Employment Services (Labor Exchange)

RES/Profiling Guidelines/Client responsibility

LE Policy #15-4/22/2013

**Program guidelines and responsibility of RES-ESSS**

RES-ESS standard-

* 24 weeks to place the RES participant in employment or fully engaged in services or training (fully engaged = 20 hours per week)
* 75% Entered Employment Rate
* 70% Employment Retention Rate
* For all RES participants who do not comply, a program note must be entered in DJL and noncompliance reported to UI within three working days.

Standard for becoming compliant is 10 hours per week of job search, no partial compliance. Not, fully compliant or not compliant. At any time in the process a client becomes noncompliant, it should be documented in DJL in RES “program note”.

Who is in denominator? Any individual who completes 24 weeks of RES services counts in the denominator.

The program is designed as a 24 week intensive program. At the end of 24 weeks the RES participant is either employed or engaged in another activity for 20 hours per week.

1- 24 weeks: The RES participant is expected to attend orientation/assessment, participate in the creation of plan, and follow what is outlined in the plan. **\*Revised-The plan will include job club activities at least once every 2 weeks.**

24+ weeks: the RES participant is either employed or engaged in services or training for 20 hours per week. **\*\*Revised-** **The plan will include job club activities at least once a month.**

**Other questions/concerns:**

Can RES staff get ECHO access since they have so many letters returned? Profilers change their address with UI to continue to get their UI check at the new address, but fail to notify DET. Now only the AOM have the access (?)—**access will be given to the central person who is sending out the letters**

Who will be providing the services? Can we run the job clubs? If so, can we have several different job clubs based on skills and interests? Some feedback from previous workshops was that they were too generic and did not always meet the needs of the higher skilled worker. We should have soft skills available to any of the groups. But here are some suggestions: \*\* **revised Answer- in general RES staff will plan, structure and run the job clubs**

In the basic computer class, can they be showed how to create and check an email account? **Yes**

RES non-compliance must be reported to UI by Friday in order for them to stop the check for the next week. **We will stick to the three day rule.**

What core services should be entered and at what step in the flow? What about file structure? **~~Need to work on~~ Policy # 7 has been updated to indicate services.**

Notes/questions: can a degree such as associates or bachelors take the place of the CASAS? **NO**

Notes/questions: you may want to have at least two RES orientations per week. In the past some offices have done an option of one of the two offered in a week. Usually clients will pick the latest date to attend. The first orientation could be the option for someone who calls and says they can’t make either of the original two choices. **YES**

Notes/questions: at the orientation should other topics be covered such as the importance of having a complete/accurate resume in DJL including 10 years of work history, the timeframes for the resume expiring. **Can be, but we will eventually have resume workshops.**

Notes/questions: Should the out-house assessments be scheduled in time for the results to be include in the plan or make sure plan is updated when these results are obtained. **These should not hold up the plan, they are yet to be determined. The plan can always be updated based on any new information.** Should we include referral to supportive services here? **NO**

Notes/questions: If a RES participant is in an allowable activity for more than 90 days, should the RES ESS continue to monitor them? Is the 16 weeks consecutive? If they go into training with DET, who tracks them and is responsible for employment placement (training CM or RES ESS?)

**Answer: The RES program for an individual will run for 24consecutive full weeks from the plan development week.**

**Answer: If the training course is being funded by DET, and the participant is compliant with the training case manager, then the RES ESS monitors them for 90 successful days of training (in addition to the training case manager). If they are not being funded by DET, then RES ESS would need to continue to monitor.**

Q. Will the letters be returned to one central person?

**Answer: ~~The centralization is still being worked out, we will let you know when the process is finalized.~~ Yes.**

Q. Will the central person notify the local office of a new address?

**Answer: ~~The centralization is still being worked out, we will let you know when the process is finalized.~~ Yes**

Q. Will non-RES attend the job clubs?

**Answer: For now, no. Once the job clubs are up and running, this question can be revisited.**

Q. Does part-time employment 20 hours per week, constitute fulfilling the employment requirement?

**Answer: The goal is full-time employment and part time training or further education. However, if this is all that is obtainable, and is outlined in the plan, this is acceptable.**

Q. Will the clients be notified during orientation of what the next step will be if they do not find employment after the 16 weeks?  It may help to motivate them to know the difference in expectations up front.

**Answer: Yes, Per LE # 7, RES/Profiling Client Flow, #2, the participation rules are explained to the participants at the orientation and the rules are signed off on by the participant.**

Q. Will there be a list of approved activities for the RES clients and will it be developed state wide or will each office be able to create their own?

**Answer: Since all activities may not be available at all locations, a list can be created by the AOM at each office. The menu of these services is based on the plan of each individual RES participant.**

Q. With space being an issue in most of the offices, where and how often will job clubs be expected to occur along with the added assessments?

**Answer: job clubs should be held at least three days per week, this may increase to five days per week. Approx 45-60 minutes to start. The duration and length of the club may increase based on the groups needs and progress.**

Q. Is there a timeframe for when this becomes policy and the changes will occur?

**Answer: Although the centralization of the letters and some of the workshops will not be completed by Monday 4/4/2011, the remainder of the policy should be implemented this Monday 4/4/2011. Such as notification of the requirement to do 10 hours of job search in a 5 day period, assessment piece, etc.. starting next week, not other duties, tasks or services should be entered in RES.**

Q. What is the standard for non-compliance in job clubs?

**Answer: An RES client is able to miss one out of four job clubs and still remain compliant. When they miss 2 out of 4, they should be reported to UI as non-compliant.**