

State of Alaska
FY2015 Governor's Operating Budget

Department of Labor and Workforce Development
Employment Security
Results Delivery Unit Budget Summary

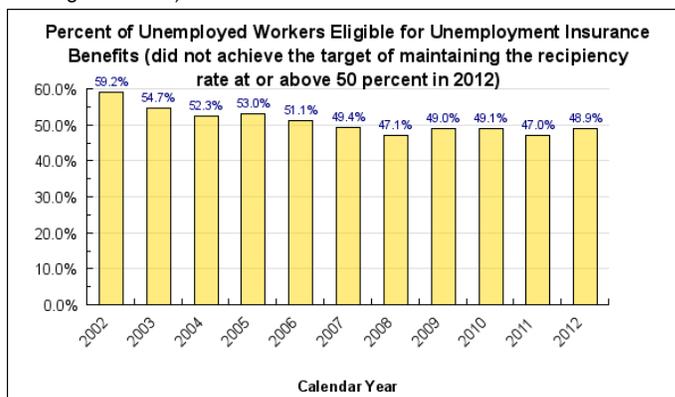
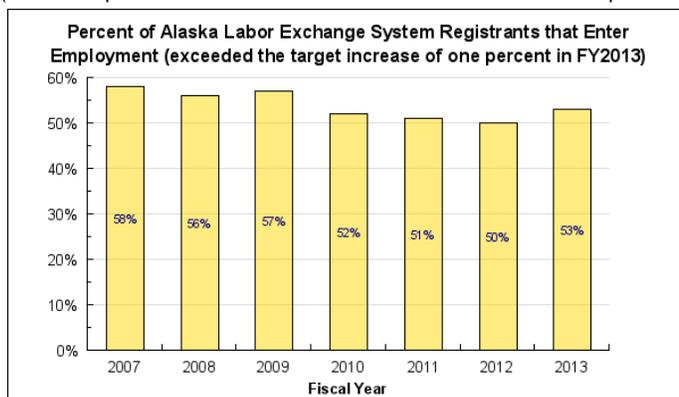
Employment Security Results Delivery Unit

Contribution to Department's Mission

The mission of the Employment Security Division is to provide labor exchange, employment and training services, and unemployment insurance to Alaskans and Alaska businesses thereby advancing opportunities for employment and providing economic stability for communities in Alaska.

Results

(Additional performance information is available on the web at <https://omb.alaska.gov/results>.)



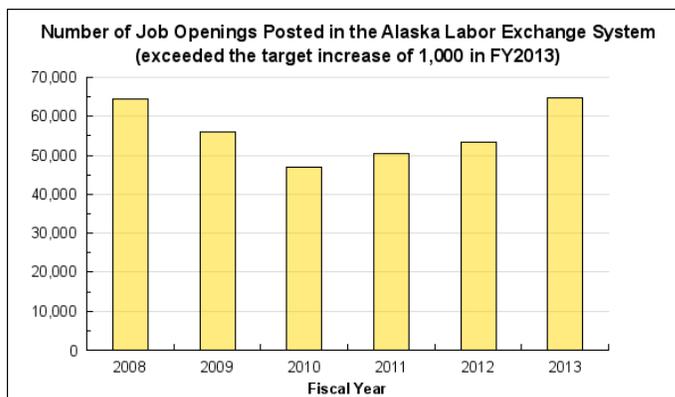
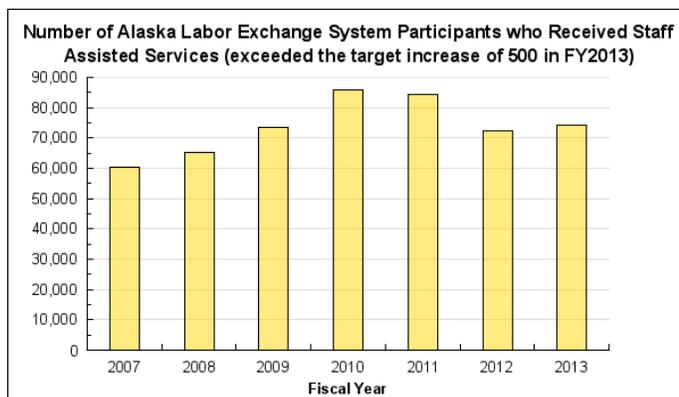
Core Services

- Connect employers with qualified job seekers.
- Prepare more Alaskans for jobs requiring the equivalent of a high school diploma.
- Pay unemployment insurance benefits to Alaskans while they are still temporarily unemployed.

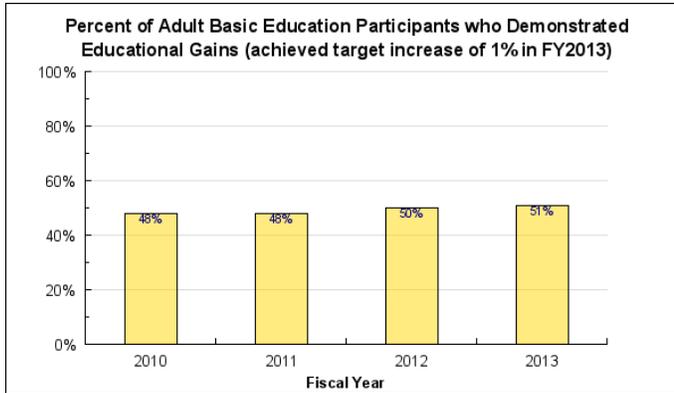
Measures by Core Service

(Additional performance information is available on the web at <https://omb.alaska.gov/results>.)

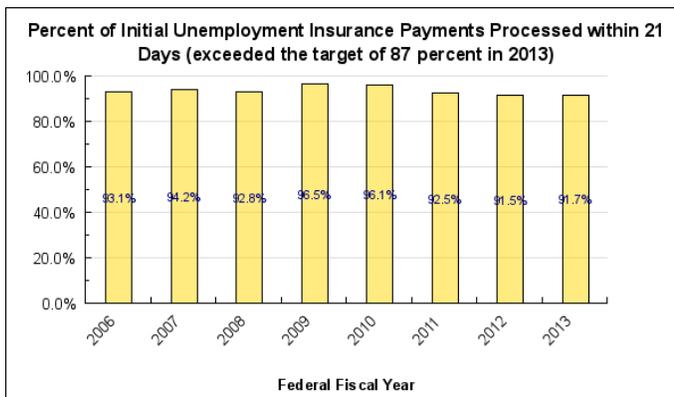
1. Connect employers with qualified job seekers.



2. Prepare more Alaskans for jobs requiring the equivalent of a high school diploma.



3. Pay unemployment insurance benefits to Alaskans while they are still temporarily unemployed.



Major RDU Accomplishments in 2013

During FY2013, the Employment Security Division:

- Posted 64,729 job openings on the Alaska Labor Exchange System (ALEXsys). This was an increase of 11,271 (21 percent) over the prior year and a five year high.
- Increased the percentage of ALEXsys registrants that entered employment after receiving services through the Alaska Job Center Network from 50 percent to 54 percent, a four year high.
- Awarded 1,624 General Educational Development (GED) diplomas compared to 1,580 the prior year.
- Answered 290,742 calls at Unemployment Insurance (UI) Claim Centers; administered over 1 million (1,017,423) weekly claimant certification filings; processed 107,801 claims for UI benefits; issued 88,541 determinations on claims; and paid UI benefits in a timely manner to 62,536 claimants, an increase of 11 percent from the 56,155 claimants paid in FY2012.
- Continued to meet federal performance standards in appeals decisions for timeliness and quality. The Appeals Tribunal issued 2,266 lower level decisions and 80 higher level decisions. The appeals unit also upgraded their system to automate appeals exhibits on cases.
- Collected and deposited \$226,330.0 of UI contributions into the UI Trust Fund, and collected and deposited an additional \$18,408.5 into the State Training and Employment Program account and the Alaska Technical and Vocational Education Program account.

Key RDU Challenges

Key challenges for the Employment Security Division include:

- Managing high job seeker demand for services combined with decreased federal funding for core, intensive and training services in the job centers. The division is utilizing available one-time federal funds to maintain service delivery while a strategic plan is developed to address service delivery in future years.
- Adapting Adult Basic Education (ABE) services to meet new General Educational Development (GED) test requirements scheduled to be implemented January 1, 2014. The ABE program will develop new curriculum for both on-site structured classes and distance delivered classes throughout all GED programs in Alaska. All GED testing will be conducted on computers due to the discontinuation of paper testing. Alaska regulations pertaining to the GED test requirements are being updated to reflect the changes in the test.
- Implementing a federally mandated work search for claimants filing regular Unemployment Insurance (UI) benefits. There are unknown constraints in programming the UI system to capture and store additional claim information. Current policy and procedures will be expanded to properly address claimants that have failed to conduct a valid work search.
- Continuing to decrease the rate of improper UI payments. Alaska is in the second year of the UI Integrity Action Plan and continues to work on improving the three major causes for overpay and miss-payment inaccuracies: deferred job registrations; reported work and earnings; and hidden job separations. The UI program initiated the Benefits Internet Filing (BIF) integrity project to improve data captured on a claimant's work and earning dates and automatically track return to work dates for follow-up. While there is no control on what a claimant or employer reports on job separations; the UI program will continue to train staff on how to address these issues when they arise.

Significant Changes in Results to be Delivered in FY2015

The Employment Security Division will continue to expand utilization of the Virtual Call Center (VCC) to gain further efficiencies. Employment and Training Services piloted a project using the VCC covering 17 job centers in an attempt to gain further efficiencies. This effort will be expanded to include a greater array of services. The VCC has and will further increase the capacity of front-line job center staff to focus on providing services to walk-in customers. Additionally, VCC expansion of services will help those in the rural areas where access to the internet is limited or there are bandwidth issues. Unemployment Insurance will expand use of the VCC into the UI Tax main and field offices as well as Benefit Payment Control offices. Additional enhancements to the VCC system will include pop-up screens of customer information when staff answers calls, and implementing the Agentless Dialer technology as a method of communicating mass messages to claimants.

Contact Information
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**Employment Security
RDU Financial Summary by Component**

All dollars shown in thousands

	FY2013 Actuals				FY2014 Management Plan				FY2015 Governor			
	UGF+DGF Funds	Other Funds	Federal Funds	Total Funds	UGF+DGF Funds	Other Funds	Federal Funds	Total Funds	UGF+DGF Funds	Other Funds	Federal Funds	Total Funds
Formula Expenditures None.												
Non-Formula Expenditures												
Employment and Training Services	1,016.3	9,125.6	14,367.6	24,509.5	1,024.2	9,674.5	16,496.9	27,195.6	1,147.5	8,600.1	16,479.8	26,227.4
Unemployment Insurance	715.5	246.8	24,571.6	25,533.9	853.3	299.3	28,762.5	29,915.1	850.9	299.0	27,201.9	28,351.8
Adult Basic Education	2,145.9	0.0	1,060.4	3,206.3	2,151.1	0.0	1,262.0	3,413.1	2,150.3	0.0	1,261.9	3,412.2
Totals	3,877.7	9,372.4	39,999.6	53,249.7	4,028.6	9,973.8	46,521.4	60,523.8	4,148.7	8,899.1	44,943.6	57,991.4

Employment Security
Summary of RDU Budget Changes by Component
From FY2014 Management Plan to FY2015 Governor

All dollars shown in thousands

	<u>Unrestricted Gen (UGF)</u>	<u>Designated Gen (DGF)</u>	<u>Other Funds</u>	<u>Federal Funds</u>	<u>Total Funds</u>
FY2014 Management Plan	2,510.3	1,518.3	9,973.8	46,521.4	60,523.8
Adjustments which will continue current level of service:					
-Employment and Training Services	-1.0	-0.7	-3.8	-17.1	-22.6
-Unemployment Insurance	0.0	-1.7	-0.3	-60.6	-62.6
-Adult Basic Education	-0.8	0.0	0.0	-0.1	-0.9
Proposed budget decreases:					
-Employment and Training Services	0.0	0.0	-1,070.6	0.0	-1,070.6
-Unemployment Insurance	0.0	-0.7	0.0	-1,500.0	-1,500.7
Proposed budget increases:					
-Employment and Training Services	0.0	125.0	0.0	0.0	125.0
FY2015 Governor	2,508.5	1,640.2	8,899.1	44,943.6	57,991.4