (H&SS) jointly staff and provide services in Anchorage, Fairbanks, Kenai, Ketchikan, Juneau and Mat-Su. Services provided by DOL staff include:
 - Employability assessment and testing.
 - Employment counseling and planning.
 - Job search, development, referral and placement.
 - Case management.

- Referral to training, adult basic education and work experience activities, and supportive services such as transportation and child care.
 - Develop job openings for public assistance clients and market the benefits of hiring ATAP clients to employers.
- 4) Fulfill the required work test for UI claimants to establish their availability for work.
- Assess the employability of profiled UI clients.
 - Determine which reemployment services will best prepare profiled clients to return to suitable work as soon as possible.
 - Schedule and follow up on reemployment services progress.
- 5) Vocational Counseling Program: vocational counselors provide comprehensive counseling and assessment services with staff located in Anchorage, Fairbanks, Juneau, Kenai, Ketchikan, Mat-Su, and Nome. Scheduled itinerant counseling is provided to the Bethel, Dillingham, Glennallen, Homer, Kodiak, Kotzebue, Petersburg, Seward, Sitka, Tok, Valdez one-stop offices and to rural villages in the Fairbanks area, i.e., Nulato, Mentasta, Minto, Circle, Healy, Delta Junction, Barrow, Fort Yukon, Tanacross, Northway, Kaltag, and Galena. Services include:
- Assistance with work-related choice, change or adjustment; handling stress due to job loss; awareness of employer expectations; work ethics; and job search skills training.
 - Assessments of applicants' abilities, interests, personality traits, transferable skills, literacy skills, and work values.
 - Completion of an employment plan and, based upon plan steps, assisting clients to achieve employment goals through job placement, job development, job search skills training, referral for services, and/or formal training.
 - Intensive follow-up support is available.
- 6) Special Initiatives - Seafood Employment:
- Work with employers to promote job placement and skill development for Alaskan workers in the seafood industry.
 - Provide group orientations for applicants.
 - Screen applicants according to employer criteria.
 - List job openings, advertise and participate in recruitment and job fair activities.
 - Promote seafood jobs as a positive option for public assistance recipients.
 - Continue expanding means to efficiently move experienced workers from one processing site to another as demand shifts from species to species, fishing ground to fishing ground.
- 7) Administer employment and training programs made possible by specific federal appropriations.
- Priority service to veterans through the Disabled Veterans' Outreach Program and the Local Veterans' Employment Representatives program.
 - Foreign Labor Certification.
 - Trade Adjustment Assistance (TAA).
 - North American Free Trade Agreement--Transitional Adjustment Assistance (NAFTA--TAA).
 - Transitional Readjustment Allowances (TRA) for the long-term unemployed.
 - Worker Profiling and Unemployment Insurance Reemployment Services.
 - Work Opportunity Tax Credits (WOTC) and Welfare-to-Work (WtW).
- 8) Offer comprehensive case management services to public assistance welfare-to-work recipients in rural or isolated communities in Glennallen, Homer, Kodiak, Nome, Tok, and Valdez job centers through reimbursable service agreements with the DHSS, Division of Public Assistance (DPA).

Component Goals and Strategies

- 1) Increase usability and visibility of services to our customers.

Employers:

- Market employment services to employers and promote the benefits of using them.
- Coordinate with employers to form strong Local Advisory Councils (LAC) as required by the Workforce Investment Act (WIA) and state legislation (HB40) that consolidated several state programs.
- Provide employers the ability to post job orders directly to Alaska's Job Bank through DOL mainframe computer via Internet.
- Market to employers the benefits of and resources for incumbent worker and retraining services.
- Develop customer survey to gauge employer satisfaction and improve services.

Job Seekers:

- Increase employment services available to all Alaskans via Internet.
 - Offer job seekers the opportunity to self-register via the Internet.
 - Deliver employment services on three levels: self-service; group orientations and workshops; and, one-on-one assistance to accommodate the needs and preferences of all job seekers.
 - Continue and improve priority service and placement to veterans.
 - Develop customer survey to gauge job seeker satisfaction and continuously improve services.
- 2) ES will assist DPA in moving clients off of public assistance into jobs. ES will provide intensive employment services to public assistance clients in a combined effort with Division of Public Assistance (DPA) to move clients off of public assistance and into the workforce. The Department of Health and Social Services, DPA, through a Reimbursable Services Agreement (RSA), determines the specific goals and strategies.
 - 3) ES will play an important role in insuring the success of AJCN offices and assist in apportioning the costs of the common use areas. We will develop cost sharing and allocation agreements with partners for improving, staffing and maintaining efficiency of one-stops. Work with Local Advisory Councils (LACs), Local Workforce Investment Boards (LWIBs) and State Workforce Investment Board (SWIB) to certify each of the 22 AJCN offices as a full service, satellite or affiliate one-stop center.
 - 4) ES is committed to making the Workforce Investment Act successful for Alaskans. We will work with LWIBs and LACs as a key participant and planning partner for local service delivery in the workforce development plan.
 - 5) ES has the responsibility for maintaining the same level of services with flat funded grants. We will explore alternative funding strategies to maintain levels of service, as federal participation remains flat. Apply for grants that will pay for specific services.
 - 6) Meet or exceed U.S. Department of Labor Veterans' performance standards. Strive to achieve or exceed the federal standard of referrals and services to veterans, acknowledging that many veterans have the technology skills to use self-service tools.
 - 7) ES has key responsibility in moving job seekers off of UI benefits and back into new jobs. ES will enhance the Worker Profiling and Reemployment Services (WPRS) program client scheduling and tracking system.
 - 8) ES is committed to improving their management system. We will integrate Malcolm Baldrige strategic management plan into administration and management of employment services programs.

Key Component Issues for FY2001 – 2002

- 1) Continue providing employment services to an expanded customer base while Wagner-Peyser funding remains flat or decreases.
- 2) Overcome the substantial barriers to employment for Public Assistance clients.
- 3) Address the lack of employment opportunities in rural areas.
- 4) Continue efforts to secure additional funding to increase field office hours of operation.
- 5) Fund replacement of the three-year-old computers that were originally placed in the AJCN one-stop office resource rooms by the one-stop implementation grant.

Major Component Accomplishments for FY2000

- 1) Employers chose to use department services to list 37,949 job openings.
- 2) Having received employment services through our Alaska Job Center Network, 8,496 job seekers entered employment (not including self-service clients).
- 3) Expanded availability and access to services in all areas of Alaska by enhanced use of Internet technology.
- 4) Integrated Alaska's Job Bank with the nationwide America's Job Bank to ensure universal availability of core employment services.
- 5) Added links and functions to employer Internet web sites to provide current information and an interactive job order form for ease of use by employers. .
- 6) Provided grants to place 18 Internet connected workstations in Alaska Native Coalition for Employment and Training (ANCET) sites, and 2 workstations in Southeast Regional Resource Center (SERRC) sites outside of the job centers, including in Anchorage, Bethel, Craig, Dillingham, Fairbanks, Fort Yukon, Juneau, Kodiak, Metlakatla, Selawik, and Wainwright.
- 7) Equipped self-service public resource areas in all 22 one-stops with personal computers, printers, copiers, and fax machines.
- 8) Coordinated with one-stop partners to deliver employment and training services and resources through Alaska's one-stop system, as prescribed in the WIA and state legislation (HB40).
- 9) Met or exceeded U.S. Department of Labor veterans standards for referrals and services.
- 10) Offered vocational counseling services to 2,833 customers, averaging 177 per counselor annually.
- 11) Processed 358 requests for Trade Adjustment Assistance (TAA) determinations and approved 205 requests for training, job search allowances, and relocation allowances for Alaskans who lost work and qualified for TAA.
- 12) Processed 53 NAFTA determinations and approved 22 requests for training, job search allowances, and relocation allowances for Alaskans who lost work and qualified for NAFTA--TAA.
- 13) Allocated \$835,487 of Trade Readjustment Allowance (TRA) payments to qualified Alaskans, representing 3,161 weeks of benefits.
- 14) Processed 1,048 Work Opportunity Tax Credit applications of which 664 were certified, the remainder not meeting eligibility criteria.

Statutory and Regulatory Authority

- 1) Federal
 - Social Security Act
 - Wagner-Peyser Act
 - Workforce Investment Act of 1998
 - Trade Act of 1974
 - North American Free Trade Agreement of 1993
 - Ticket to Work and Work Incentives Improvement Act of 1999
 - 7 CFR 273.7
 - 20 CFR Chapter V
- 2) State
 - AS 23.20
 - AS 47.27.035
 - 8 AAC 85

Key Performance Measures for FY2002

Measure: Increase to 33 percent the number of registered clients who enter employment after receiving service through an Alaska Job Center.

(Not yet addressed by Legislature.)

Current Status:

For FY2000, 28.5 percent of served clients have entered employment.

Benchmark:

The benchmark was established at 29.4 percent by averaging the last two completed fiscal years (1999 and 2000). This measure is economy driven which partly explains the drop in numbers in FY2000. The percentage was lower in FY00 (28.5%) than in FY99 (30.3%), but making this a performance measure will result in our adopting new, additional strategies and applying further resources to the goal.

Background and Strategies:

Staff-assisted service is demonstrated to greatly increase the probability of a registered client entering employment. Emphasis will be placed on the following strategies:

1. Provision of staff-assisted job search support, such as referrals, resume writing, case management, interviewing techniques and other workshops and activities that will help clients enter employment;
2. Tracking of services provided in the statewide management information system;
3. Outreach to employers; and
4. Marketing services to communities.

Status of FY2001 Performance Measures

	<i>Achieved</i>	<i>On track</i>	<i>Too soon to tell</i>	<i>Not likely to achieve</i>	<i>Needs modification</i>
<ul style="list-style-type: none"> • Increase to 26 percent the number of employers with an active employer tax account who place job orders with the Alaska Job Centers. 				X	

Employment Services
Component Financial Summary

All dollars in thousands

	FY2000 Actuals	FY2001 Authorized	FY2002 Governor
Non-Formula Program:			
Component Expenditures:			
71000 Personal Services	8,485.8	8,799.0	10,092.6
72000 Travel	301.7	206.9	332.0
73000 Contractual	1,750.9	2,756.0	3,108.7
74000 Supplies	222.3	200.0	229.4
75000 Equipment	270.9	220.0	285.0
76000 Land/Buildings	0.0	0.0	0.0
77000 Grants, Claims	1,020.2	2,290.0	2,654.7
78000 Miscellaneous	0.0	0.0	0.0
Expenditure Totals	12,051.8	14,471.9	16,702.4
Funding Sources:			
1002 Federal Receipts	10,578.3	12,494.7	13,002.7
1003 General Fund Match	0.0	0.0	135.0
1004 General Fund Receipts	0.0	0.0	0.0
1007 Inter-Agency Receipts	719.0	967.7	2,553.8
1049 Training and Building Fund	570.0	581.7	582.6
1108 Statutory Designated Program Receipts	184.5	427.8	428.3
Funding Totals	12,051.8	14,471.9	16,702.4

Estimated Revenue Collections

Description	Master Revenue Account	FY2000 Actuals	FY2001 Authorized	FY2001 Cash Estimate	FY2002 Governor	FY2003 Forecast
Unrestricted Revenues						
Training & Building Fund	51155	570.0	581.7	581.7	582.6	582.6
Unrestricted Total		570.0	581.7	581.7	582.6	582.6
Restricted Revenues						
Federal Receipts	51010	10,578.3	12,494.7	13,494.7	13,002.7	13,000.3
Interagency Receipts	51015	719.0	967.7	827.7	2,553.8	2,553.8
Statutory Designated Program Receipts	51063	184.5	427.8	427.8	428.3	428.3
Restricted Total		11,481.8	13,890.2	14,750.2	15,984.8	15,982.4
Total Estimated Revenues		12,051.8	14,471.9	15,331.9	16,567.4	16,565.0

Employment Services**Proposed Changes in Levels of Service for FY2002**

Implementation of online client self-registration and self-referral services.

**Summary of Component Budget Changes
From FY2001 Authorized to FY2002 Governor**

All dollars in thousands

	<u>General Funds</u>	<u>Federal Funds</u>	<u>Other Funds</u>	<u>Total Funds</u>
FY2001 Authorized	0.0	12,494.7	1,977.2	14,471.9
Adjustments which will continue current level of service:				
-Transfer two full-time PCN's 07-5831 and 07-5896 from ES to UI to reflect actual funding	0.0	-94.4	0.0	-94.4
-Transfer federal authorization from Employment Services to JTPA for Denali Commission	0.0	-400.0	0.0	-400.0
-Transfer interagency receipts from Job Training Programs to Employment Services	0.0	0.0	100.0	100.0
-Transfer federal authority from Statewide Service Delivery to Employment Services - RP 0714005	0.0	1,000.0	0.0	1,000.0
-Transfer funding and positions from Work Services to Employment Services component	133.8	0.0	1,623.7	1,757.5
-Transfer I/A receipts from Employment Services to Job Training Partnership Act - RP 0714005	0.0	0.0	-100.0	-100.0
-Transfer I/A receipts from Employment Services to Statewide Service Delivery - RP 0714005	0.0	0.0	-40.0	-40.0
-Year 2 Labor Costs - Net Change from FY2001	1.2	2.4	3.8	7.4
FY2002 Governor	135.0	13,002.7	3,564.7	16,702.4

Employment Services

Personal Services Information

Authorized Positions			Personal Services Costs	
	FY2001 Authorized	FY2002 Governor		
Full-time	127	154	Annual Salaries	7,713,066
Part-time	25	25	COLA	107,029
Nonpermanent	6	0	Premium Pay	0
			Annual Benefits	2,693,888
			<i>Less 4.01% Vacancy Factor</i>	(421,383)
			Lump Sum Premium Pay	0
Totals	158	179	Total Personal Services	10,092,600

Position Classification Summary

Job Class Title	Anchorage	Fairbanks	Juneau	Others	Total
Accounting Tech II	0	0	2	0	2
Accounting Tech III	0	0	1	0	1
Administrative Assistant	1	1	2	0	4
Administrative Clerk I	1	1	1	0	3
Administrative Clerk II	1	0	0	0	1
Administrative Clerk III	0	0	2	0	2
Administrative Manager IV	0	0	1	0	1
Asst Dir Employ Security	0	0	1	0	1
Dep Dir ESD	0	0	1	0	1
Division Director	0	0	1	0	1
Employ Counselor I	0	2	0	0	2
Employ Counselor II	6	0	2	7	15
Employ Counselor III	0	0	1	0	1
Employ Sec Analyst I	0	0	1	0	1
Employ Sec Analyst II	0	0	6	0	6
Employ Sec Analyst III	0	0	7	0	7
Employ Sec Spec IB	42	14	8	29	93
Employ Sec Spec II	0	0	1	1	2
Employ Sec Spec III	3	2	0	0	5
Employ Sec Spec IV	1	1	0	0	2
Employment Service Manager II	0	0	0	2	2
Employment Service Mgr I	0	0	0	10	10
Employment Service Mgr III	0	0	1	2	3
Employment Service Mgr IV	1	1	0	0	2
Micro/Network Tech I	1	0	0	0	1
Prog Coordinator	0	0	4	0	4
Program Budget Analyst III	0	0	1	0	1
Program Services Aide	1	0	0	0	1
Project Coord	1	0	0	0	1
Project Coordinator	1	0	0	0	1
Secretary	0	0	1	0	1
Spec Asst To The Comm I	0	0	1	0	1
Totals	60	22	46	51	179